



# State of New Mexico HMO Plan

*2018 Member Guide*

*administered by*



**BlueCross BlueShield of New Mexico**



## Getting Started

### HMO Plan

This State of New Mexico plan, administered by Blue Cross and Blue Shield of New Mexico (BCBSNM), gives you the most choice in providers and the security of a health plan that is recognized around the world.

### Plan highlights

- Choose any physician without a referral
- No lifetime maximum benefit limit
- In-network access to leading medical groups, treatment centers, and hospitals around the country, such as UNM hospitals and physicians, DaVita Medical Group, and Heart Hospital of New Mexico at Lovelace Medical Center
- Out-of-network access for emergency and urgent care services

### Comprehensive and Statewide

Our network includes more than 30,000 provider locations and includes the state's:

- Only heart hospital
- Only dedicated women's hospital, which operates a high-risk Level III neonatal unit; and Gamma Knife technology facility; and
- Only cancer research and treatment center

**In the Albuquerque/Rio Rancho area** our network has more than 14,000 provider locations, including more than 1,800 primary care physicians, more than 4,700 specialty care physicians, 19 urgent care facilities, 5 clinical laboratory groups, and 16 hospitals.



**Outside the Albuquerque/Rio Rancho area** our network has more than 15,000 provider locations, including primary care physicians, specialists, clinical laboratory groups, and 47 hospitals. Presbyterian Healthcare Services hospitals and Presbyterian Medical Group specialty providers are in-network for our members residing outside Bernalillo, Sandoval, Torrance, and Valencia counties.

### Taking your HMO health care coverage on the road

As a Blue Cross and Blue Shield HMO member, you can have peace of mind that you'll be able to find the health care provider you need when you're away from home.

The BlueCard® Program gives you access to doctors and hospitals for urgent and emergency care when traveling. Contact BCBSNM to determine your benefits and coverage.

The Away From Home Care® Program gives you access to a participating HMO when you're away from home for at least 90 days. The program is designed to bring you peace of mind if you:

- Have a child attending school out of state
- Have family members living in different service areas
- Have a long-term work assignment in another state

This program is available to you and your covered dependents in most states and in the District of Columbia. For eligibility information and specific locations where the Away From Home Care Program is available, please contact Customer Service at the number on the back of your BCBSNM ID card.



### When you need care

1. Always carry your current BCBSNM ID card for easy reference and access to service.
- 2. In an emergency, go directly to the nearest hospital.**
3. Call your primary care physician or BCBSNM for preauthorization and/or pre-certification, if necessary. The prior approval phone number is on the back of your ID card.
4. To find nearby doctors and hospitals, call BlueCard® Access at **1-800-810-BLUE (2583)** or visit the Blue National Doctor and Hospital Finder at **bcbs.com**.
5. When you arrive at the participating doctor's office or hospital, simply present your ID card.



**Could your child's fever or sore throat turn into something more serious?**

**Is your 1 a.m. asthma attack cause for a trip to the ER?**

The 24/7 Nurseline can help you figure out if you should call your doctor, go to the ER or treat the problem yourself.

**Call the 24/7 Nurseline with any health questions.**

Toll-free: **800-973-6329**

Note: For medical emergencies, call 911 or your local emergency services first. This program is not a substitute for a doctor's care. Talk to your doctor about any health questions or concerns.

## 24/7 Nurseline

### **Nurses available anytime you need them**

Health happens – good or bad, 24 hours a day, seven days a week. That is why we have registered nurses waiting to talk to you whenever you call our 24/7 Nurseline.

Our nurses can answer your health questions and try to help you decide whether you should go to the emergency room or urgent care center or make an appointment with your doctor. You can also call the 24/7 Nurseline whenever you or your covered family members need answers to health questions about:

- Asthma
- Back pain
- Diabetes
- Dizziness or severe headaches
- High fever
- A baby's nonstop crying
- Cuts or burns
- Sore throat
- And much more

Plus, when you call, you can access an audio library of more than 1,000 health topics – from allergies to surgeries – with more than 500 topics available in Spanish.

# Blue Access for Members<sup>SM</sup>

## Your Online Resource

Would you like to know when your medical claims are paid and the payment amounts? Do you need to confirm who in your family is included under your coverage? Blue Access for Members<sup>SM</sup> (BAM), the secure member portal from BCBSNM, can help. Get immediate online access to health and wellness information, and:

- Check the status of a claim and your claims history
- View and print an Explanation of Benefits statements
- Locate a doctor or hospital in the network
- Request a new or replacement member ID card or print a temporary member ID card
- Find Spanish-speaking providers

## The BCBSNM App!

Stay connected with Blue Cross and Blue Shield of New Mexico (BCBSNM) and access important health benefit information wherever you are.

- Find an in-network doctor, hospital or urgent care facility
- Access your claims, coverage and deductible information
- View and email your member ID card
- Log in securely with your fingerprint
- Download and share your Explanation of Benefits\*
- Get Push Notifications and access to Message Center\*

Text\*\* BCBSNMAPP to 33633 to get the app.



## It's easy to get started

1. Go to [bcbsnm.com](http://bcbsnm.com).
2. Click the **Already a Member?** tab. Then click the **Register Now** button in the BAM section.
3. Use the information on your BCBSNM ID card to complete the registration process.

**Use BAM while you're on the go. Register or log in by going to [bcbsnm.com](http://bcbsnm.com) from your mobile device Web browser for secure and convenient access.**

\* Currently only available on iPhone®. iPhone is a registered trademark of Apple Inc.

\*\* Message and data rates may apply. Terms and conditions and privacy policy at [bcbsil.com/mobile/text-messaging](http://bcbsil.com/mobile/text-messaging).



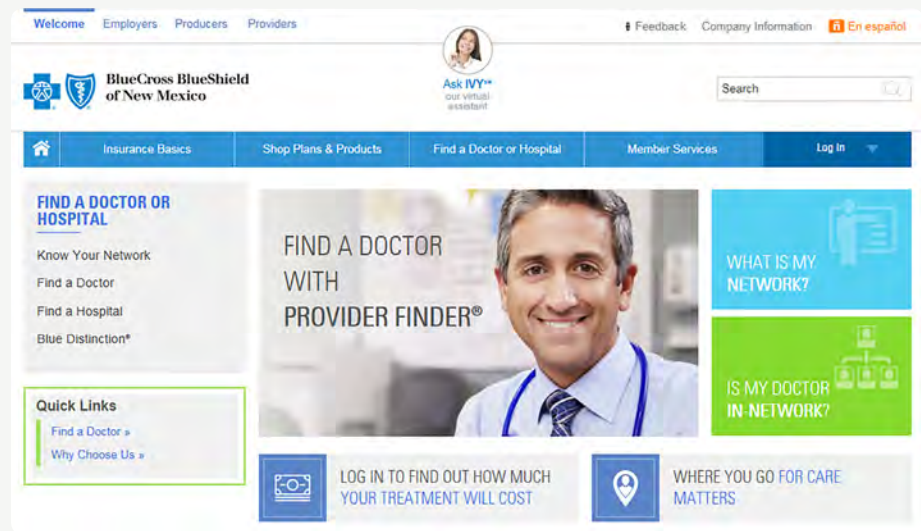
## Provider Finder shares information that puts you in charge.

- Do you want to know more about the providers who take care of you or your family?
- How do you choose where to go for medical services?

Learn more about **Blue Access Mobile** at [bcbsnm.com/mobile](http://bcbsnm.com/mobile) or text\* **GONM to 33633**.

\* Message and data rates may apply. Terms and conditions and privacy policy at [bcbsnm.com/mobile/text-messaging](http://bcbsnm.com/mobile/text-messaging).

# Provider Finder®



## Quick and Easy Ways to Find Providers and Treatment Costs

Provider Finder from BCBSNM, is an innovative way to help you select providers with independent, third-party quality ratings and meaningful patient reviews.

You can use the Provider Finder tool to:

- Find a network primary care physician, specialist or hospital.
- Filter search results by doctor, specialty, ZIP code, language and gender — even get directions from Google Maps™.
- Make an appointment to consult with a provider in select geographic areas.
- Determine if a Blue Distinction® Center for Specialty Care is an option for treatment.
- View patient feedback or add your review for a provider.
- View quality, certifications and recognitions for doctors.

It's easy and immediate, secure — and available at [bcbsnm.com](http://bcbsnm.com), or a mobile phone Web browser.

## Provider Finder helps you make important health care decisions

It's easy to get started with Provider Finder by registering for BAM:

1. Go to [bcbsnm.com](http://bcbsnm.com).
2. Click the **Log In** tab, and then click the **Register Now** link.
3. Use the information on your BCBSNM ID card to complete the registration process.
4. Once you are registered, log in to BAM. The Provider Finder tool is located under the Doctors & Hospitals tab.

## Get assistance while you're away from home.

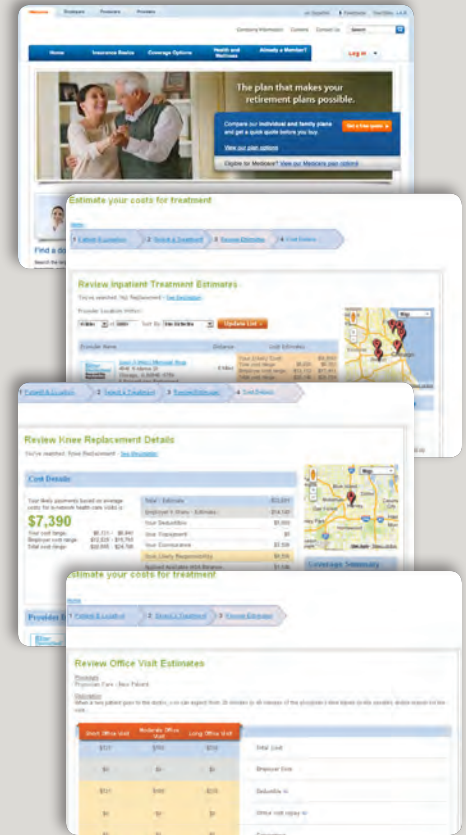
Go to [bcbsnm.com](http://bcbsnm.com) from your mobile phone's Web browser and log in to BAM. You can access the same great cost and quality information on the go!

You can also call a BCBSNM Customer Service Advocate at the toll-free telephone number on the back of your member ID card for help in locating a provider.

The Away From Home Care Program gives you access to a participating HMO when you're away from home for at least 90 days. The program is designed to bring you peace of mind if you:

- Have a child attending school out of state
- Have family members living in different service areas
- Have a long-term work assignment in another state

This program is available to you and your covered dependents in most states and in the District of Columbia. For eligibility information and specific locations where the Away From Home care Program is available, please contact Customer Service at the number on the back of your BCBSNM ID card.





### Blue365

Offers members and covered dependents access to savings on a number of health care and wellness products and services. To learn more, visit the Blue365 website at [blue365deals.com/BCBSNM](https://blue365deals.com/BCBSNM).



### A Discount Program for You

Blue365 is just one more advantage you have by being a Blue Cross and Blue Shield of New Mexico (BCBSNM) member. With this program, you may save money on health and wellness products and services from top retailers that are not covered by insurance. There are no claims to file and no referrals or pre-authorizations.

Once you sign up for Blue365 at [blue365deals.com/BCBSNM](https://blue365deals.com/BCBSNM), weekly "Featured Deals" will be emailed to you. These deals offer special savings for a short period of time.

Below are some of the ongoing deals offered through Blue365.

#### EyeMed | Davis Vision

You may save on eye exams, eyeglasses, contact lenses and accessories. You have access to national and regional retail stores and local eye doctors. You may also get possible savings on laser vision correction.

#### TruHearing® | Beltone™

You may get possible savings on hearing tests, evaluations and hearing aids. Discounts may also be available for your immediate family members.

#### Dental Solutions<sup>SM</sup>

You may get dental savings with Dental Solutions. You may receive a dental discount card that provides access to discounts of up to 50 percent at more than 61,000 dentists and more than 185,000 locations.\*

#### Jenny Craig® | Seattle Sutton's® | Nutrisystem®

Help reach your weight loss goals with savings from leading programs. You may save on healthy meals, membership fees (where applicable), nutritional products and services.

#### Retrofit<sup>SM</sup>

Receive 15 percent off Retrofit's online, private weight loss coaching sessions. Retrofit includes the use of a wireless Fitbit® device and smart-scale, one-on-one videoconferencing with a personal team of experts and unlimited online support. You will enjoy flexibility in scheduling and the ability to meet with coaches anywhere there is an Internet connection.



## Reebok | SKECHERS®

Reebok, a trusted brand for more than 100 years, makes top athletic equipment for all people, from professional athletes to kids playing soccer. SKECHERS, an award-winning leader in the footwear industry, offers exclusive pricing on select Performance, Sport, Work and Corporate Casual styles. You will enjoy 20 percent off plus free shipping for their online orders.

## SeniorLink Care™

SeniorLink Care offers you support to help your aging family or friends lead fulfilling and comfortable lives. From planning care to helping caregivers, SeniorLink Care assists older adults and their loved ones in finding the programs and services they may need most. You can save on a three- or 12-month membership.

## Handstand Kids

Handstand Kids brings the family together in the kitchen, spending more time cooking and eating healthy, delicious meals. The Handstand Kids Cookbook series features the languages and cuisines of Italy, Mexico, China and many other countries. Every book also introduces the language and culture of each country. You may save up to 25 percent on cooking accessories and Cookbook Kits.

## Snap Fitness™

Join Snap Fitness for a 50 percent discount off the best current enrollment offer (no processing fees) and a 5 percent discount on monthly dues. You may also get 10 percent off up to five personal-training sessions, complimentary access to Snap Fitness online workout tools, one month of online nutrition and meal-planning services and biannual fitness assessments. A 30-day trial membership is also available for \$8.95.

**For more great deals or to learn more about Blue365, visit [blue365deals.com/BCBSNM](http://blue365deals.com/BCBSNM).**



**See all the Blue365 deals and learn more at [blue365deals.com/BCBSNM](http://blue365deals.com/BCBSNM).**

The relationship between these vendors and Blue Cross and Blue Shield of New Mexico (BCBSNM) is that of independent contractors. BCBSNM makes no endorsement, representations or warranties regarding any products or services offered by the above-mentioned vendors.

\* Dental Solutions requires a \$9.95 signup and \$6 monthly fee.

Blue365 is a discount program only for BCBSNM members. This is NOT insurance. Some of the services offered through this program may be covered under your health plan. Please check your benefit booklet or call the customer service number on the back of your ID card for specific benefit facts. Use of Blue365 does not change your monthly payment, nor do costs of the services or products count toward any maximums and/or plan deductibles. Discounts are only given through vendors who take part in this program. BCBSNM does not guarantee or make any claims or recommendations about the program's services or products. You may want to talk to your doctor before using these services and products. BCBSNM reserves the right to stop or change this program at any time without notice.



**Enroll in MemberPlus  
(800) 988-2674**

**Use Enrollment Code  
HCSC-NM38**

“I saved thousands on my hearing aids. Then he did, too.” Now you can too! Blue Cross and Blue Shield of New Mexico members can enroll in the TruHearing MemberPlus hearing aid program!

\*Actual savings will vary depending upon the product purchased.

THIS IS NOT INSURANCE. The relationship between Blue Cross and Blue Shield of New Mexico (BCBSNM) and TruHearing is that of independent contractors. BCBSNM makes no endorsement, representations or warranties regarding any products or services offered by TruHearing, a third-party vendor. The vendor is solely responsible for the products or services offered. If you have any questions regarding the services offered here, you should contact the vendor directly. You may want to consult with your physician prior to use of these services and products.

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All content ©2016 TruHearing, Inc. All Rights Reserved. TruHearing® is a registered trademark of TruHearing, Inc. All other trademarks, product names, and company names are the property of their respective owners. Savings based on a survey of national average retail hearing aid prices compared to average TruHearing pricing. Actual customer savings will vary. Three follow-up visits must be used within one year after the date of initial purchase. Forty-five-day trial and hearing aid returns, repairs, and replacements subject to provider and manufacturer fees. For questions regarding fees, contact TruHearing customer service.

# TruHearing

**Hear Better.**

**Feel Better.**

**Save Thousands.**

TruHearing saves you up to 60% on hearing aids

Call TruHearing today and start saving

**1-800-988-2674**

All appointments must be scheduled through TruHearing. For a full list of pricing, visit our website at [TruHearing.com](http://TruHearing.com).

## What Else Can You Expect From TruHearing?

### Exclusive savings

Average savings of \$980 per hearing aid compared to national average prices

### Quality & choice

TruHearing offers a wide variety of the latest digital hearing aids from top manufacturers

### Personal care

Local professional care from over 3,800 TruHearing providers nationwide

### Hearing Aid Purchases Include:

- 3 follow-up visits with a provider for fitting and adjustments
- 45-day trial
- 3-year manufacturer warranty for repairs and one-time loss and damage replacement
- 48 free batteries per hearing aid



## Check out **bcbsnm.com**

Our website is more user-friendly than ever. On our home page, select State of New Mexico from the Large Groups drop-down menu to access pages designed with you in mind.

You'll find a plan description for the HMO Plans. Log in to Blue Access for Members to send a question to a Customer Service representative.

You will also find links directly to the State of New Mexico and to Express Scripts for prescription drug information.

## Blue Cross and Blue Shield of New Mexico

PO Box 27630  
4373 Alexander Rd., NE  
Albuquerque, NM 87125-7630

ATTN: SONM DSU

Phone: **877-994-2583**

Fax: **505-962-7203**

Website: **bcbsnm.com**

## State of New Mexico

Risk Management Division  
1100 St. Francis Dr.  
Joseph Montoya Bldg., Room  
2073  
Santa Fe, NM 87502

Phone: **505-827-2036**

Fax: **505-827-2108**

Website:  
**www.mybenefitsnm.com**

Erisa Administrative Services,  
Inc.: **855-618-1800**

Si usted necesita información  
en español, por favor lláme:  
**877-994-2583** o **505-827-2036**.

For more information call  
**877-994-2583** or go to bcbsnm.  
com and select State of  
New Mexico from the Large  
Groups drop-down menu.



**BlueCross BlueShield of New Mexico**

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