



May 6, 2022

## Important Information for True Health New Mexico Members Impacted by Wildfires

True Health New Mexico is committed to ensuring that any members who are affected by wildfires around the state continue to receive healthcare services. We are providing the support outlined below to help our members in Colfax, Lincoln, Mora, San Miguel, Sandoval, and Valencia counties.

### Emergency waivers for prior authorizations

- Emergency prior authorization waivers will be in place **until May 23** to ensure access to ongoing, urgent, and emergent care.
- This means that we will waive the prior authorization requirement for certain services and equipment for members affected by the wildfires in Colfax, Lincoln, Mora, San Miguel, Sandoval, and Valencia counties.
  - Members with questions about the prior authorization waivers may call True Health New Mexico Customer Service at 1-844-508-4677, Monday through Friday, 8:00 a.m. to 5:00 p.m.
  - Members who are experiencing disrupted services or having difficulty accessing care may call True Health New Mexico Case Management at 1-844-691-9984, Monday through Friday, 8:00 a.m. to 5:00 p.m., for help.
  - Services covered by the prior authorization waiver may include but are not limited to:
    - Home health care
    - Durable medical equipment
    - Infusion therapy
    - Urgent and emergent procedures

### Pharmacy assistance

CVS Caremark® is the pharmacy benefit manager for True Health New Mexico.

- CVS Caremark will allow one-time emergency refills of a 10-day supply of medications for members in Colfax, Lincoln, Mora, San Miguel, Sandoval, and Valencia counties.
- CVS Caremark will contact impacted members within the emergency area who are taking specialty medications to discuss alternate delivery arrangements if needed. Courier services will be engaged as needed.
- True Health New Mexico members with questions about emergency refills or delivery arrangements may call CVS Caremark Customer Service at 1-866-341-8561. Members also may call True Health New Mexico Customer Service for help at 1-844-508-4677.
- Members who live in New Mexico counties outside the designated disaster area will continue to have access to two vacation override events per rolling calendar year. Members can access these overrides by calling CVS Caremark Customer Service at 1-866-341-8561.

### Replacement ID cards

If you need to replace your member ID card, you can:

- Log in to the True Health New Mexico member portal at <https://member.truehealthnewmexico.com>; or
- Email [idcard@truehealthnewmexico.com](mailto:idcard@truehealthnewmexico.com); or

- Call Customer Service at 1-844-508-4677.

#### **Telehealth visits**

- True Health New Mexico covers virtual (telehealth) visits with an in-network provider for all members.\* We have partnered with Doctor On Demand® to provide these services. Learn more and get started at <https://doctorondemand.com/microsite/thnm/>. Have your member ID card handy.
- \*Doctor On Demand virtual visits are available on most True Health New Mexico plans at no cost. For high-deductible health plan (HDHP) members, the applicable copay or coinsurance will apply until you meet your deductible.

#### **Disaster assistance information from the Office of the Governor**

- <https://www.disasterassistance.gov/>
- FEMA: 1-800-621-FEMA (3362); 1-800-462-7585 (TTY) for hearing- and speech-impaired persons

#### **New Mexico Crisis and Access Line: Mental Health Helpline**

Members who are experiencing a mental health crisis can access the New Mexico Crisis and Access Line.

- [www.nmcrisisline.com](http://www.nmcrisisline.com)
- 1-855-NMCRISIS (662-7474)
- Available 24 hours a day, seven days a week