



2022 GUIDE FOR NEW ALBUQUERQUE PUBLIC SCHOOLS MEMBERS

Read and keep this guide to understand the basics about your plan's benefits and services.

truehealthnewmexico.com/aps | 1.877.210.8339 | info@truehealthnewmexico.com

ACCESSING MEDICAL AND BEHAVIORAL/MENTAL HEALTHCARE SERVICES

Find a doctor, hospital, or other healthcare provider

- Visit truehealthnewmexico.com. Click on *Find a Doctor* near the top of the page.
- Select *Quick Search PDFs* to view freestanding radiology centers, hospitals, lab draw stations, specialty labs, mammography providers, pharmacies, urgent care centers and walk-in clinics, and vision service providers.
- **Visit in-network providers and facilities to avoid paying extra out-of-pocket costs.** Make sure any referrals you receive are to in-network providers.
- Need help finding a provider? Call Customer Service at **1-877-210-8339**.

Virtual visits with Doctor On Demand®

- Your plan covers virtual (telehealth) visits.
- Visit truehealthnewmexico.com/telehealth to learn more and register for Doctor On Demand.

Call the Care Connect Nurse Advice Line at 1-844-308-2552

- Our nurse advice line is available 24/7/365 at no charge. Speak with an experienced registered nurse about your health questions and concerns.

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.

BEHAVIORAL & MENTAL HEALTH SERVICES

You won't pay any cost-sharing when you receive **inpatient and outpatient behavioral health, mental health, or substance abuse services** from participating providers. This includes certain medications from participating pharmacies. Search for a provider at truehealthnewmexico.com.

WELLNESS PROGRAMS & RESOURCES

Healthy Check-Up Interview: Help us guide you to the services and providers you need. Take our confidential questionnaire at research.net/r/THNMhealthycheckup.

Explore a wealth of resources at truehealthnewmexico.com/health-wellness, including **True You wellness programs:**

- **Better You:** Fitness and nutrition challenges, university courses, and much more. With each completed activity, you'll earn points to redeem for up to \$125 in gift cards to major retailers!
- **Mindful You:** Mindfulness and meditation resources designed to support and enable mental wellness.
- **Informed You:** Convenient access to trustworthy health information.

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/request your ID card, review benefits, check claims, 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
- Learn about your member rights and responsibilities: truehealthnewmexico.com/member-rights-and-responsibilities

Customer Service: 1.877.210.8339, 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 1-877-210-8339 (TTY: 711).
Spanish	ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-210-8339 (TTY: 711).
Navajo	Díí baa akó nínízin: Díí saad bee yánílti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, koji' hódíílnih 1-877-210-8339 (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 1-877-210-8339 (TTY: 711).
German	ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-877-210-8339 (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 1-877-210-8339 (TTY : 711)。
Arabic	ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-877-210-8339 (رقم هاتف الصم والبكم: 711).
Korean	주의 : 한국어를 말할 때 무료로 언어 지원 서비스를 이용할 수 있습니다. 1-877-210-8339 (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 1-877-210-8339 (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。1-877-210-8339 (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 1-877-210-8339 (ATS: 711).
Italian	ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-877-210-8339 (TTY: 711).
Russian	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-877-210-8339 (телетайп: 711).
Hindi	सावधानी: यदि आप अंग्रेजी बोलते हैं, तो भाषा सहायता सेवाएं निःशुल्क, आपके लिए उपलब्ध हैं। 1-877-210-8339 पर कॉल करें (टीटीवी: 711)।
Farsi	توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-877-210-8339 (TTY: 711) تماس بگیرید.
Thai	ความสนใจ: หากคุณพูดภาษาไทยมีบริการให้ความช่วยเหลือด้านภาษาฟรี โทร 1-877-210-8339 (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 report a complaint to: True Health New Mexico Compliance Hotline, <https://www.lighthouse-services.com/brighthealthgroup>. Phone (toll-free): 1-855-208-3766 (English), 1-800-216-1288 (Spanish). Email: Reports@Lighthouse-Services.com. Fax: 1-215-689-3885.

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 reportar una queja a: *True Health New Mexico* Compliance Hotline, <https://www.lighthouse-services.com/brighthealthgroup>. Teléfono (gratis): 1-855-208-3766 (inglés), 1-800-216-1288 (español). Correo electrónico: Reports@Lighthouse-Services.com. Fax: 1-215-689-3885.

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