



GUIDE FOR NEW TRUE HEALTH NEW MEXICO MEMBERS

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

truehealthnewmexico.com

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 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., and CVS Specialty Pharmacy.
- View our list of covered drugs (formulary) at 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.
- You also can review our pharmacy limits and procedures on the Pharmacy web page.

MENTAL HEALTH IS IMPORTANT, TOO

Most of our plans offer a **\$0 copay* for outpatient behavioral health visits**, including substance abuse. Search for a behavioral health provider with our Online Provider Search Tool.



*The \$0 copay benefits for select generic drugs and behavioral health visits do not apply to our HDHP plans.

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 AND MEMBER PORTAL

truehealthnewmexico.com 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: truehealthnewmexico.com
- 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/
- 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.*
- Find your **Summary of Benefits and Coverage** and your **Evidence of Coverage** (Member Handbook): truehealthnewmexico.com/individual-family-plan-documents/; truehealthnewmexico.com/small-group-forms/; or truehealthnewmexico.com/large-group-forms/. 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 submit a claim for covered services, if needed.*
 - *How we evaluate new technology for inclusion as a covered benefit.*
 - *How to voice a complaint.*
 - *How to appeal a decision that adversely affects coverage, benefits, or your relationship with us.*
 - *Our policy prohibiting financial incentives for utilization management decision-makers.*
 - *Information on the independent external appeal process for our utilization management decisions.*
 - *You may **request a printed copy** of your Summary of Benefits and Coverage and Evidence of Coverage by calling Customer Service.*
- 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/
- Explore health and wellness resources: truehealthnewmexico.com/health-wellness/
- Obtain care and coverage when you are out of the service area: truehealthnewmexico.com/out-of-state-coverage/
- Learn about programs and services we offer to all members:
 - *Case Management:* truehealthnewmexico.com/case-management/
 - *Disease Management:* truehealthnewmexico.com/care-management/
 - *Quality Improvement:* truehealthnewmexico.com/quality-improvement-program-members/
 - *TDD/TTY services:* truehealthnewmexico.com/contact-us/
- Learn about your member rights and responsibilities: truehealthnewmexico.com/member-rights-and-responsibilities/

True Health New Mexico Customer Service: 1-844-508-4677, M-F, 8 a.m.-5 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