

Look for your new ID card in the mail

Please read the following information carefully.

1. **All** our health plan members will receive a new ID card in 2022. This is due to federally mandated information that must be printed on each card.
2. **If you are a current TRUE member who purchased on-exchange individual or family coverage for 2022, your ID card will have a different group and subscriber ID number.**

When will I get my new ID card? What if I need my ID card now and don't have it yet?

You will receive your new ID card in the mail in mid-January. If you need your ID card now and don't have it yet, please email idcard@truehealthnewmexico.com. Give us your name and date of birth, and we will email you a temporary ID card.

After you receive your permanent ID card in the mail, be sure to:

- cut up any older copies of your TRUE ID card and use only the new one.
- present your new ID card to any provider or pharmacy you visit and tell them your ID card has changed. This will help ensure your 2022 claims are processed correctly.

Member portal changes for on-exchange individual/family plan members

Once you have your new ID card, you should create a new member portal account with your new ID number.

- Access the portal at <https://member.truehealthnewmexico.com>.
- You can use the same email address for this new account that you did for your old account.
- You will not be able to see your information from your previous ID number in your new account. However, you will be able to access your old account through the end of February.

Did you enroll in 2022 health coverage on beWellnm? Here's how to pay your premiums

beWellnm is the New Mexico Health Insurance Exchange. **If you purchased your 2022 individual/family coverage through beWellnm, True Health New Mexico cannot accept your 2022 premium payments.**

- To pay your 2022 premium, call 1-833-862-3935 or visit bewellnm.com.
- If you make a payment to True Health New Mexico for your 2022 coverage, we will refund you.
- Need to make a payment for your 2021 coverage? Call True Health New Mexico at 1-844-508-4677 and ask for Billing.