



BlueCross BlueShield
of New Mexico

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

HIGH & LOW PPO

- Higher employee contributions
- Full PPO network with coverage around the U.S. and the world
- 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
- No requirement to select a PCP
- No referrals required
- Telemedicine/Virtual Visits Available

BLUE PREFERRED EPO

- Lowest employee contributions
- Similar benefits, quality and services as a PPO plans, but at a more affordable cost
- Narrower, more limited statewide provider network
- You must use Blue Preferred EPO providers to receive benefits (except in a medical emergency)
- Select a primary care provider and benefit from PCP-guide care
- No referrals required
- Telemedicine/Virtual Visits Available

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.



**Stay healthy
by getting
regular
check-ups**

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





BlueCross BlueShield of New Mexico

Provider Network Update

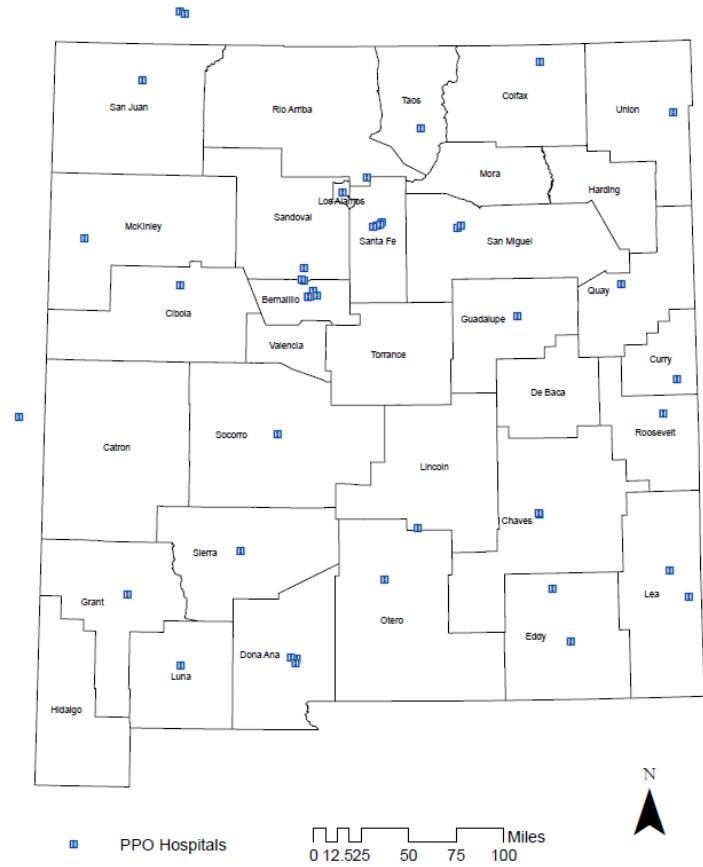
September 2024

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

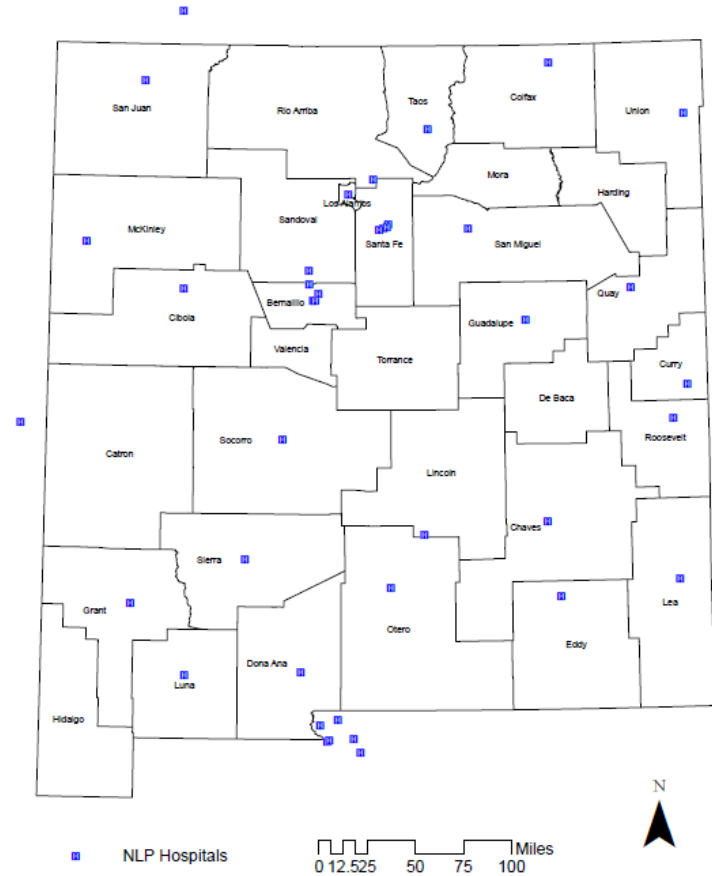
Blue Cross and Blue Shield of New Mexico (BCBSNM) Top Hospital Providers (visit www.bcbsnm.com/nmpsia for a complete listing)

BCBSNM PPO Network Hospital Providers	
Artesia General Hospital	Memorial Medical Center
Carlsbad Medical Center	Mountain View Regional Hospital
Covenant Health Hobbs	Nor Lea General Hospital
Eastern NM Medical Center	PMG Santa Fe Medical Center
Lovelace Medical Center	San Juan Regional Medical Center
Lovelace Regional Roswell	St. Vincent
Lovelace Westside	Three Crosses Regional Hospital
Lovelace Women's	UNM Hospital
BCBSNM Blue Preferred NLP Network Hospital Providers	
Artesia General Hospital	Nor Lea General Hospital
Lovelace Medical Center	PMG Santa Fe Medical Center
Lovelace Regional Roswell	San Juan Regional Medical Center
Lovelace Westside	St. Vincent
Lovelace Women's	UNM Hospital
Memorial Medical Center	

Acute Care Hospital PPO Locations



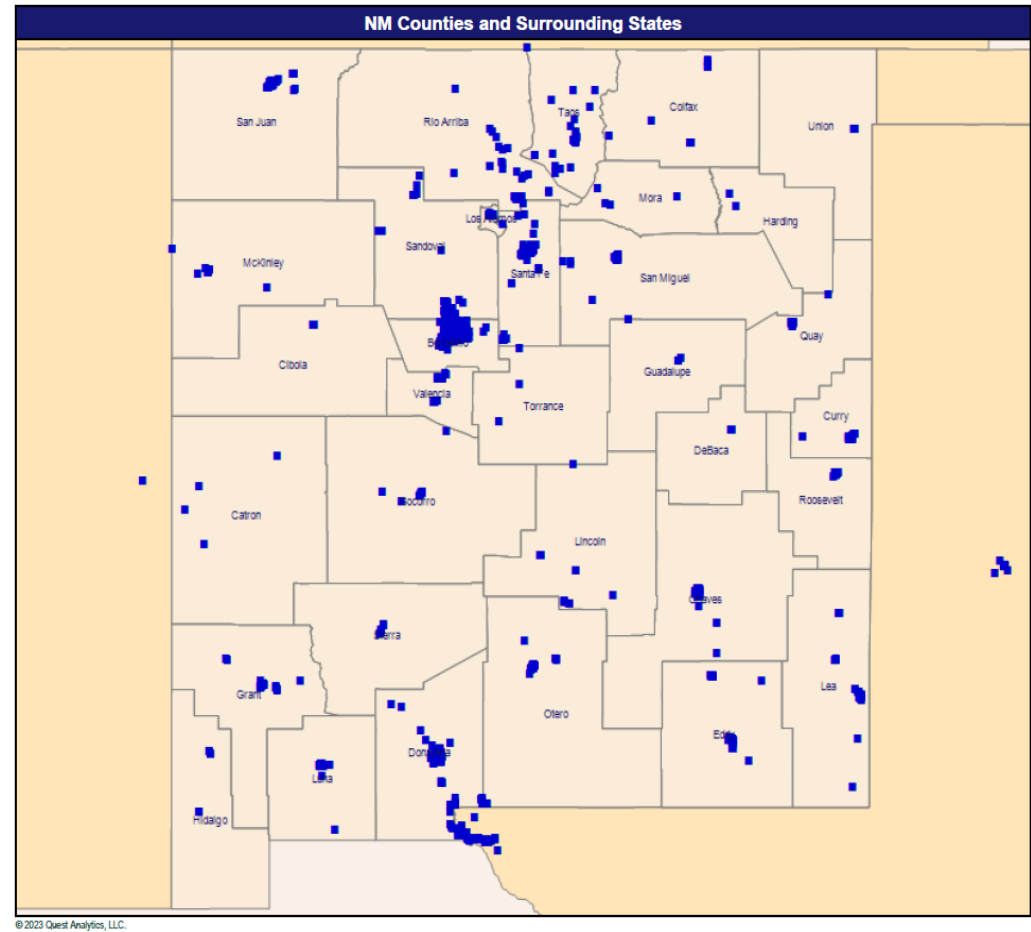
Acute Care Hospital Blue Preferred Locations



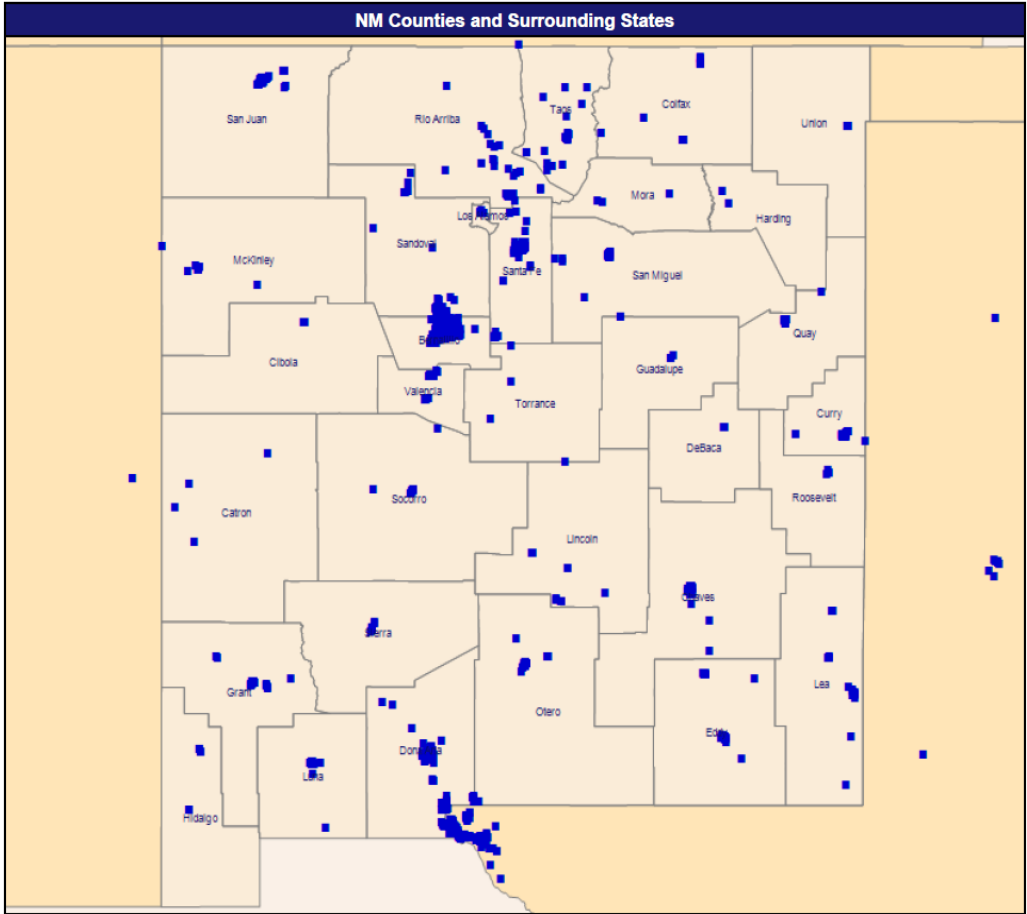
Summary of Provider Locations & Accepting New Patients Status

BCBSNM PPO Network Locations		
Unique Providers	PCP	Behavioral Health
Providers	3839	4285
Locations	1312	1549
Accepting New Patients	PCP	Behavioral Health
Providers	3695	4205
Locations	1296	1530
BCBSNM Blue Preferred Network Locations		
Unique Providers	PCP	Behavioral Health
Providers	3469	3931
Locations	1304	1346
Accepting New Patients	PCP	Behavioral Health
Providers	3241	3884
Locations	1202	1334

Primary Care Providers PPO Locations



Primary Care Providers
Blue Preferred
Locations



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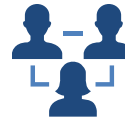
Behavioral Health Resources

COMPREHENSIVE SUPPORT



Inpatient Management

- Inpatient
- Residential Treatment Center
- Partial Hospital Program



Specialty Management

- Risk Identification and Outreach
- Autism Response Team
- Eating Disorder Care Team



Case Management

- Condition Support
- Benefits Education
- Resource Connections
- Transition of Care



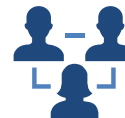
Call Center

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



Outpatient Management

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



Access

- BCBSNM Providers
- Virtual Visits
- 24/7 Nurseline
- Wellness Portal

Behavioral Health Virtual Visits



Secure messaging and
complimentary assessments



Online video



Mobile app

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

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.

24/7 Nurseline

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

Available in English and Spanish





DIGITAL MENTAL HEALTH powered by Learn to Live



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



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

*Mental Health by the Numbers. National Alliance on Mental Health. 2019.
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.

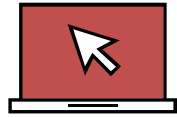
Sign Up for Blue Access for Members

The screenshot shows the BlueCross BlueShield of New Mexico website. At the top, there is a navigation bar with the company logo, a search bar, and buttons for 'Make a Payment' and 'Log In or Sign Up'. Below the navigation bar, there are several menu items: 'Find Care', 'Shop Plans', 'Prescription Drugs', 'Insurance Basics', and 'Member Services'. The main content area features a large blue banner with the text 'We have you covered.' and a list of services under 'Shop Plans' and 'Get Things Done'. A red circle with the number 1 highlights the 'Log In or Sign Up' button. Below the banner, there is a photo of a family in a van. A red circle with the number 2 highlights a form titled 'Please fill out your policy information' which includes fields for 'First Name', 'Last Name', 'Date of Birth', and 'Identification Number', along with a checkbox for 'Are You a Legal Guardian?'.

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**



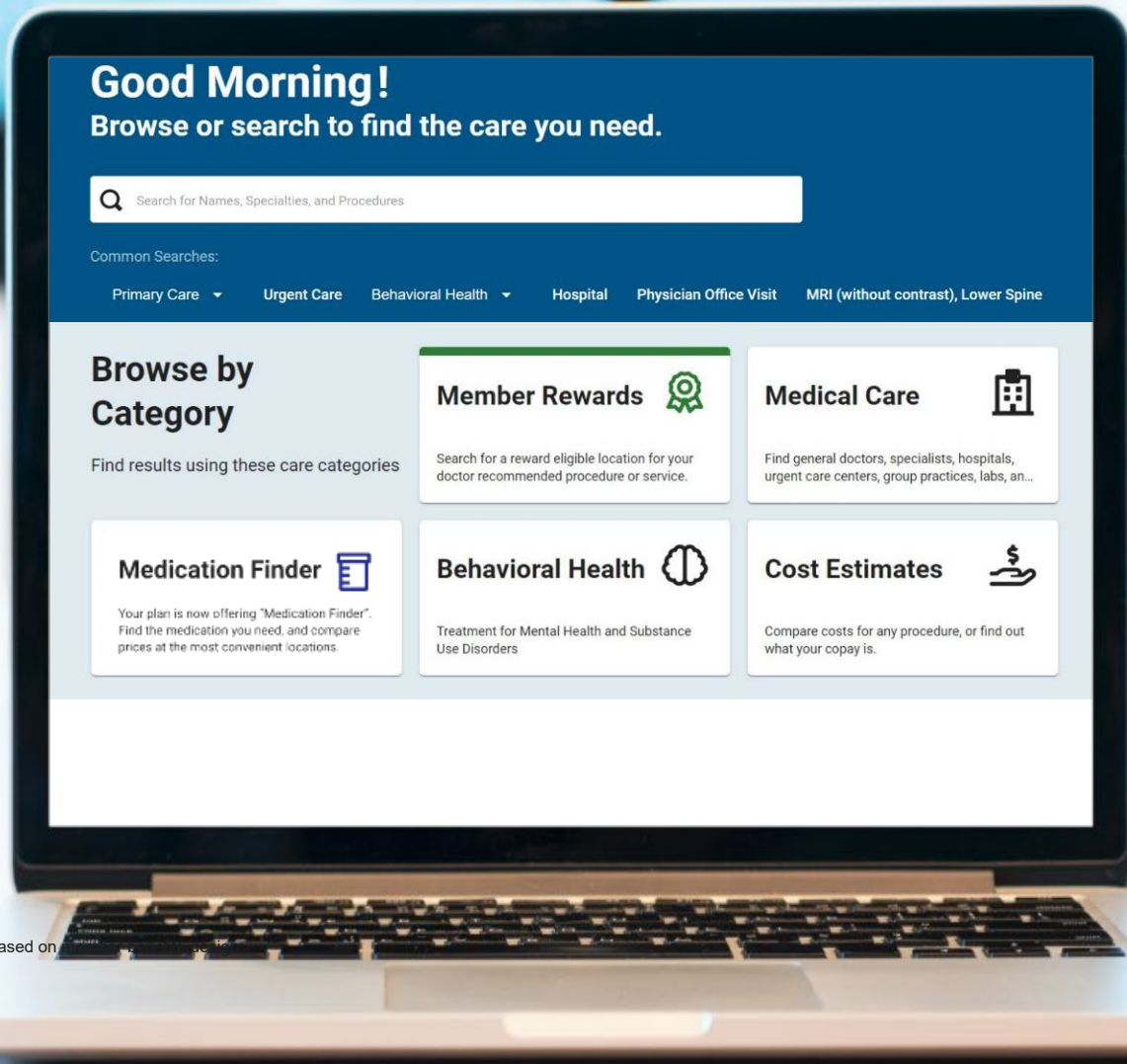
Call BlueCard[®] Access — available 24/7 **800-810-2583**

Speak with your provider's office



Provider Finder HOMEPAGE

Interface allows for easy user navigation and a better member experience



Cost Estimate Search Results

About **Artificial Joint Repair/Revision, Hip or Knee**

Artificial Hip or Knee Revision/Repair is surgery to fix or replace an artificial joint. For the purposes of this estimate this is an inpatient procedure with a hospital stay.

Estimated Costs for Dylan Abbott
\$5,500
Member Rewards Cash Rewards


Description of procedure or service

All Specialties ▾ All Tiers ▾ All People & Pla... ▾ All Genders ▾ All Patient Ratin... ▾ All Blue Distincti... ▾ More Filters ▾

VIEW ONLY: Member Rewards Only

Your benefits plan may cover Blue Distinction Plus and Blue Distinction Centers at a higher level of benefits, which will be less cost to you. If you... [View More](#)

List view Map view Sort By Best Match

 **Lovelace Westside Hospital**
General Acute Care Hospital

Add to Compare

Your Estimated Cost
\$5,500
Cost Details

In your network

LOCATION
Lovelace Westside Hospital
10501 Golf Course Rd NW, Albuquerque, NM 87114
[Get directions](#) (est. 7.3 miles away)

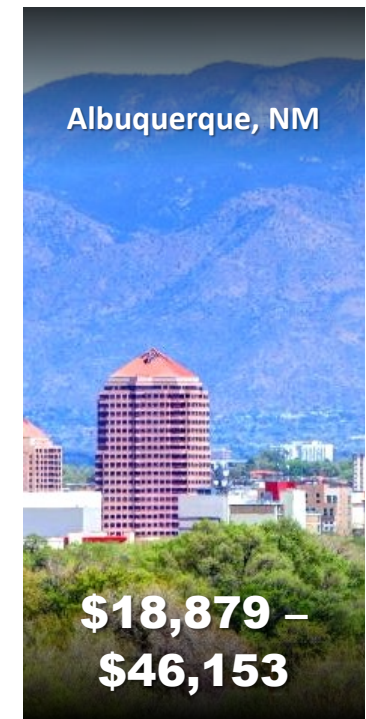
CONTACT INFORMATION
Phone: 505-727-2000
[Website](#)

★★★★★ 4.5 [View 350 ratings](#)

1 Location Amenity

Blue Distinction Plus + 1 More Award

Did you know?
Cost Range for a
Knee Replacement



Compare up to four search results

View full cost breakout of the procedure

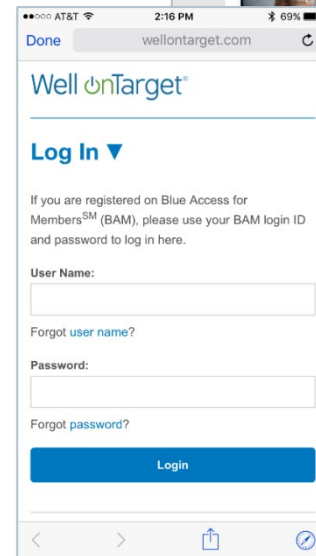
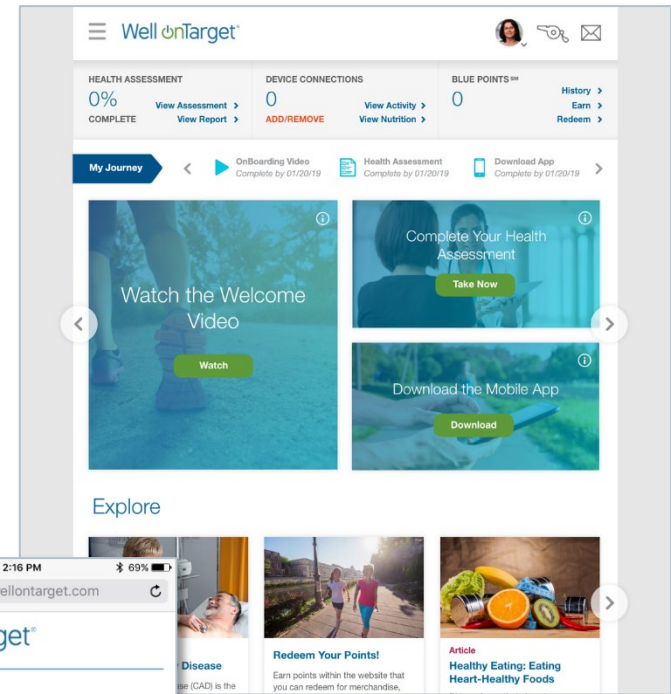


Well On Target

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 PointsSM rewards*
- Fitness Program
- Tracking for fitness and nutrition and also device integration
- Personal wellness challenges
- Mobile app (AlwaysOn)



The Fitness Program is provided by Tivity Health[™] Services, LLC, an independent contractor which administers the Prime[®] Network of fitness centers. The Prime Network is made up of independently-owned and managed fitness centers. Prime is a registered trademark of Tivity Health, Inc. Tivity Health is a trademark of Tivity Health, Inc. Blue Cross[®], Blue Shield[®] and the Cross and Shield Symbols are registered service marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.

*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.

Screen images are for illustrative purposes only.

Wellness Information, Right at Your Fingertips

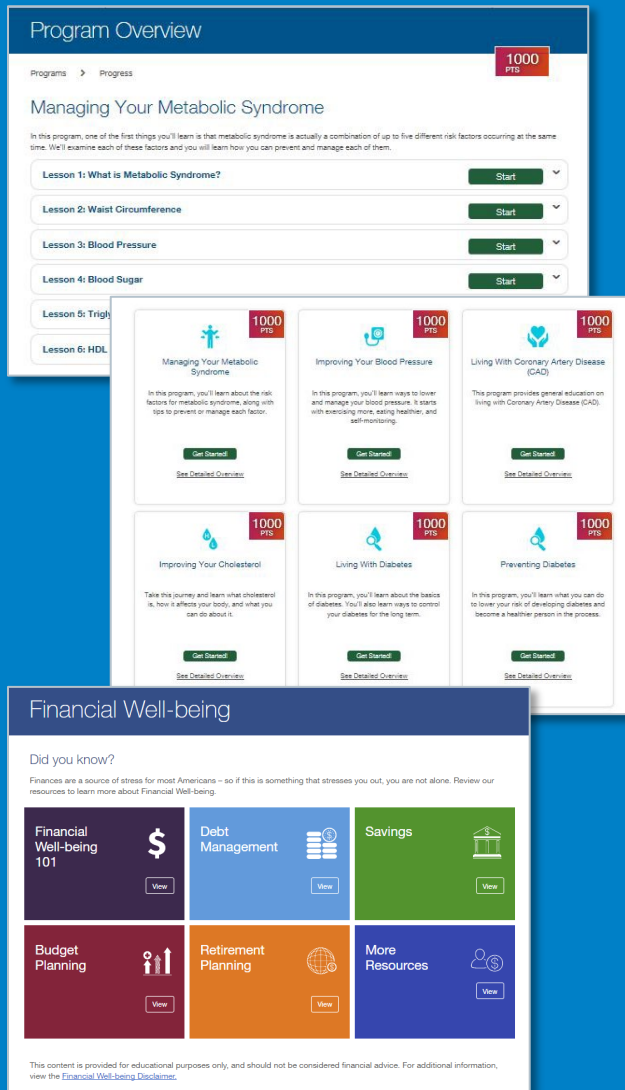
Digital self-management programs on a range of wellbeing topics

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

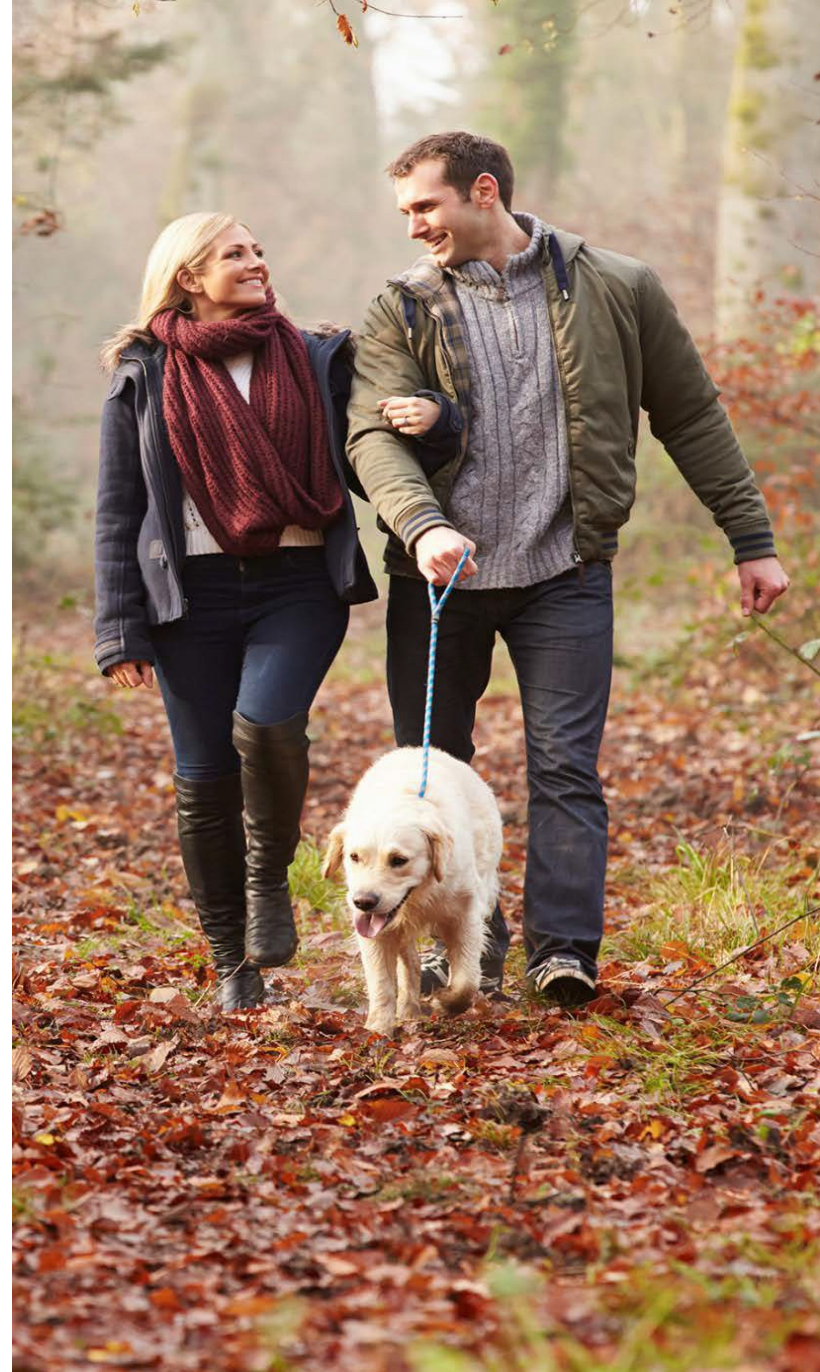
Educational

- 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!