



GUIDE FOR NEW ALBUQUERQUE PUBLIC SCHOOLS MEMBERS

Health insurance is confusing. We're here to help. Read and keep this guide to understand the basics about your plan.

truehealthnewmexico.com/aps

ACCESSING MEDICAL OR BEHAVIORAL HEALTH CARE

Find a doctor, hospital, or other healthcare provider

- Visit truehealthnewmexico.com. Click on *Find a Doctor* near the top of the page.
- Click *Quick Search PDFs* to view lists of urgent care centers, vision providers, pharmacies, hospitals, labs, draw stations, and mammography providers.
- Need help finding a provider? Call APS Customer Service at **1-877-210-8339**.



Call the Care Connect Nurse Advice Line

- We're here for you 24/7 at **1-844-308-2552**.
- Registered nurses will provide expert guidance for your non-urgent illnesses and injuries.
- If needed, the nurse can connect you with an MDLIVE® doctor. MDLIVE doctors are board-certified in New Mexico and in-network.

YOUR PRESCRIPTION DRUG COVERAGE

Your True Health New Mexico plan includes prescription drug coverage through **Express Scripts®**. To learn more about your prescription drug benefit, manage your prescriptions, and check your order status, visit express-scripts.com and log in or register.



MENTAL HEALTH IS IMPORTANT, TOO

We believe that good mental health is essential to good overall health and wellness. Your True Health New Mexico plan covers outpatient behavioral health visits at a \$10 copay. Search for a behavioral health provider with our Online Provider Search Tool.



WELLNESS RESOURCES

Healthy Check-Up Interview

We want to guide you to the services and providers you need. Tell us about your current state of health – take our confidential Healthy Check-Up Interview at research.net/r/THNMhealthycheckup.

New! True You Wellness Programs – visit truehealthnewmexico.com/trueyou-program/ for details.

- **Better You:** Workout programs, healthy eating tips, financial and work habit guidance, and more so you can start working toward a better you at your own pace.
- **Informed You:** A convenient way to access great health content and medical assessments.
- **Mindful You:** Mindfulness and meditation resources designed to support and enable mental wellness.



OUR WEBSITE: truehealthnewmexico.com/aps

This web page provides all the information and resources you need to understand your health plan benefits and manage your care.

- Find in-network providers and learn about their qualifications.
- Find your **Summary of Benefits and Coverage** and your **Summary of Benefits**. These documents contain information on:
 - *Benefits and services included in and excluded from coverage.*
 - *Copayments and other charges you're responsible for.*
 - *Restrictions on benefits that apply to services obtained outside our system/service area.*
 - *How to contact staff and how to get language assistance to talk with us about how we manage care and services, or to get information about benefits, access to services, and other issues.*
 - *How to voice a complaint.*
 - *How to appeal a decision that adversely affects coverage, benefits, or your relationship with us.*

You may **request a printed copy** of your Summary of Benefits and Coverage and Summary of Benefits by calling Customer Service.

- Explore health and wellness resources.
- Learn about programs and services we offer to all members:
 - *Our Case Management Program and Disease Management Programs.*
 - *Availability of TDD/TTY services.*

MEMBER PORTAL

Register for and log in to the **member portal** to access your ID card, review benefits, check claims and prior authorization status, request an ID card, and more: truehealthnewmexico.com/members/

ELSEWHERE ON OUR WEBSITE

- Learn how to use your health plan, understand health insurance terms, and learn about our health and wellness programs: truehealthnewmexico.com/member-resources/
- Learn how to access healthcare services: truehealthnewmexico.com/seeking-healthcare-services/
 - *Primary care, including how to choose and access a primary care provider.*
 - *Specialty, emergency, and behavioral health care; hospital services; and after-hours care.*
- Learn about eligibility for transition-of-care benefits, which allow you to continue treatment with an out-of-network provider for a defined period of time, if you meet the criteria: truehealthnewmexico.com/care-management/
- Download forms: truehealthnewmexico.com/member-forms/
- Obtain care and coverage when you are out of the service area: truehealthnewmexico.com/out-of-state-coverage/
- Learn about your member rights and responsibilities: truehealthnewmexico.com/member-rights-and-responsibilities/

**True Health New Mexico Customer Service for APS members:
1-877-210-8339, Monday through Friday, 8:00 a.m. to 5:00 p.m.**