



It's more important than ever to stay informed about your health insurance from Blue Cross and Blue Shield of New Mexico. You can visit [bcbsnm.com](http://bcbsnm.com) to get information on topics such as:

**What is an HMO?** An HMO health plan is designed so that you have care personalized to you. Your care is coordinated by one doctor who knows you — your health history, current issues and medication, lifestyle, and how your family's health history may affect your health. See [bcbsnm.com/hmo](http://bcbsnm.com/hmo) for more about the HMO plan, such as:

- How to choose and work with your primary care provider
- Information about the referral process
- How to access a specialist or behavioral health care provider
- Emergencies and what to do in an emergency or non-emergency
- How to change your PCP
- How to get care after normal business hours

If you need to see a specialist or behavioral health care provider, your PCP will refer you to one. Make sure the specialist or behavioral health care provider is in your network. In addition, you will need a referral to visit a hospital for non-emergency services.

For resources and answers to frequently asked questions about HMO information, claims, payments, membership, finding care, and more, please visit: [bcbsnm.com/member/member-resources/faq](http://bcbsnm.com/member/member-resources/faq).

**How do I find a doctor or hospital?** To find participating doctors, hospitals, and other health care providers, use "Find Care" at [bcbsnm.com](http://bcbsnm.com). You can look up information such as name, address, telephone numbers, professional qualifications, specialty, medical school, residency completion, and board certification status.

**What is a provider?** A provider is a licensed health care facility, program, agency, ambulance company, doctor (including Doctor of Medicine, Osteopathy, Chiropractic, and Podiatric Medicine), or other health professional who delivers health care services. You can visit [bcbsnm.com/hmo](http://bcbsnm.com/hmo) to learn how to use primary care services covered under your benefits, including where to go for care. If you need more help, you can call Customer Service.

**How do I reach my doctor after hours?** Call the doctor's after-hours number. They will either fit you into their schedule or refer you to another doctor or clinic. In some cases, they may have you go to the hospital.

**How do I get emergency care?** To get emergency care, call 911 or go to the nearest emergency room. You do not have to stay in network or get a referral. Just let your PCP know that you had an

emergency as soon as you can, so they can follow your treatment and manage any follow-up care needed.

**How do I reach Customer Service?** You can call Customer Service toll free at **1-866-236-1702**. The phone number is also on your member ID card.

**Where can I find enrollment information?** Refer to your Benefit Book for information about benefits coverage (including coordination of care), access to medical services, the complaint/appeal process, confidentiality of personal health information, and new medical technology. You can also log in to your Blue Access for Members<sup>SM</sup> account or text<sup>1</sup> BCBSNMAPP to 33633 to download the BCBSNM App to your smartphone.

**How does my health plan work?** To understand how your health plan works and to take full advantage of your health insurance benefits, see the helpful tips at the “Making Your Health Insurance Work for You” link under the Member Services tab on **bcbsnm.com**. For example:

Blue Cross and Blue Shield of New Mexico regularly evaluates the use of new and existing medical technologies. This allows us to make decisions about what’s covered. It also ensures that you have access to safe and effective care.

**How do I use my member account?** Your Blue Access for Members account helps you make the most of your plan benefits and coverage. You can review your health history, view your benefits, check on claim payments, use BCBSNM’s online health tools and more.

### **Health Management Programs Available to You**

Blue Cross and Blue Shield of New Mexico offers Health Management programs to address your medical and behavioral health needs. These programs aim to help:

- Keep you healthy.
- Manage your emerging health risks.
- Assist with your safety and health outcomes.
- Manage chronic illnesses.

Referrals to Health Management Programs can be made by members or caregivers, providers/practitioners, hospital discharge planners, or other medical management programs.

For details on Health Management Programs available to you and how to enroll, see the table starting on page 3 or call the Customer Service number on your member ID card.

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<sup>1</sup> Message and data rates may apply. Terms and conditions and privacy policy at [bcbsnm.com/mobile/text-messaging](https://bcbsnm.com/mobile/text-messaging).

## List of Health Management Programs

Email Reminders	Who Is This Program for?	How Can I Access the Program?	How Does This Program Work?
Annual Flu Shot	Members 18 and over with an on-exchange plan*	You will get an annual email and a short message service (secure text) from BCBSNM. You will also see this information posted on our social media site.	The email you get from BCBSNM will remind you to talk to your doctor about screenings, immunizations and tests. Use this information to make an appointment.
Breast Cancer Screenings	Female members who are ages 50 to 74 and have not had a breast cancer screening		
Cervical Cancer Screenings	Female members who are age 21 or over and have not had a cervical cancer screening		
Childhood Immunizations	Members who are parents of children who are 6 months old		
Colorectal Cancer Screenings	Members with an on-exchange plan* who are ages 45 to 75 and have not had appropriate colon cancer screening		
Diabetic Testing	Adult members who have diabetes		
Home Colorectal Cancer Screening	Who Is This Program for?		
Home testing kit for colorectal cancer screening	Members with an on-exchange plan* who are ages 45 to 75 and have not had colon cancer screening identified	BCBSNM will mail you information related to home testing.	We will mail you a testing kit via the U.S. Postal Service. The kit will have instructions on how to submit it and get results.

Physical Health Disease and Case Management Programs	Who Is This Program for?	How Can I Access the Program?	How Does This Program Work?
Diabetes	Members with diabetes	BCBSNM will contact you to see if you would like to take part in this program. You can also call the Customer Service number on your member ID card to enroll.	A well-being care advisor/nurse case manager will refer you to community resources and help you to: <ul style="list-style-type: none"> <li>• Coordinate care with providers</li> <li>• Learn more about disease, self-management, and medication</li> <li>• Navigate the health care system</li> </ul>
Inpatient Readmission Prevention	Members at risk of being admitted to the hospital more than once for the same condition		
Complex Case Management	Members with 2 or more chronic conditions or complex needs with a life-changing event		
Holistic Health Management	Members whose plan offers case management	You can access the HHM program by: <ul style="list-style-type: none"> <li>• Contacting the number on your member ID card to request HHM/CM</li> <li>• Calling BCBSNM Health Care Management at 800-325-8334 to request HHM/CM</li> <li>• Engaging in the program when the well-being care advisor contacts you</li> </ul>	A well-being care advisor/nurse case manager will: <ul style="list-style-type: none"> <li>• Coordinate care with providers</li> <li>• Address complex health challenges</li> <li>• Proactively engage and educate members/caregiver(s)</li> </ul>

Pharmacy Program	Who Is This Program for?	How Can I Access the Program?	How Does This Program Work?
<b>Pharmacists Adding Value &amp; Expertise® Program</b>	Members with an on-exchange plan* who have been prescribed drugs to control: <ul style="list-style-type: none"> <li>• Diabetes</li> <li>• Blood pressure</li> <li>• Cholesterol</li> </ul>	You will get information from BCBSNM in the mail.	Your pharmacist will work with you. You will get tools to help you take your prescription drugs as prescribed by your doctor.
Maternity Program	Who Is This Program for?	How Can I Access the Program?	How Does This Program Work?
<b>Special Beginnings®</b>	Members with an on-exchange plan* who are pregnant	BCBSNM will contact you to see if you would like to take part in this program. You can also call the Customer Service number on your member ID card to enroll.	This program provides support and education from early pregnancy to six weeks after delivery. You can use online tools and get information on pregnancy and infant care.

Behavioral Health Programs	Who Is This Program for?	How Can I Access the Program?	How Does This Program Work?
<b>Condition Case Management</b>	Members with behavioral health conditions such as: <ul style="list-style-type: none"> <li>• Depression</li> <li>• Alcohol or substance abuse</li> <li>• Anxiety/panic disorders</li> <li>• Bipolar disorder</li> <li>• Eating disorders</li> <li>• Schizophrenia and other psychotic disorders</li> <li>• Autism Spectrum Disorder</li> </ul>	BCBSNM may contact you to see if you would like to take part in this program. You can also call the Customer Service number on your member ID card to enroll.	Case managers help you: <ul style="list-style-type: none"> <li>• Locate services</li> <li>• Find resources and support.</li> <li>• Know your treatment options</li> <li>• Learn more about disease and treatment options</li> </ul>
<b>Intensive Case Management</b>	Members with multiple behavioral health conditions and more complex needs		
<b>Follow Up After Hospitalization</b>	Members who have had an inpatient behavioral health hospitalization		BCBSNM will work with you to help coordinate your care after you leave the hospital.
<b>Risk, Identification and Outreach</b>	Members with a behavioral health benefit and Prime Therapeutics pharmacy benefit who are at risk for specific health and substance-related conditions		This program provides early intervention, educational outreach, and ongoing support to providers of and members who may be at increased risk for complications arising from these targeted conditions.

Please note these programs may be subject to change.

\* An on-exchange plan is a health plan that you enrolled in through BeWell, New Mexico’s Health Insurance Marketplace. These plans follow guidelines set by the Affordable Care Act.

Prime Therapeutics LLC is a separate pharmacy benefit management company contracted by Blue Cross and Blue Shield of New Mexico to provide pharmacy benefit management and related other services. BCBSNM, as well as several independent Blue Cross and Blue Shield Plans, has an ownership interest in Prime Therapeutics.