NMPSIA
Annual Switch Enrollment 2024
Today We Will Cover

1. Why Blue Cross Blue Shield of NM?
2. BCBSNM Behavioral Health Resources
3. Learn to Live
4. Well on Target
Why Blue Cross and Blue Shield of New Mexico?

- More Doctors and Hospitals
- Coverage Everywhere You Go
- Personalized Customer Service
- Health and Wellness Programs
- Tools and Resources
- Digital Capabilities
# Plan Options

<table>
<thead>
<tr>
<th>HIGH &amp; LOW PPO</th>
<th>BLUE PREFERRED EPO</th>
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<tbody>
<tr>
<td>• Higher employee contributions</td>
<td>• Lowest employee contributions</td>
</tr>
<tr>
<td>• Full PPO network with coverage around the U.S. and the world</td>
<td>• Similar benefits, quality and services as a PPO plans, but at a more affordable cost</td>
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<tr>
<td>• Your PPO plan also provides coverage for covered services from other health care providers outside of the PPO network, but at a higher cost to you</td>
<td>• Narrower, more limited statewide provider network</td>
</tr>
<tr>
<td>• No requirement to select a PCP</td>
<td>• You must use Blue Preferred EPO providers to receive benefits (except in a medical emergency)</td>
</tr>
<tr>
<td>• No referrals required</td>
<td>• Select a primary care provider and benefit from PCP-guide care</td>
</tr>
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<td>• Telemedicine/Virtual Visits Available</td>
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Preventive Coverage

What’s Covered?

• **Recommended routine gender- and age-specific preventive care and screenings** — including yearly general wellness exams, recommended vaccines and screenings for things like diabetes, cancer and depression — both facility and professional services.

• **Coverage provided in-network at 100% with no copay, no deductible.** Out-of-network benefits may vary.

**IMPORTANT to remember:**
Lab tests related to a condition such as diabetes or asthma — **are not** considered preventive and are covered under applicable deductible and coinsurance levels.
Women’s Preventive Services

Women’s Preventive Services Guidelines require coverage for the following services, without cost-sharing:

- Well-woman preventive visits
- Screening for diabetes in pregnancy
- Sexually transmitted infection counseling
- Human immunodeficiency virus (HIV) screening
- FDA-approved contraception methods and counseling
- Breastfeeding support, supplies and counseling
- Interpersonal and domestic violence screening and counseling
Provider Network Update

September 2024

Blue Cross and Blue Shield of New Mexico, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association
**Blue Cross and Blue Shield of New Mexico (BCBSNM)**

**Top Hospital Providers** *(visit www.bcbsnm.com/nmpsia for a complete listing)*

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<tr>
<th>BCBSNM PPO Network Hospital Providers</th>
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<td>Artesia General Hospital</td>
<td>Memorial Medical Center</td>
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<tr>
<td>Carlsbad Medical Center</td>
<td>Mountain View Regional Hospital</td>
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<tr>
<td>Covenant Health Hobbs</td>
<td>Nor Lea General Hospital</td>
</tr>
<tr>
<td>Eastern NM Medical Center</td>
<td>PMG Santa Fe Medical Center</td>
</tr>
<tr>
<td>Lovelace Medical Center</td>
<td>San Juan Regional Medical Center</td>
</tr>
<tr>
<td>Lovelace Regional Roswell</td>
<td>St. Vincent</td>
</tr>
<tr>
<td>Lovelace Westside</td>
<td>Three Crosses Regional Hospital</td>
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<tr>
<td>Lovelace Women’s</td>
<td>UNM Hospital</td>
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<th>BCBSNM Blue Preferred NLP Network Hospital Providers</th>
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Acute Care Hospital
PPO Locations
Acute Care Hospital
Blue Preferred
Locations
Summary of Provider Locations & Accepting New Patients Status

|                                   | BCBSNM PPO Network Locations                                      | BCBSNM Blue Preferred Network Locations                      |
|---|---|---|---|---|---|---|---|
|   | Unique Providers | PCP | Behavioral Health | Unique Providers | PCP | Behavioral Health |
|   | Providers       | 3839 | 4285              | Providers       | 3469 | 3931             |
|   | Locations       | 1312 | 1549              | Locations       | 1304 | 1346             |
|   | Accepting New Patients | PCP | Behavioral Health | Providers       | 3241 | 3884             |
|   | Providers       | 3695 | 4205              | Locations       | 1202 | 1334             |
Primary Care Providers
PPO Locations
Primary Care Providers
Blue Preferred Locations
Behavioral Health Resources
COMPREHENSIVE SUPPORT

**Inpatient Management**
- Inpatient
- Residential Treatment Center
- Partial Hospital Program

**Case Management**
- Condition Support
- Benefits Education
- Resource Connections
- Transition of Care

**Outpatient Management**
- Intensive Outpatient Services
  - ABA Decision Tool
  - Routine Outpatient Services

**Specialty Management**
- Risk Identification and Outreach
- Autism Response Team
- Eating Disorder Care Team

**Call Center**
- 24 / 7 / 365
- One Point of Contact
- 800-432-0750

**Access**
- BCBSNM Providers
- Virtual Visits
- 24/7 Nurseline
- Wellness Portal
Behavioral Health
Virtual Visits

Diagnostic assessment
Ongoing counseling
E-prescribing
Ongoing medication management

Therapy Is With Licensed Providers
Psychologists
Psychiatrists
Professional counselors
Marriage/family therapists
Clinical social workers
Alcohol/drug/addiction counselors

Note: Behavioral health services are not available by telephone.
Activate Your MDLIVE Account Today!

Call MDLIVE at 888-858-5074
Go to MDLIVE.com/bcbsnm
Text BCBSNM to 635-483
Download the MDLIVE app

- Speak with a health service specialist to confirm a virtual visit is right for your situation, or get other assistance
- If you need a visit you can speak with a doctor right away, or schedule a future appointment
- You can also call Customer Service to activate your account, schedule a visit, or if you have questions or need help.
Advice anytime.
Advice isn’t just needed from 9 to 5.

Round-the-clock health and wellness advice from licensed nurses.

Plus, you can also listen to more than 1,200 AudioHealth Library topics.

800-973-6329
Targeted, online programs and services based on proven cognitive behavioral therapy principles

Private, convenient entry point for mental health concerns

- Depression
- Stress, Anxiety & Worry
- Social Anxiety
- Insomnia
- Substance Use

No cost to employee

*Less than 50% of people with a mental health condition receive treatment*


Learn to Live, Inc. is an independent company that provides online behavioral health programs and tools for members with coverage through Blue Cross and Blue Shield of New Mexico. BCBSNM makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them.
Sign Up for Blue Access for Members

Go to bcbsnm.com and log in to Blue Access for Members via web or mobile. If you are a new user, click Register Now to sign up.

To register, you will need your identification number on the front of your ID card OR you can call the Customer Service number on the back of the card.
How to Find a Provider

From your computer or mobile device, log on to bcbsnm.com and click on Provider Finder®

Call the Customer Service number on your ID card 800-892-2803

Call BlueCard® Access — available 24/7 800-810-2583

Speak with your provider's office
Provider Finder HOMEPAGE

Interface allows for easy user navigation and a better member experience.
Cost Estimate Search Results

Did you know?
Cost Range for a Knee Replacement

Albuquerque, NM

About Artificial Joint Repair/Revision, Hip or Knee

Cost Range
$18,879 – $46,153

Description of procedure or service

Compare up to four search results

Add to Compare

View full cost breakout of the procedure

$5,500

Your Estimated Cost

Cost Details
Well On Target
Member Wellness Portal

Well onTarget® Highlights

• Health Assessment
• Member dashboard
• Digital self-management programs
• Trackers and tools
• Interactive symptom checker
• Health and wellness content
• Text message alerts
• Blue Points℠ rewards*
• Fitness Program
• Tracking for fitness and nutrition and also device integration
• Personal wellness challenges
• Mobile app (AlwaysOn)

*Blue Points program rules are subject to change without prior notice. Member agrees to comply with all applicable federal, state and local laws, including making all disclosures and paying all taxes with respect to their receipt of any reward.
Digital self-management programs on a range of wellbeing topics

**Interactive**
- Enhancing your Physical Activity
- Managing Your Stress
- Improving Your Sleep
- Living with Diabetes
- Quitting Tobacco
- Staying Tobacco Free
- Achieving Your Healthy Weight
- Maintaining Your Healthy Weight
- Nutrition for Better Health
- Improving Your Blood Pressure
- Financially Fit
- Improving Your Oral Health

**Educational**
- Managing Your Metabolic Syndrome
- Preventing Diabetes
- Healthy Bones and Joints
- Living With Asthma
- Living With Chronic Obstructive Pulmonary Disease (COPD)
- Living With Congestive Heart Failure (CHF)
- Living With Coronary Artery Disease (CAD)
- Improving Your Cholesterol
- Healthy Pregnancy
- Preventive Health: Reducing Your Risks
Healthy Coping Strategies

• Acknowledge
• Notice Negative Self-Talk
• Seek Support
• Maintain a Daily Routine
• Practice Acceptance
• Look Forward
• Pay Attention to Loved Ones
Questions

Thank you!