



# GUIDE FOR NEW FEDERAL EMPLOYEE MEMBERS

Read and keep this guidebook to get the most from your True Health New Mexico High-Option HMO plan benefits.

[truehealthnewmexico.com/federal-employees](http://truehealthnewmexico.com/federal-employees)

## ACCESSING MEDICAL OR BEHAVIORAL HEALTH CARE

### Find a doctor, hospital, or other healthcare provider

- Visit [truehealthnewmexico.com](http://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 Customer Service at **1-844-508-4677**.



### 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

True Health New Mexico Pharmacy Services provides your pharmacy benefits and CVS Caremark™ administers them.

- Your plan offers a **\$0 copay for many generic drugs for these chronic conditions**: asthma, bipolar disorder, chronic obstructive pulmonary disorder, congestive heart failure, coronary artery disease, depression, diabetes, high cholesterol, and high blood pressure, plus oral chemotherapy medications.
- The network includes local and retail pharmacies across New Mexico and the U.S., plus CVS Specialty Pharmacy.
- View our list of covered drugs (formulary) at [truehealthnewmexico.com/member-pharmacy-formulary/](http://truehealthnewmexico.com/member-pharmacy-formulary/). To search the list, type Ctrl F (on a PC) or ⌘ F (on a Mac) and enter the name of your drug in the search bar.

## MENTAL HEALTH IS IMPORTANT, TOO

Your True Health New Mexico High-Option HMO Plan offers a **\$0 copay for outpatient behavioral health visits**, including substance abuse. Search for a behavioral health provider with our Online Provider Search Tool at [truehealthnewmexico.com](http://truehealthnewmexico.com).



## 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](http://research.net/r/THNMhealthycheckup).

**New! True You Wellness Programs** – visit [truehealthnewmexico.com/trueyou-program/](http://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/federal-employees](https://truehealthnewmexico.com/federal-employees)

This web page provides all the information and resources you need to understand your True Health New Mexico High-Option HMO health plan benefits and manage your care.

- Find in-network providers and learn about their qualifications.
- View and download your Federal Employee Benefit Brochure and your plan's Summary of Benefits and Coverage. These documents cover:
  - *Benefits and services included and excluded from coverage.*
  - *Copayments and other charges for which you are responsible.*
  - *Restrictions on benefits that apply to services obtained outside our system or service area.*
  - *How to access healthcare services.*
  - *How to get language assistance to talk with us about how we manage care and services, or to obtain information about benefits, access to services, and other issues.*
  - *How to submit a claim for covered services, if applicable.*
  - *How we evaluate new technology for inclusion as a covered benefit.*
  - *How to appeal a decision that adversely affects coverage or benefits.*
  - You may **request a printed copy** of these documents by calling Customer Service at the number below.
- Learn about programs and services we offer to all members:
  - *Our Case Management Program.*
  - *Our Disease Management Programs.*
  - *Availability of TDD/TTY services.*
- Explore health and wellness resources.
- Learn about your member rights and responsibilities.
- Protect yourself from health care fraud, waste, and abuse.

## 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/federal-employees/](https://truehealthnewmexico.com/federal-employees/)

## TRANSITION OF 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/](https://truehealthnewmexico.com/care-management/)

**True Health New Mexico Customer Service for federal employees:  
1-844-508-4677, Monday-Friday, 8:00 a.m.-5:00 p.m.**

English	ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-844-508-4677 (TTY: 711).
Spanish	ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-844-508-4677 (TTY: 711).
Navajo	Díí baa akó nínízin: Díí saad bee yánílti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiiik'eh, éí ná hóló, koji' hódílnih 1-844-508-4677 (TTY: 711.)
Vietnamese	CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-844-508-4677 (TTY: 711).
German	ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-844-508-4677 (TTY: 711).
Chinese	注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-844-508-4677 (TTY : 711) 。
Arabic	ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-844-508-4677 (رقم هاتف الصم والبكم: 711).
Korean	주의 : 한국어를 말할 때 무료로 언어 지원 서비스를 이용할 수 있습니다. 1-844-508-4677 (TTY : 711)로 전화하십시오.
Tagalog-Filipino	PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-844-508-4677 (TTY: 711).
Japanese	注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-844-508-4677 (TTY: 711) まで、お電話にてご連絡ください。
French	ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-844-508-4677 (ATS: 711).
Italian	ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-844-508-4677 (TTY: 711).
Russian	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-844-508-4677 (телетайп: 711).
Hindi	सावधानी: यदि आप अंग्रेजी बोलते हैं, तो भाषा सहायता सेवाएं नि:शुल्क, आपके लिए उपलब्ध हैं। 1-844-508-4677 पर कॉल करें (टीटीवी: 711)।
Farsi	توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-844-508-4677 (TTY: 711) تماس بگیرید.
Thai	ความสนใจ: หากคุณพูดภาษาไทยมีบริการให้ความช่วยเหลือด้านภาษาฟรี โทร 1-844-508-4677 (TTY: 711)



## Notice of Non-Discrimination and Accessibility *Aviso de no discriminación y accesibilidad*

The following is a statement describing nondiscrimination for True Health New Mexico and the services it provides to its clients and members.

- We do not discriminate on the basis of race, color, creed or religion, sexual orientation, national origin, age, disability, or gender in our health programs or activities.
- We provide help free of charge to people with disabilities or whose primary language is not English. To ask for a document in another format such as large print, or to get language help such as a qualified interpreter, please call True Health New Mexico Customer Service at 1-844-508-4677, Monday through Friday, 8:00 a.m. to 5:00 p.m. TTY: 1-800-659-8331.
- If you believe that we have failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or gender, you can send a complaint to: True Health New Mexico Compliance Hotline, 2440 Louisiana Blvd. NE, Suite 601, Albuquerque, NM 87110. Phone: 1-855-882-3904. Fax: 1-866-231-1344.

You also have the right to file a complaint directly with the U.S. Dept. of Health and Human Services online, by phone, or by mail:

- Online: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.
- Phone: Toll-free: 1-800-368-1019, TDD: 1-800-537-7697
- Mail: U.S. Dept. of Health & Human Services, 200 Independence Ave. SW, Room 509F, HHH Bldg., Washington, DC 20201

### **Aviso de no discriminación y accesibilidad**

A continuación presentamos una declaración que resume la norma de no discriminación de *True Health New Mexico* y los servicios que prestamos a nuestros clientes y asegurados.

- No discriminamos por la raza, el color, el credo o la religión, la orientación sexual, el origen nacional, la edad, las discapacidades o el sexo en nuestras actividades o programas de salud.
- Ayudamos gratuitamente a las personas que tienen discapacidades o cuyo idioma nativo no es el inglés. Para pedir un documento en otro formato, como en letra grande, o para recibir la ayuda de un intérprete calificado, favor de llamar al Centro de Atención al Cliente de *True Health New Mexico* al 1-844-508-4677, para los servicios TTY llame al 1-800-659-8331, de lunes a viernes, de las 8:00 de la mañana a las 5:00 de la tarde.
- Si usted cree que no hemos prestado estos servicios o que le hemos discriminado de alguna otra manera por su raza, color, origen nacional, edad, discapacidad o sexo, puede enviar una queja a: *True Health New Mexico* Compliance Hotline, 2440 Louisiana Blvd. NE, Suite 601, Albuquerque, NM 87110. Teléfono: 1-855-882-3904. Fax: 1-866-231-1344.

Además, tiene derecho a presentar una queja directamente al Departamento de Salud y Servicios Humanos de los EE. UU. [*U.S. Dept. of Health and Human Services*] ya sea en línea, por teléfono o por correo:

- En línea: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>. Los formularios de queja están a su disposición en: <http://www.hhs.gov/ocr/office/file/index.html>.
- Por teléfono: Línea telefónica gratis: 1-800-368-1019, TDD: 1-800-537-7697
- Por correo: U.S. Dept. of Health & Human Services, 200 Independence Ave. SW, Room 509F, HHH Bldg., Washington, DC 20201