



Value Added Services 2024

Blue Cross and Blue Shield of New Mexico covers more than just standard Medicaid benefits. We also offer extra services to help keep you and your family healthy. You may get extra Value Added Services when you are a Blue Cross Turquoise Care member.

Call us at **1-866-689-1523** (TTY: **711**) to find out if you are eligible for some or all of these services.

Value Added Service	Applies To	Members on Standard Medicaid Plan	Members on Alternative Benefit Plan (ABP)	Members on ABP-Exempt Plan	Prior Authorization Required for Value Added Service?
Physical Health Services					
Home Meal Delivery	Members transitioning from an inpatient facility into the community, who are receiving community benefits and, who are unable to prepare their meals or purchase their groceries, and pregnant women with gestational diabetes	✓	✓	✓	Yes
Native American Traditional Healing and Wellness (grant for traditional healing practices used to treat medical conditions)	Native American members	✓	✓	✓	No
Remote Monitoring Program	Members with chronic conditions like diabetes or high blood pressure	✓	✓	✓	Member must participate in the Paramedicine Program; requires an assessment
Respite Bed (temporary bed based on medical necessity and availability)	Certain members discharging from an emergency room or hospital	✓	✓	✓	Yes
Assistance with Social Determinants of Health* (payments for tangible goods such as interview clothing, bus passes for work and more)	Medicaid and Medicaid Expansion Population members	✓	✓	✓	Yes
Health Housing Program*	Bernalillo County homeless members with behavioral health and substance abuse disorders	✓	✓	✓	Yes
Shower Chairs	Elderly or members with disabilities who need a convenience shower chair	✓	✓	✓	No

*Must participate in BCBSNM's Care Coordination program to redeem
Please note funding is limited.

Value Added Service	Applies To	Members on Standard Medicaid Plan	Members on Alternative Benefit Plan (ABP)	Members on ABP-Exempt Plan	Prior Authorization Required for Value Added Service?
Physical Health Services (continued)					
After School or Youth Activities	Members under 18 years old	✓			Yes
Caregiver Thank You Package	Limited to family caregivers who specialize in Long Term Services and Supports (LTSS), Home and Community Based Services (HCBS)	✓		✓	No
Friends and Family Circle	Parents/Caregivers that are caring for family members with complex needs	✓	✓	✓	Yes
Virtual Lifestyle Modification Support for Fitness and Nutrition	Members with specific diagnoses such as prediabetes, diabetes, hypertension, obesity and/or kidney disease	✓	✓	✓	Yes

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Value Added Service	Applies To	Members on Standard Medicaid Plan	Members on Alternative Benefit Plan (ABP)	Members on ABP-Exempt Plan	Prior Authorization Required for Value Added Service?
Maternity Services					
Prenatal Education* (Classes include childbirth, labor and prep, baby education and breastfeeding)	Pregnant members	✓	✓	✓	No
Infant Car Seat*	Pregnant members	✓	✓	✓	Yes
Portable Infant Crib*	Pregnant members	✓	✓	✓	Yes
Diapers	Pregnant members and new mothers	✓	✓	✓	Yes

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Value Added Service	Applies To	Members on Standard Medicaid Plan	Members on Alternative Benefit Plan (ABP)	Members on ABP-Exempt Plan	Prior Authorization Required for Value Added Service?
Behavioral Health Services					
Resource tool kit (Justice/Homeless)	Justice involved members and members experiencing homelessness	✓	✓	✓	No
Electroconvulsive Therapy (ECT) treatment for psychiatric conditions	Members who meet standard ECT medical necessity criteria	✓	Not a Value Added Service; standard ABP benefits apply	Not a Value Added Service; standard benefits apply	Yes
Transitional Living for Chemically Dependent/ Psychiatrically Impaired Adults 18 years or older	Members enrolled in outpatient substance abuse center or in active treatment for psychiatric issues	✓	✓	✓	Yes
Wellness/Drop-in Centers and Family Support Centers	Medicaid members	✓	✓	✓	No
Assistance with Social Determinants of Health* (payments for tangible goods such as interview clothing, bus passes for work and more)	Medicaid and Medicaid Expansion population members	✓	✓	✓	Yes
Health Housing Program*	Bernalillo County homeless members with behavioral health and substance abuse disorders	✓	✓	✓	Yes
Learn to Live	Medicaid and Medicaid Expansion members 13 years or older	✓	✓	✓	No
Friends and Family Circle	Parents/Caregivers that are caring for family members with complex needs	✓	✓	✓	Yes

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To ask for auxiliary aids and services or materials in other formats and languages at no cost, please call 1-866-689-1523 (TTY/TDD: 711).

Blue Cross and Blue Shield of New Mexico complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, sex, gender identity, age, sexual orientation, health status or disability. See our full non-discrimination notice and contacts.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-710-6984 (TTY: 711).

Díí baa akó nínizin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiiik'eh, éí ná hóló, kojí' hódíłnih 1-855-710-6984 (TTY: 711).

Such services are funded in part with the State of New Mexico.

Learn to Live provides educational behavioral health programs. Members considering further medical treatment should consult with a physician. 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.

The benefit information provided is a brief summary, not a complete description of benefits. For more information contact the plan. Benefits, formulary, pharmacy network, provider network, and/or copayments/coinsurance are subject to change. Limitations, copayments, and restrictions may apply.



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