



NMPSIA Virtual Benefits Training 2020

Draft

Putting Knowledge Into Action

Tuesday, July 14, 2020

PART I: NMPSIA MESSAGE

Wednesday, July 15, 2020

**PART II: INTRODUCTION OF NEW BENEFITS
CARRIERS AND CARRIER UPDATES**

Thursday, July 16, 2020

**PART III: MINDFULNESS; BENEFIT CHANGES;
OPEN/SWITCH ENROLLMENT;
INTERNATIONAL EMPLOYEE BENEFITS
ENROLLMENT**

Wednesday, July 22, 2020

PART IV: IT'S ALL ABOUT WELLNESS

Thursday, July 23, 2020

**PART V: RECAP PART I-IV AND
PUTTING KNOWLEDGE INTO ACTION**

Time	Wednesday, July 22, 2020 PART IV: IT'S ALL ABOUT WELLNESS
8:30 a.m.	Virtual Meeting Check-in
8:45 a.m.	NMPSIA <ul style="list-style-type: none">• Welcome & Introductions• How Trainings Will Run
9:00 a.m.	PHP and The Solutions Group Wellness
9:30 a.m.	BCBSNM and BCBSNM Wellness
10:00 a.m.	Instant Recess – Winner's Circle Mindful Minute – Activity and Sleep Deskercise Time Take 5
10:15 a.m.	The WHY of Accessing Benefits and Wellness at No Cost to You <ul style="list-style-type: none">• Examples• Outcomes
10:45 a.m.	Closing Remarks <ul style="list-style-type: none">• Q & A Session• Preview - Part V

See you tomorrow for Part V
Thank you for attending and participating!



New Mexico
Public Schools
Insurance Authority

This session will be recorded.
If you do not want to be recorded,
please make sure your mic and
video are on mute at all times.

Need technical assistance for the meeting?
Can't see the screen and/or hear the music?

Help is available!

8:00 a.m. to 8:45 a.m.

Call - 1.800.233.3164

Gustavo ext. 3003

Michelle ext. 3014

Tom ext. 3017



New Mexico
Public Schools
Insurance Authority

Virtual Benefits Training for School Staff 2020

fka Regional Trainings

PUTTING KNOWLEDGE

INTO ACTION

BENEFITS TO SERVE MEMBERS



New Mexico
Public Schools
Insurance Authority

Welcome & Introductions



Today's Agenda

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How Sessions Will Be Run

- The meeting host and moderator is Erisa
- Erisa will mute your mic and video capabilities
 - For collaborative interactions you can unmute your mic and video to participate and then mute back
- Erisa will be advancing presentation slides
- Questions need to be submitted via the Chat option
 - Erisa will monitor your questions to be answered at the end of the session
 - If there is a priority question for a presenter, the moderator will interrupt the presenter to take the question
- Have your agenda's available for each day
- Our goal is to keep you engaged and keep the meeting moving



**NMPSIA
BENEFITS TRAINING
2020**



Presbyterian's Bet On Integration

“In integrated systems where providers and insurers are the same entity, a single perspective enables providers to take actions in one place that will cut costs or lift performance in another.”

-- Clayton Christensen, PhD, Business Week, March 4, 2010



Value of Presbyterian

**Non-Profit Organization
Investing in New Mexico**



**Expanding Access and
Improving Outcomes for
New Mexicans**

**Quick Care / Virtual Care
Video Visits, Online Visits PresRN, MyChart,
UC Scheduling**

**Innovative Access to Care
24hr UC/ER Centers, Ambulatory Surgical
Centers, Santa Fe Medical Center**

Emergency Care Nationwide

Better Outcomes: Health Plan and Delivery System Working Together



Employees	11,000
Patients	755,387
Members	469,693

The Ways You'll Use PHP Is Why You Should Choose PHP



**Keeps you
Healthy**

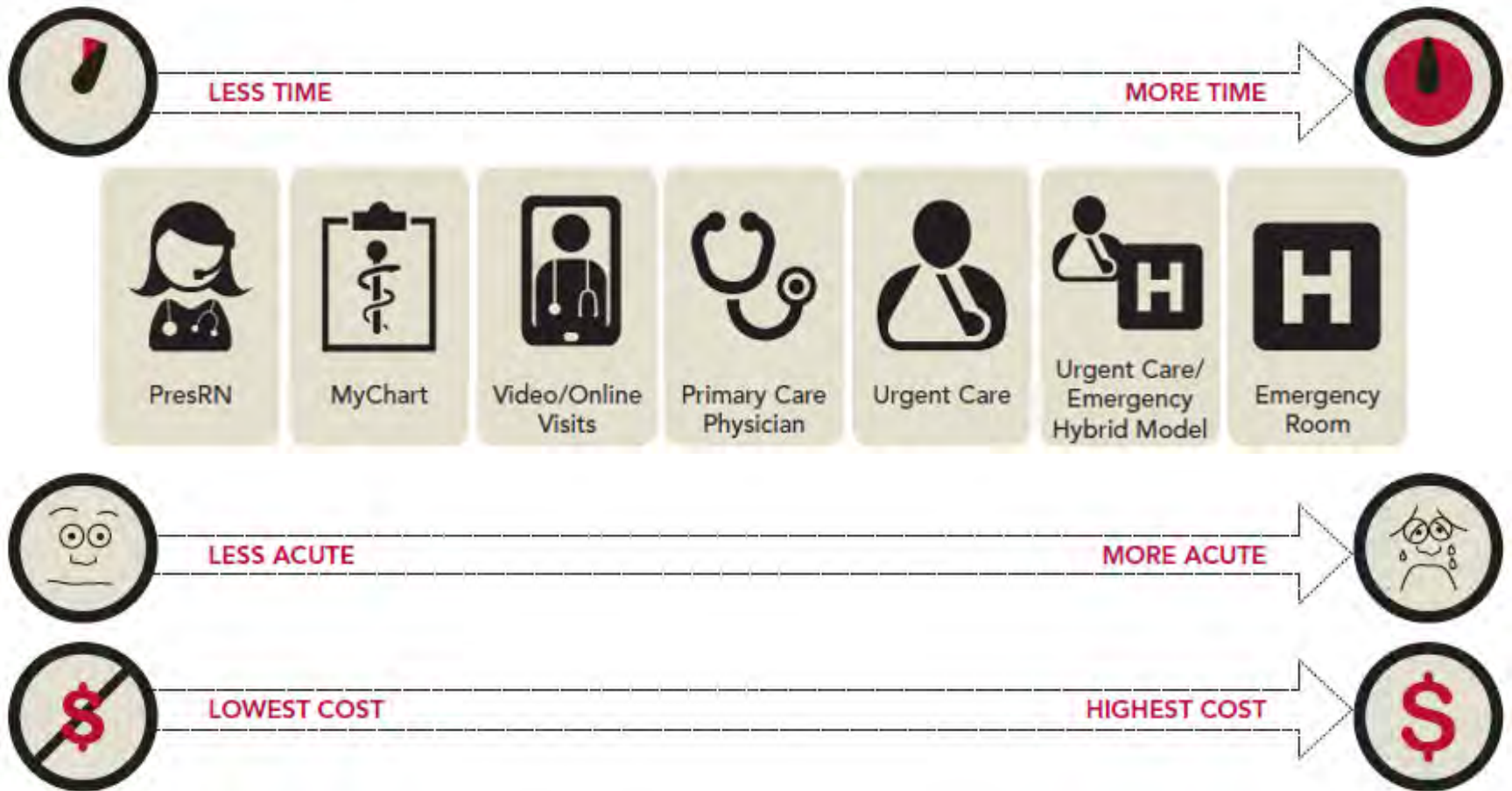


**Quick Care,
Better Outcomes**



**More Benefits
Less Costs**

Access to Care When You Want It, How You Want It



Accessing the Presbyterian Network

- www.phs.org
- Find a provider, specialist, hospital, urgent care or other ancillary facility
- Search by name, specialty, location, gender, etc.
- Get address and map of location, along with option for directions
- Option to print directory based on mile radius of zip code
- ***Presbyterian representatives can assist you in selecting a provider.***



There When and Where You Need Us Nationwide Contracted Network

- Traveling outside of the state for vacation/work
- Employees and Dependents that live outside of the state
- Out of state students
- Specialized care for complex issues
- 900,000 National Providers
- 4,000 Facilities Nationwide
- Access to Centers of Excellence Facilities

www.multiplan.com/presbyterian



Worldwide Emergency Coverage
Outside of the US







myPRES

PRESBYTERIAN HEALTHCARE SERVICES

for **PATIENTS**

 <h3>MyChart</h3> <p>View your electronic health records, pay a doctor bill, and more.</p> <p>ACCESS MyChart</p>	 <h3>MyChart App</h3> <p>Manage your health care from your smartphone with the MyChart mobile app.</p> <p>Download on the App Store GET IT ON Google play</p>	 <h3>Pay Ambulance Bill</h3> <p>It's easier than ever to pay your ambulance bill online with a credit card.</p> <p>PAY NOW</p>
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for Presbyterian **HEALTH PLAN MEMBERS**

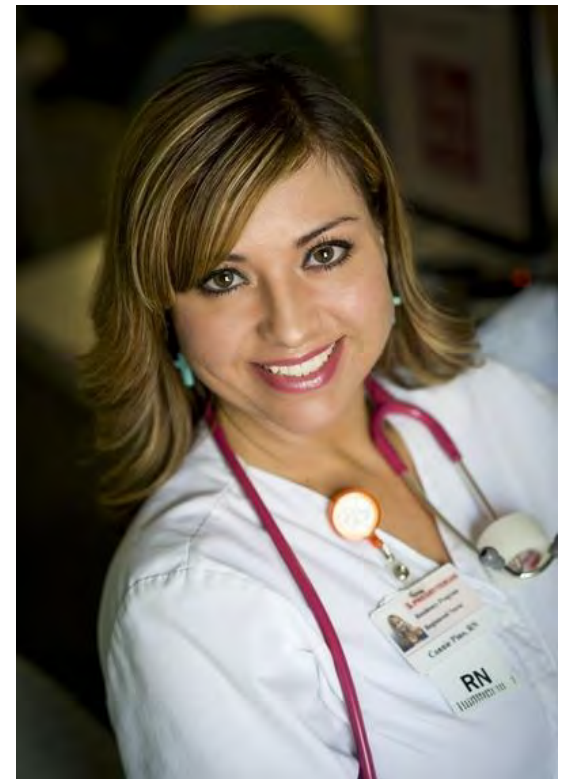
 <h3>MyHealthPlan</h3> <p>Instantly view claims, find a doctor or hospital, look up benefits, and more.</p> <p>ACCESS MyHealthPlan</p>	 <h3>MyIDCard</h3> <p>View, email, print or fax your member ID card.</p> <p>VIEW MyIDCard</p>	 <h3>MyPharmacy</h3> <p>Quickly and easily find a pharmacy, get mail order prescriptions, and more.</p> <p>ACCESS MyPharmacy</p>
 <h3>Video Visits</h3> <p>See a doctor for your non-emergency medical needs — 24/7, 365 days a year.</p> <p>ACCESS VIDEO VISITS</p>	 <h3>NEW Wellness at Work</h3> <p>Personal health assessment.</p> <p>ACCESS YOUR PHA</p>	 <h3>Treatment Cost Calculator</h3> <p>Estimate procedure costs and plan for medical expenses.</p> <p>START NOW</p>

No-Fee Nurse Advice Line 24/7

Speak to a registered nurse by phone 24/7, 365 days a year, even in Spanish.

With PresRN, members have:

- ▶ Direct access to Presbyterian nurses
 - ▶ Minimum 10 years clinical experience.
 - ▶ Navigate you to appropriate care based on your diagnosis
 - ▶ Capture the details of your care in MyChart.
 - ▶ Automatically message your PCP, Specialist or Care Coordinator.



No-fee Video Visits: See a doctor when you need to be seen

Access to a healthcare provider 24 hours a day, 365 days a year at your convenience

- Use on any computer, tablet or smart phone.
- Use at home, work or when travelling.
- Get diagnosis and treatment for common health issues like earaches, cold/flu symptoms and allergies within 1 hour.
- Receive prescriptions to the pharmacy of your choice.
- Receive a text or email summary of your visit.
- Receive a doctor's note for school or work via email.



Convenient Consultation and Diagnosis at Your Fingertips

Access a PMG doctor online. Get diagnosed and treated 7 days a week no appointment needed.

With Online Visit, members can:

Complete an online questionnaire in 5 to 10 minutes using any computer, tablet or smart phone.

Get diagnosis and treatment within 1 hour.

Receive care for minor ailments like earaches, cold/flu symptoms and allergies.

Receive prescriptions to the pharmacy of your choice.

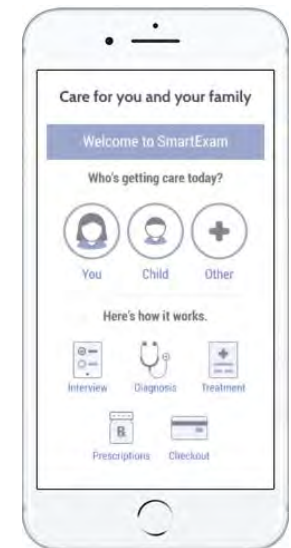


Use at home, work or when travelling.

Access M – F 7:00AM to 6:00PM,

Sat – Sun 8:00AM to 3:00PM.

View the details of their Online Visit in MyChart.



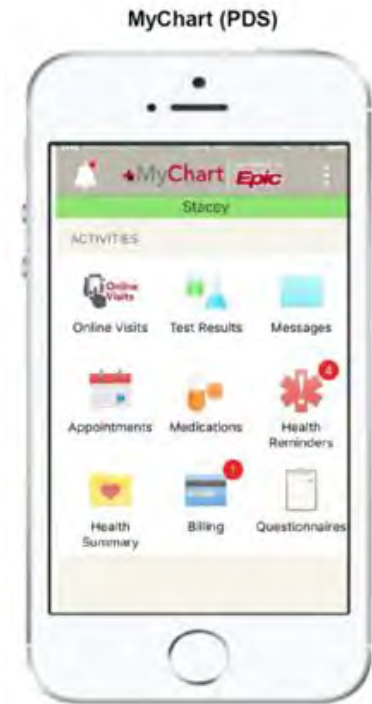
Free for members

MyChart: Be An Active Part of Your Care Team

Presbyterian Health Plan members have secure online access to their Presbyterian electronic health records.

With MyChart, members can:

- Send and receive messages with their PMG Physician and their care team.
- Schedule primary care appointments, confirm or cancel appointments.
- View lab and test results.
- Request prescription renewals.
- View visit summaries, health summary, care plan, allergies and immunizations.
- Receive health reminders.



No fee for members
to access this service.

No-fee Services that can get you healthy, keep you healthy



On To Better Health
Self-help tools and resources at your fingertips



Talkspace for Behavioral Health

Mind Your Mental Health with Messaging Therapy
A new solution for emotional wellbeing

How it works

With Talkspace there are no appointments. You can send your therapist a message whenever you need to, and they will engage with you daily, five days a week. With a network of over 2,000 trained, licensed therapists, Talkspace will connect you with a dedicated therapist based on your needs, preferences, therapist availability and expertise. You can contact your therapist through unlimited text, video and audio messages.

The logo for Talkspace, featuring the word "talkspace" in a lowercase, teal-colored font. The "t" is stylized with a vertical line extending upwards. The "space" part is enclosed in a teal rectangular box with a thin border.

With Talkspace you can:

- Engage with a therapist the same day that help is needed, not weeks later.
- Get matched to a therapist based on your unique needs.
- Develop a one-on-one relationship with the same therapist throughout your engagement.
- Live a happier, healthier life.

Getting started

- Go to www.talkspace.com/php to access the program.
- Enter information about yourself.
- Fill out the section about your history and preferences.
- Select a therapist.

**Members on qualified High Deductible plans will be responsible for the cost of the services until they have met their deductible and co-insurance requirements. High Deductible members can go to talkspace.com to access the self-pay option.*

On To Better Health

Self-help tools and resources at your fingertips

On to Better Health gives you online access to self-help tools and resources proven to help people get better and feel better. Complete guided therapy programs to change unhelpful thoughts and behaviors. Read health and wellness articles. Chat online with a clinician, or schedule a virtual therapy session. All of the tools and resources are easy to use, confidential and available 24/7!*

On To Better Health helps you:

- Identify your needs – by answering a few questions, a personal health plan is created just for you
- Get help through digital cognitive behavioral therapy for common challenges such as:
 - Insomnia
 - Depression
 - Anxiety
 - Obsessions or compulsions
 - Alcohol or substance use
 - Chronic pain
- Read helpful tips and articles based on your interests and health needs
- Chat with a clinician about goals and progress
- Schedule an online therapy session with a licensed therapist or psychiatrist

To access the programs:

- Go to www.ontobetterhealth.com/php and sign in to your account.
- View your list of recommended programs.
- Click the *Launch Program* button to start a module.
- Browse through thousands of library articles, resources and self-assessments.



Clickotine®

A Digital Therapeutics™ Program for Smoking Cessation

Trying to quit? You can do it!

Ready to try something new? You may have tried to quit in the past without success. Clickotine will give you the boost you need to quit—and quit for good.

Introducing the Clickotine mobile application

Clickotine is an innovative program that uses clinically-driven app technology to help you create and stick to a quit plan and overcome nicotine cravings. Based on clinical trials and data, Clickotine has a high success rate and includes these key features:

- ✓ **Personalized messaging:** Receive personal messages that keep you on track toward your quit goal.
- ✓ **Controlled breathing:** Monitor and control your breathing—an effective way to reduce nicotine withdrawal symptoms.
- ✓ **Real-time social support:** Post comments and share encouragement with others trying to quit.
- ✓ **Replacement distractions:** Get help diverting cravings to healthier actions.
- ✓ **Money saved:** Track how much money you've saved since your quit date—a powerful motivator for quitting.
- ✓ **Health recovered:** See how quitting has improved your health. As soon as you quit smoking, your body begins to recover.
- ✓ **Journaling:** Document how you're feeling during your quit journey. Not only can it help to relieve stress, it can also help you understand your smoking triggers, when you track your thoughts and feelings during your quit effort.



Ready to get started?

1. **Go to clktx.com/join** and enter Client ID code: LNV20C
2. **You will receive an email** with your secure member code and a link to download the app.
3. **Create an account** and you're on your way to quitting smoking.

For more information on how to sign up, contact Customer Service at (505) 923-5678 or 1-800-356-2219.

Access To Care: Member Cost Savings

Access To Care	High Option Plan PPO	Low Option Plan PPO
MyChart	\$0	\$0
PresRN	\$0	\$0
Video Visit *	\$0	\$0
Online Visit	\$0	\$0
Primary Care Provider	\$30 (office visit only)	\$35 (office visit only)
Urgent Care	\$50 Copay (Deductible waived)	\$60 Copay (Deductible waived)
Emergency Room	\$150 copay plus 20% coinsurance per visit	\$150 copay plus 25% coinsurance per visit

Access to New Mexico's Urgent and Emergency Care under one roof

**URGENT CARE OR ER?
LEAVE THAT
DECISION TO US.**

In-network with most insurance plans.

PRES Now

24/7

Urgent and
Emergency Care

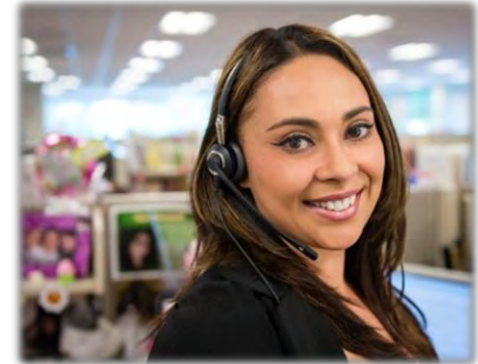
- Only 24/7 Urgent Care in Albuquerque
- Only pay for what you use
- Reduce cost by up to 10x for services
- 4 locations coming in Albuquerque
 1. 6400 Paseo Del Norte Blvd NE, Albuquerque, NM 87113
 2. 4515 Coors Blvd. NW, Albuquerque, NM 87120

Dedicated Team

Enhancements and Advantages

Integrated Customer Service Team

- **Local Customer Service Team in NM**
- **One Presbyterian**



- Locate a Provider or Facility in NM or Nationwide
 - PMG or Contracted Network including Specialists, Facilities, Behavioral Health and Multiplan.
- Scheduling/Member Advocate – Access Guarantee
- Claims, Benefits, Billing and General Questions
- Patient Financial Services
- Enhanced Integrated Services (DM, CM, Community Health Workers Program)
- Site of Service Navigation

505-923-5600
Info@phs.org
www.phs.org

Coming Soon Fitness Pass

This fall you and your enrolled dependents 18 and over have access to more than 10,000 national, regional and local fitness, recreation and community centers for only **\$12.50** per member per month.

Watch for further details on how to enroll in the coming months

These facilities include all Defined Fitness, as well as the nationwide Prime Fitness network which includes select YMCA locations, Snap Fitness, Chuze, Curves and more.

Discounted rates are also offered for all Sports & Wellness facilities.

Visit any of the three fitness network sites: www.defined.com, www.primemember.com, or www.sportsandwellness.com for a list of participating locations.



Value Added Benefits

Valuable discounts for:

- Acupuncture
- Massage Therapy
- Chiropractic
- Vision
- Hearing Hardware
- Vision Hardware
- Yoga



www.benefitsource.org/presbyterian-health-plan



**New Mexico
Public Schools
Insurance
Authority**



NMPSIA
Wellness

Wellness Tools Available ONLINE

Nutrition

Physical Activity

Health Challenges

Event Registration

Health Education



New Mexico
Public Schools
Insurance
Authority



NMPSIA
Wellness

Wellness
at **WORK**

NMPSIA Wellness Rewards

Earn up to \$75 in Amazon.com gift cards by participating in select wellness activities

25 points = \$25

50 points = \$25

75 points = \$25

\$75

	ACTIVITY	POINTS	HOW TO EARN YOUR POINTS
	Personal Health Assessment (PHA)	25 pts	Step ONE towards earning points. Complete your PHA on Wellness at Work.
	Complete the Primary Care Provider (PCP) Survey	5 pts	Visit Wellness at Work and complete the survey. Points are awarded automatically upon completion of the survey.
Complete One	Preventive Visit	20 pts each, max 20 pts	Visit your doctor.
	Video Visit		Complete an online Video Visit.
	Biometric Screening		Attend an onsite Biometric Screening.
Complete One	Health Coaching	25 pts each, max 25 pts	Engage in Free Health Coaching on Wellness at Work.
	Good Measures		Engage in the Good Measures Program.
	Wellness Workshops	25 possible pts	Workshops are available on Wellness At Work portal. Points will vary depending on the workshop.

[My Health](#)

[Nutrition](#)

[Physical Activity](#)

[Events](#)

[Education](#)

[Reference](#)

[Message Center](#)

PERSONAL HEALTH ASSESSMENT

[Start Here](#)

[Wellness Workshops](#)

[Health Coaching](#)

Click to Access Resources

[NMPسيا Frequently Asked Questions](#)
[Sign up for Good Measures](#)
[Wellness Workshop Point Allocation](#)

Primary Care Provider Survey



On To Better Health

Rewards Tracker

You Can Earn Up to \$75.00 from July 1, 2019 - June 30, 2020

Total Available Points: 0

[Details](#)

[How to Redeem Your Gift Card](#) | [Shop at Amazon.com](#)

Gift Card Awarded For	Amount	Actions
Completing Your Personal Health Assessment	\$25	Complete Activities to Earn
Level 2 - 50 points	\$25	Complete Activities to Earn
Level 3 - 75 points	\$25	Complete Activities to Earn

Fruits and Veggies For Better Health



Video Visits and Doctor Services



Good Measures

 good measures

[Breakthrough Nutrition Coaching](#)



PERSONAL HEALTH ASSESSMENT

[Start Here](#)



[Wellness Workshops](#)



[Health Coaching](#)

Click to Access Resources

[NMPsia Frequently Asked Questions](#)
[Sign up for Good Measures](#)
[Wellness Workshop Point Allocation](#)

Primary Care Provider Survey



On To Better Health

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Level 3 - 75 points	\$25	Complete Activities to Earn

Fruits and Veggies For Better Health

Video Visits and Doctor Services



Good Measures

 good measures

[Breakthrough Nutrition Coaching](#)

Good Measures – Breakthrough Nutrition Coaching



Good Measures offers five programs to help you eat healthier, prevent or manage a health condition, and feel better.

Get support from a registered dietitian coach and use the app to improve your health through food and healthy changes. Programs are by phone, email, secure video, or online when it's convenient for you.

- Better Health
- Healthy Weight
- Diabetes Prevention Program
- Diabetes Support
- Connected Diabetes Program

Who is eligible for Good Measures Programs? NMPSIA members covered under **Presbyterian Health Plan** and their covered spouses or domestic partners are eligible for Good Measures programs at no cost.

Call 888-320-1776 or visit NMPSIA.goodmeasures.com



Health Coaching

NMPSIA members covered under **Presbyterian Health Plan** have access to free health coaching through The Solutions Group, Presbyterian's Health & Wellness Division.

Health Coaches will help you to:

- Set appropriate goals
- Create an action plan
- Identify personal motivation
- Establish coping skills and a reliable support system

Health Coaches will work with you to:

- Eat better
- Lose weight
- Become more active
- Reduce stress
- Sleep better/have more energy
- Prepare for a specific event (5k, wedding, medical procedure, etc.)



To sign up with a health coach,
REGISTER HERE.

<https://www.research.net/r/Coaching-NMPSIA>

Please allow up to 10 business days to be contacted by a health coach.



A Web-Based Platform for Managing Your Stress.



MyStressTools is an online suite of stress management and resilience-building resources which includes:

-  **TRAINING VIDEOS**
 -  **RELAXATION MUSIC**
 -  **MEDITATION**
 -  **STRESS TESTS**
 -  **JOURNALING**
- and much more!*

My Stress Tools helps you understand the root causes of your stress and gives you the help you need to dramatically reduce your stress and build your resilience.

To register visit MyStressTools at:

<https://mystresstools.com/registration/tsg-NMPSIA>

To learn more about how Stress Stop works go to:

<https://vimeo.com/291304178>



The
Solutions
Group

PASSIONATE ABOUT HEALTH & WELLNESS?

Apply to be a NMPSIA Wellness Ambassador today!



NMPSIA Wellness Ambassadors are:

- Employee volunteers who share their passion, motivation, and contribute to meaningful worksite/department/school-wide wellness initiatives
- Advocates for healthy living, no matter where they are in their personal health journeys
- Inspiration to others and are positive role models for health and well-being
- Comfortable promoting wellness programs

Requirements:

- Attend Wellness Ambassadors quarterly Zoom meetings
- Have permission to become wellness ambassador from supervisor, district and/or school administration.

Perks:

- Access to wellness experts, including dietitians, health coaches, and exercise physiologists
- 1st chance to register for wellness programs
- T-shirt and pullover for first time NMPSIA Wellness Ambassadors

**All current NMPSIA Wellness Ambassadors will need to reapply.*

Free Wellness Programming for Your School!

Contact Katherine Chavez, NMPSIA Benefits and Wellness Operations Manager, with any questions: NMPSIA.Wellness@state.nm.us

APPLY NOW



New Mexico
Public Schools
Insurance
Authority



The New Mexico Public Schools Insurance Authority (NMPSIA) provides these programs at no additional cost to school employees covered through NMPSIA.



Questions?



**BlueCross BlueShield
of New Mexico**



NMPSIA Regional Training 2020

**Putting
Knowledge Into
Action**

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

More Doctors. More Hospitals.



95%
of doctors



1.3+ million
Providers

96%
of hospitals



More than 7,500
Hospitals



Nationwide Coverage
when traveling or living
outside of home state



Blue Cross Blue Shield Global[®] Core
coverage when traveling in
171 countries and territories

PROVIDER EXAMPLES	HIGH & LOW PPO	BLUE PREFERRED EPO
Hospital		
Christus St. Vincent	X	X
Heart Hospital	X	X
Lovelace Medical Center Downtown	X	X
Lovelace Westside / Women's Hospital	X	X
Memorial Medical Center	X	X
UNM Hospital / Sandoval Regional	X	X
Mountainview Regional Hosp	X	Not Available
Urgent Care		
Christus St. Vincent	X	X
Concentra Urgent Care	X	X
Covenant Clinics LLC	X	X
UNM Adult Urgent Care Center	X	X
Walk In Care	X	X
1st Care Clinic	X	Not Available
Next Care New Mexico LLC	X	Not Available
PRESNow	X	Not Available
Provider Groups		
Lovelace Medical Group	X	X
Optum	X	X
UNM Medical Group	X	X
Women's Specialists of NM	X	X
After Hours Pediatrics	X	X

Get Care When and Where You Need It

- Whether you're at home or traveling, access to an independently contracted, board-certified doctor is available 24/7.
- You can speak to an MDLIVE doctor or schedule an appointment based on your availability.
- MDLIVE doctors can help treat many non-emergency conditions.
- A virtual visit may be a better alternative to the emergency room or urgent care center.
- **\$0 cost for all BCBS NMPSIA members**

Virtual visits may not be available on all plans.



How Virtual Visits Work

CONNECT

Access where mobile app, online video or telephone service is available

INTERACT

Real-time consultation with an independently contracted, board-certified doctor or therapist

DIAGNOSE

Prescriptions sent to a pharmacy of your choice (when appropriate)



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
1,000 health topics

800-973-6329

Available in English and Spanish



Blue Access for MembersSM

**Save time
with self-service
support tools
and health and
wellness
resources
available through
a convenient and
secure website**

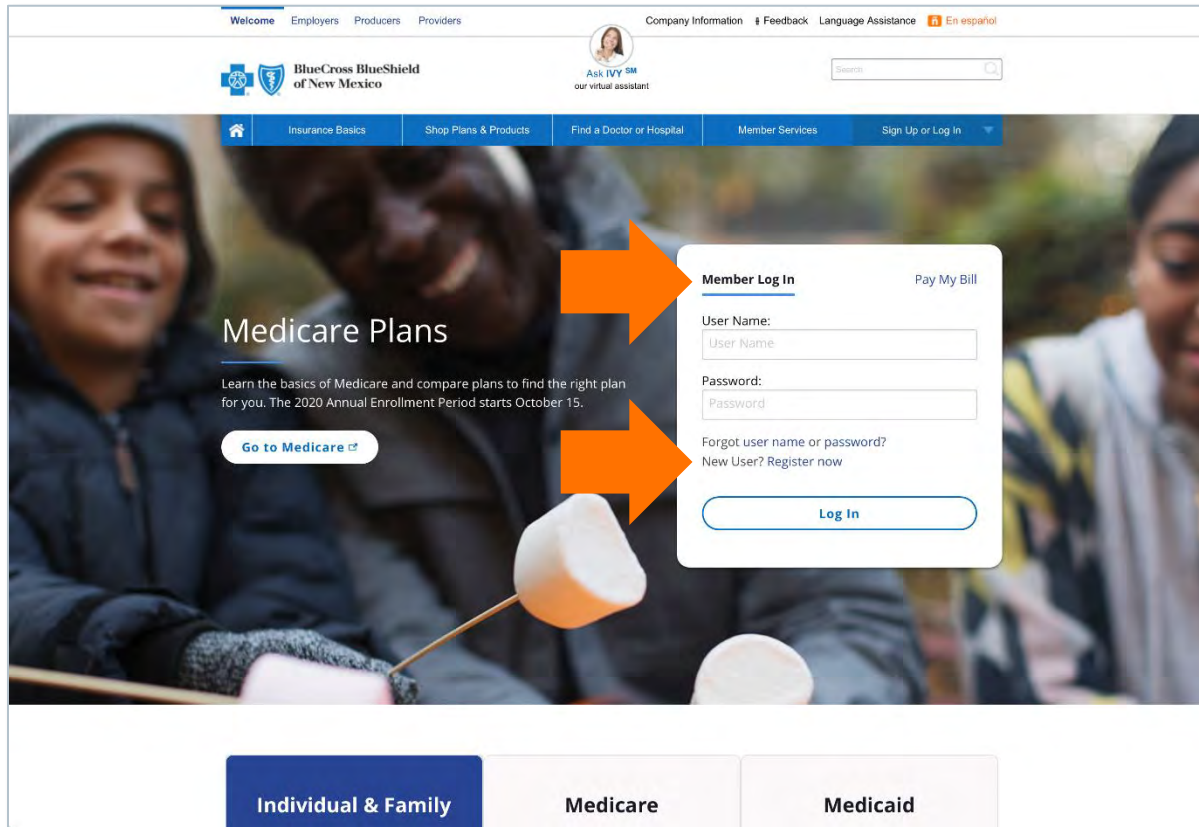
- Check claims and claims history
 - View, save or print Explanation of Benefits (EOBs)
 - Sign up for electronic EOBs, and save paper
 - View benefits and covered dependents
 - Check coverage details and Rx benefit information
 - Manage mobile and texting preferences
 - Request new ID cards or print temporary ID cards
 - Access health and wellness information and guides
 - Get details on wellness, discounts, 24/7 Nurseline
- ... and more**

Log and perform protected transactions
24 hours a day, 7 days a week*



*Claim Statements/EOBs are not available from 3 – 6 a.m.

Sign Up for Blue Access for MembersSM



Go to bcbsnm.com and log in to Blue Access for Members via web or mobile

Click **Register Now** if you are a new user

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.

Cost Estimate: MRI of the Brain

Out-of-pocket costs change depending on the provider you choose.

Estimated cost range

About MRI - Brain without Contrast

Estimated Costs for Jim Smith
\$276 - \$1,507

ESSENTIAL NOTE
For more information regarding your out-of-pocket costs for this procedure, please Review Your Benefits. If you require more details, Request a Written Estimate.

Ambulatory Diagnostic Center
Radiology

LOCATION
Ambulatory Diagnostic Center
6789 Western Pkwy Ste 101, Albuquerque, NM 87102
[Get directions \(2.1 mi away\)](#)

CONTACT INFORMATION
Phone: 505-555-1111

4.1 View 24 ratings >
2 Awards

Add to Compare [View Profile](#)

Your Estimated Cost
\$276
In your network

Flagler Diagnostic Center
Multi-Specialty

LOCATION
Flagler Diagnostic Center
4213 Main St Ste 100, Albuquerque, NM 87102
[Get directions \(2.2 mi away\)](#)

CONTACT INFORMATION

Be the First to Review
2 Awards
1 Affiliation

Add to Compare [View Profile](#)

Your Estimated Cost
\$300
In your network

Estimated cost by provider and facility

Accessing the Provider Finder[®]

1. Log in to Blue Access for MembersSM
2. Click the Doctors & Hospitals tab
3. Then select “Find a Doctor or Hospital”

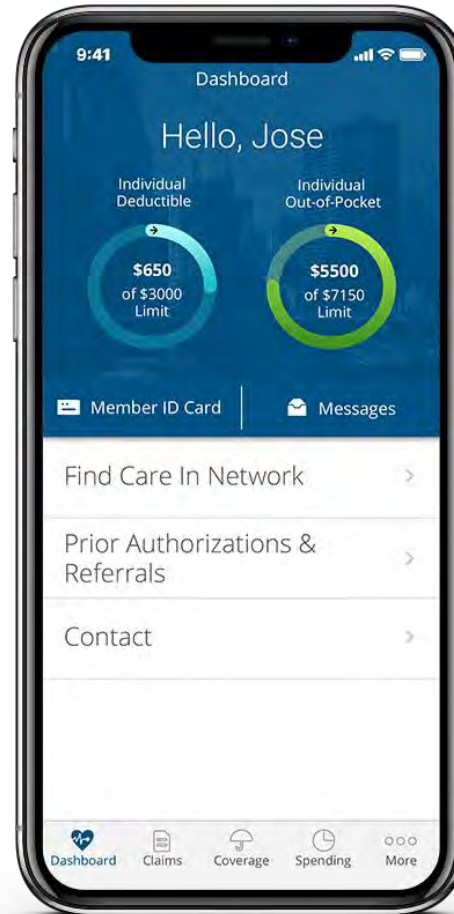
The screenshot shows the Blue Access for Members website interface. The top navigation bar includes 'Home', 'My Coverage', 'Claims Center', 'My Health', 'Doctors & Hospitals', and 'Forms & Documents'. The 'Doctors & Hospitals' tab is selected. Below the navigation bar, there is a 'Get the Care You Need' section with a 'Search for Providers' button and a 'Referral and Prior Authorization Information' link. A 'Related Links' section contains 'Blue Distinction® Centers for Specialty Care' and 'Blue Distinction® Total Care'. An 'ID Card' section is visible with a large orange arrow pointing to the 'Find a Doctor or Hospital >' link, which is also highlighted with an orange box. Below the 'Find a Doctor or Hospital >' link is the text 'Find a Provider outside of the U.S. >'. The 'Doctors & Hospitals' section includes a description: 'Use Provider Finder® to search for doctors and hospitals in your plan network. Always confirm that the provider you choose is in your plan network to make sure the service is covered.' The 'Dental' section includes a description: 'From getting your teeth cleaned to toothaches, use the dental provider search to find a professional near you.' and a 'Find a Dental Provider >' link.

Or access
Provider Finder
through the
BCBSNM App.

The screenshot shows the mobile app interface for 'Find Care'. The screen has a 'Cancel' button at the top left and a 'Find Care' title at the top right. Below the title is a location pin icon. The main text reads: 'Find care with our Provider Finder' and 'Find In Network care near you.' Below this is a note: 'This link will navigate you to our mobile website outside of this app.' At the bottom, there is a 'Continue to' label and a large blue button labeled 'Provider Finder'.

BCBSNM App for Mobile Devices

- Find an in-network doctor, hospital or urgent care facility or search for Spanish-speaking doctors
- Access your claims, coverage and deductible information
- Access temporary digital member ID card
- Secure login with Face ID (iOS only) and Fingerprint ID
- **Let us know your communication preferences**



To download the app, go to Google Play, the App Store or text* **BCBSNMAPP** to **33633**

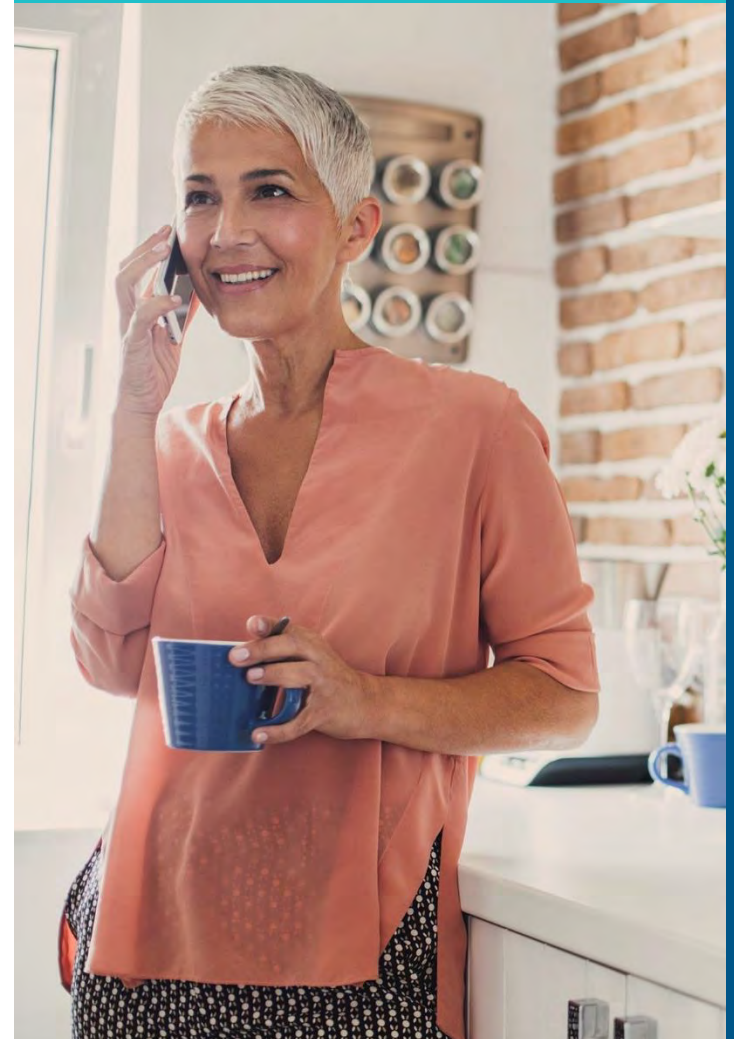
*Message and data rates may apply.

Customer Service

800-432-0750

Call Customer Service for assistance and questions about:

- Claims
- Medical benefit coverage
- Finding network providers
- Membership and eligibility
- Navigating digital tools and resources
- ID card requests
- Health education and transfer to other health programs
- Transition of care



Health and Wellness



Take Care of Your Mental Health

Your plan includes behavioral health benefits so you and your covered family members can get help for:

- Anxiety
- Autism
- Depression
- Drug or alcohol use
- Eating disorders
- And many other mental health conditions

Log in to **Blue Access for MembersSM** at **bcbsnm.com** or call the number on the back of your member ID card to find a counselor, psychiatrist, treatment facility or other behavioral health provider.

MDLive offers Mental Health services at \$0 for NMPSIA BCBS members



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.



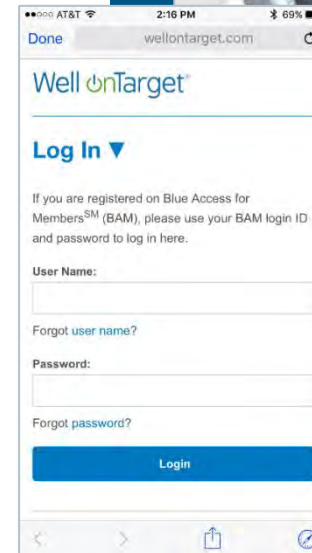
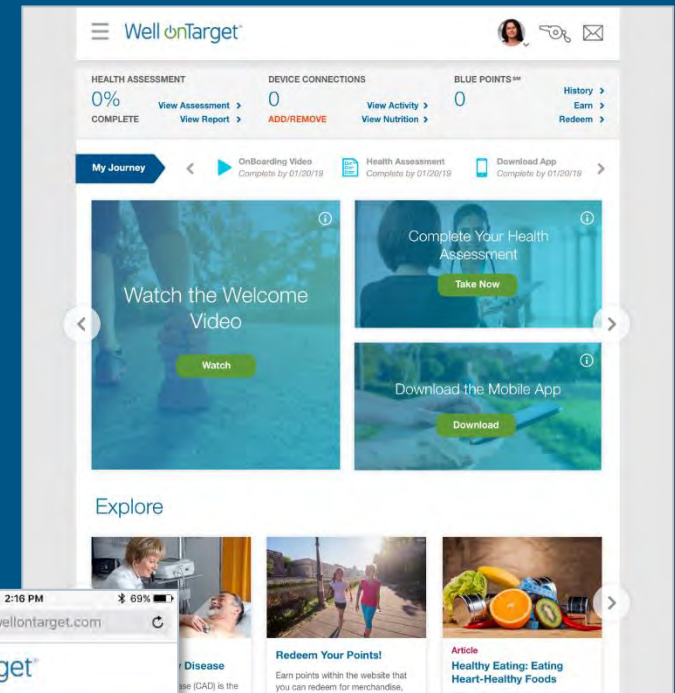
**Stay Healthy
by Getting
Regular
Check-Ups**

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.

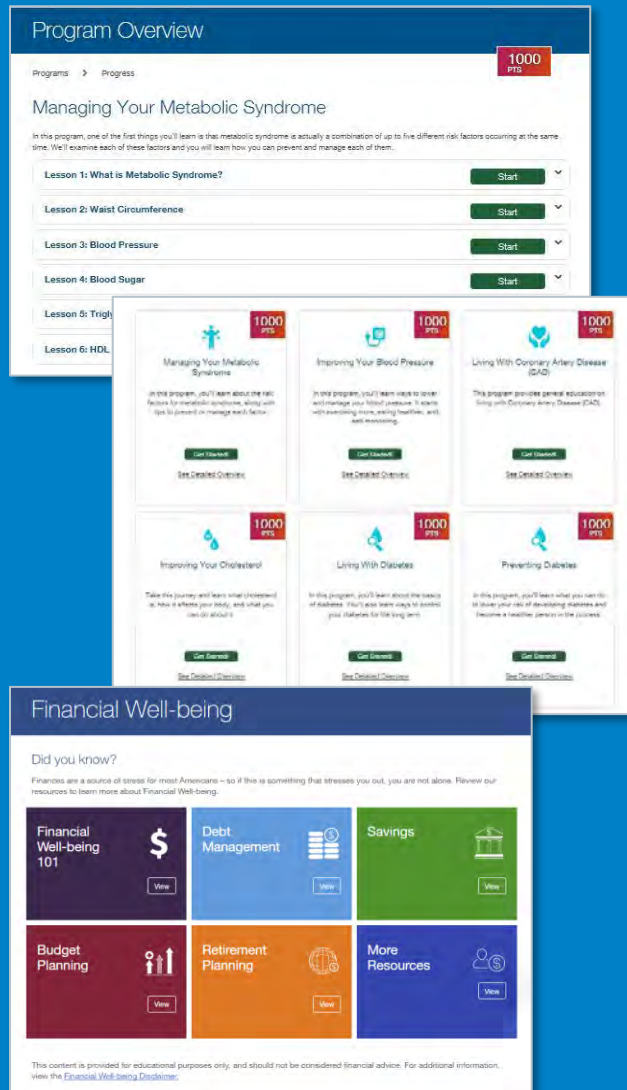


The newly designed portal includes recommended activities that make up your Personal Member Journey.

Wellness Information, Right at Your Fingertips

New digital self-management programs on a range of wellbeing topics

- Stress management
- Tobacco cessation
- Weight management
- Nutrition
- Physical fitness
- Blood pressure
- Dental health
- Metabolic syndrome
- Sleep health
- Diabetes
- Preventive health
- Cholesterol
- Tobacco free maintenance
- Weight maintenance
- Musculoskeletal disorders
- Asthma
- Chronic obstructive pulmonary disease (COPD)
- Congestive heart failure (CHF)
- Coronary artery disease (CAD)
- Maternity health
- Financial wellbeing
- Complete self-management programs

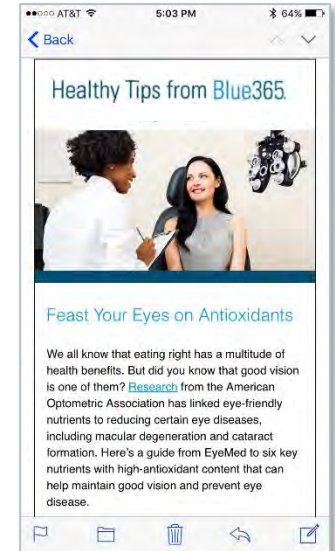
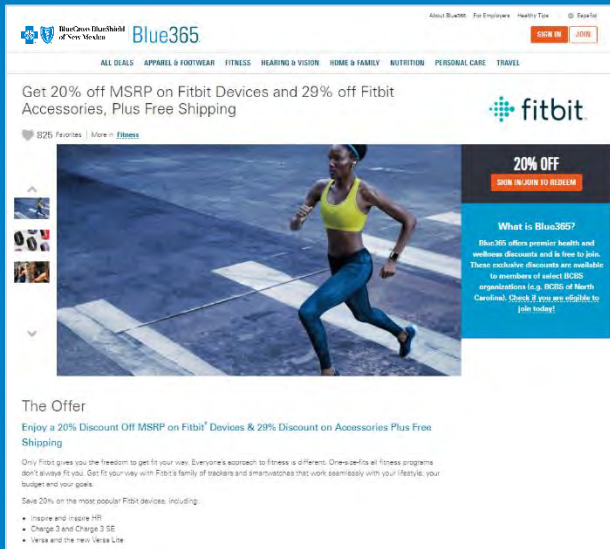


Blue365[®]

Member Discount Program

Member discounts
simply for being a
BCBSNM member

- Exclusive health and wellness deals from national and local retailers
- Save money on gym memberships, vision exams and services, hearing aids, fitness devices and nutrition-related services
- Log in to Blue Access for MembersSM and click “Member Discount Program” in Quick Links to view your available discounts and to register for weekly emails



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. Employees should check their benefit booklet or call the Customer Service number on the back of their ID card for specific benefit facts. Use of Blue365 does not change monthly payments, nor do costs of the services or products count toward any maximums and/or plan deductibles. Discounts are only given through vendors that take part in this program and are subject to change. BCBSNM does not guarantee or make any claims or recommendations about the program's services or products. Members should consult their doctor before using these services and products. BCBSNM reserves the right to stop or change this program at any time without notice.

Ovia Health

 ovia fertility

 ovia pregnancy

 ovia parenting

your maternity & family benefits

Download the Ovia app that's right for you and enter your health plan name and employer to access your Ovia Health benefits



oviahealth™



Naturally Slim[®]

Metabolic Syndrome Reversal Program



- Online program and mobile app allows members access anywhere at any time
- Builds behavioral skills (no dieting) to promote long-term weight loss and risk reduction
- Integration with activity trackers and voice-controlled/smart speakers
- Services covered as preventive with no out-of-pocket cost
- Your employer or Naturally Slim will send you information about how to sign up

Not available with HMO networks

Naturally Slim



Ah, perfect timing.

With everything going on around us, you couldn't have picked a better time to focus on you.

natura)(yslim*

It's the perfect time to get (and stay) healthy—both physically and mentally.

While things may feel out of your control right now, New Mexico Public Schools Insurance Authority has partnered with Naturally Slim so that you can take control of your health at no cost to you.

Naturally Slim could help you:

- 1 Reach your weight loss goals. Without getting off track.
- 2 Break those old habits. Trade in mindless snacking for mindful eating.
- 3 Relieve stress and anxiety. Manage how you cope and react.
- 4 Build your immunity. Help fight off illnesses by practicing self-care.

Apply today!

www.naturallyslim.com/NMPSIA

Employees on a NMPSIA BCBSNM medical plan and their covered spouses and adult dependents are eligible to apply.

Please apply using your personal email address.

12712 Park Central Dr # 300
Dallas, TX 75251

natura)(yslim*



© 2020 Naturally Slim.

Value Added Features

- **Virtual Visits via MDLive** – Medical and Behavioral Health
- **24/7 Nurseline**
- **Preventative Care and Screenings**
- **Well OnTarget**
- **Digital Self-Management Courses**
- **Blue365 Member Discount Program**
- **BluePoints Program**
- **Health Assessment**
- **Ovia Health™** – For fertility, pregnancy and parenting
- **Naturally Slim®** – Metabolic Syndrome Reversal Program





BlueCross BlueShield
of New Mexico

Putting Knowledge Into Action

Use in-network providers

Research costs in **Provider Finder[®]**

Review EOBs and bills sent by your providers

Use wellness benefits

See your physician regularly for preventive care or illness

Ask your health care provider questions about prescribed medications and treatment

Ask your doctor if **lower-cost drug options** are right for you

Visit bcbsnm.com for health and wellness information

Instant Recess



WINNERS
CIRCLE



Mindful Minute

Activity and Sleep

Day 4 - Wednesday, July 22, 2020



Guidelines for Better Sleep

Sleeping well is a habit that you can learn! Small changes can have big effects. Start today by following these rules:

- Take care of your body
- Do not drink caffeine: no tea, coffee, or Coca-Cola after 4 o'clock
- Do not eat a big or spicy meal late in the evening
- Do not go to bed hungry
- Avoid alcohol as it interferes with sleep
- Physical exercise, such as a brisk walk, in the late afternoon can help to make your body tired and help you to sleep. Try to do some exercise every day.
- Sleep only at night-time and do not have day-time naps, no matter how tired you feel. Naps keep the problem going by making it harder for you to get to sleep the next night.
- Having a regular bedtime routine teaches your body when it's time to go to sleep.
- Have a soothing drink like chamomile tea, cherry juice or a milky drink
- Have a bath, or a routine of washing your face and brushing your teeth
- Go to bed at same time each night
- When in bed think of things you are grateful for (e.g. think of 5 nice things that happened that day – they might be big or small, such as a nice conversation, seeing the sunshine, or hearing nice music on the radio)
- Do a relaxed breathing exercise (one hand on stomach the other on your chest, deliberately slow your breathing, breathe deeply in your stomach instead of high in your chest)
- Try and wake up the same time every day, even if this is tiring to begin with

DESKERCISE TIME

Day 4 - Wednesday, July 22, 2020



The WHY? To Access Benefits & Wellness Programs

RESOURCES WORKING FOR YOU



Dedicated to NMPSIA's Benefits & Wellness Program

Katherine Chavez, MA, RD, LD

Benefits/Wellness Operations Manager

NMPSIA's Vision?

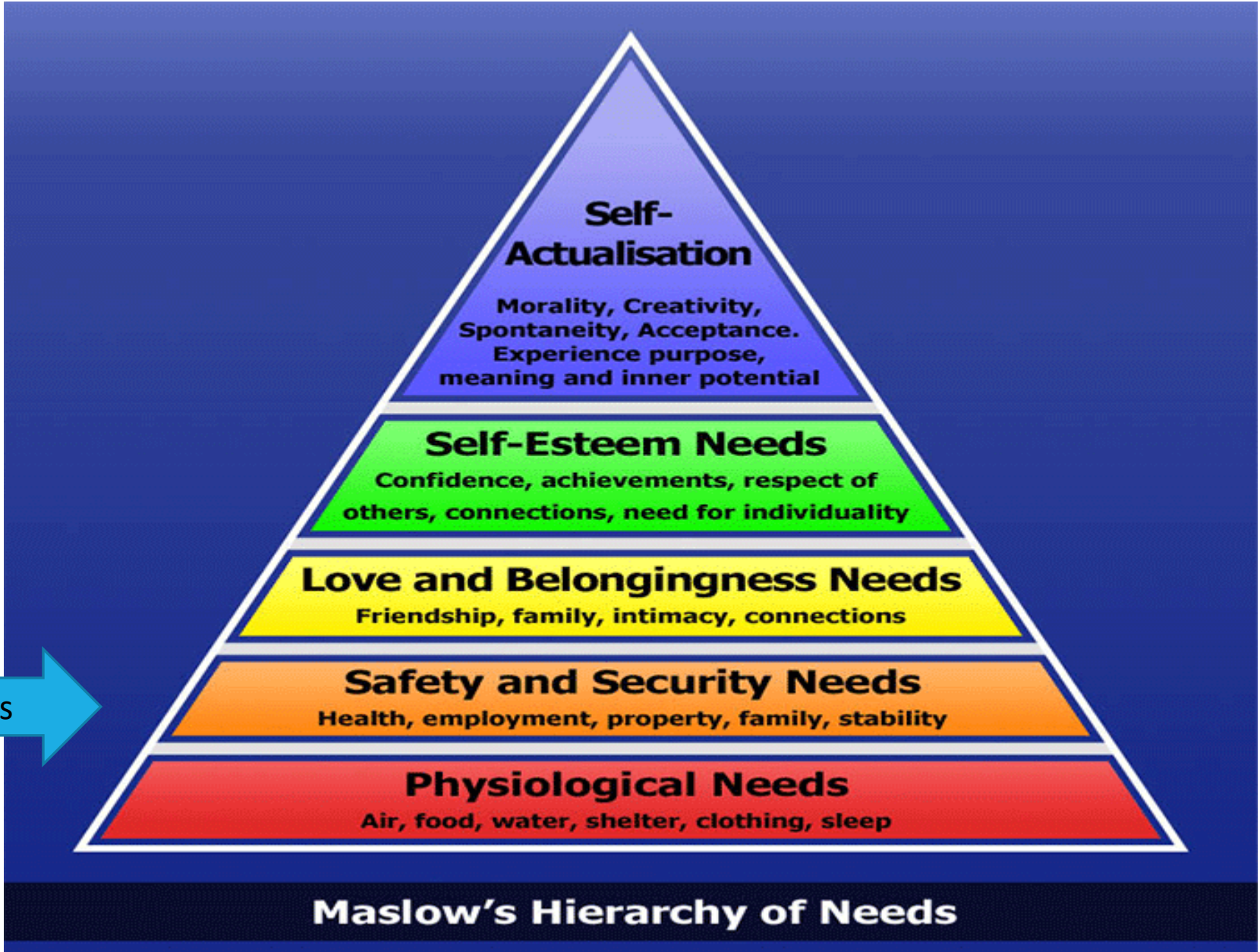
Active, happy & productive members

Health and well-being are everyone's first choice for quality of life & families

Mission & Purpose

Support our community of members to create a culture of well-being that educates and advocates for maintaining healthy lifestyle behaviors

Benefits & Wellness Programs





Focus on NMPSIA Benefits and Wellness Program

- 7 out of 10 deaths are caused by chronic diseases
- 75% are preventable
- Conditions are largely attributable to **lifestyle**
- 4 of the top 5 conditions are **preventable**
- High-risk employees lose about two months of productivity as a result of their disease
- Healthier happier employees are more productive
- Less sick days means less dollars spent on provider and prescription costs

Benefits and Wellness Programs are designed to:

- Prevent/manage chronic diseases
- Improve nutrition
- Improve activity
- Manage Stress, alcohol consumption and tobacco use
- Address behavioral health
- **Stabilize healthcare costs to both member and NMPSIA**

What Have You Heard? Carriers offer



- options to select health coverages that provide networks of delivery systems to support your healthcare needs
- video/virtual provider visits
- annual preventative visits
- age appropriate screenings
- health coaching
- virtual mindfulness based stress reduction programs
- behavioral health
- weight and chronic disease management programs
- personal health assessments
- incentive and rewards
- online resources
- mobile device applications
- many other opportunities are at no cost to our members

Why?

Appointments and Screenings may not be Scheduled



- Time
- Nothing Hurts
- Fear of Results
- Cost

Advantage of Medical & Wellness Benefits

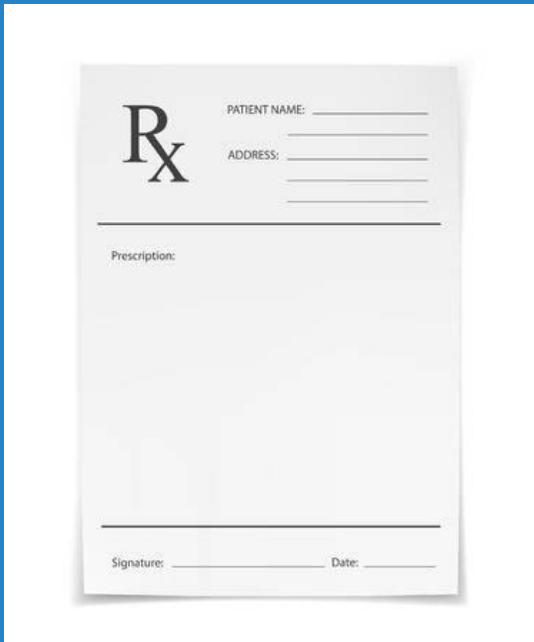
Means....

- Access to care
- Improving your quality of life
- Early identification and of chronic diseases
- Less time away from family, work and productivity
- Less out of pocket costs
- No cost annual preventive visits and age appropriate screenings
- Less need for diagnostic and/or emergency room visits
- Weight loss and chronic disease programs
- Gym memberships
- Incentive and rewards programs
- Online tools and resources

Much, much more....

NMPSIA Benefits Pay 100% after maximum out of pocket met

Why? Pharmacy Benefit



Pharmacy Benefits Mean....

- Co-pay structures for generic, specialty and mail-order
- Pharmacy choices
- Member resources: customer service, communication & Express Scripts Therapeutic Resource Center
- Awareness campaigns and monitoring
- Medication questions and prescription support
- Prior authorizations and step therapy
- Digital Tools
- Accessing online tools and mobile app
- Chronic disease programs for diabetes, hypertension and obesity

Why? Dental Visits Not Scheduled



- Time
- Fear
- Nothing Hurts – Not Necessary
- Embarrassed/Bad Teeth

Regular Dental Visits Mean....

- Healthy teeth and gums, and fewer dental issues
- Diagnose or manage chronic diseases
- Advanced technology to put fears to rest
- Feeling and looking better

Why Vision Benefits?



Potential reasons for not enrolling....

- Not Necessary
- Don't Need Glasses

Benefits and Eye Care

Designed to.....

- Reduce your costs for routine preventive eye care (eye exams) and prescription eyewear (eyeglasses and contact lenses)
- Improve clarity of eye health
- Detect and treat various eye problems
- Identify chronic diseases – diabetes, cholesterol, high blood pressure
- Offer health and wellness resources to improve eye health and eye wear selection

Why? Additional Life (ADL) & Long-Term Disability (LTD)



Potential reasons for not considering...

- Don't want anything more to be deducted from my paycheck

Benefit Considerations.....

ADL

- More life insurance coverage may be important if you have a spouse and children who depend on your financial support

LTD

- Income replacement insurance
- Payment during the disability period when no paycheck earned
- Pays monthly
- Noncancelable and guaranteed renewable

Creating Online Accounts



Potential reasons for not creating an online account.....

- Time
- Lack of Technology

Benefits of Creating An Online Account

- Access to explanation of benefits
- Printing ID card
- Billing and payments
- Incentive and Rewards Programs
- Message providers and member support
- Virtual Video and behavioral health visits
- Accessing behavioral health and tobacco cessation support
- Health and wellness resources
- Can be done on computer or mobile device
- Many more resources available

Summary of Program Initiatives

- 24/7 Nurse Advice Line & Virtual Health/Video Visits
- Behavioral Health Programs – virtually or face to face
- Benefits and Health Fairs – virtual
- Consulting to Create Your Own Customized Wellness Plan
- Diabetes Supplies from Approved Formulary List and OneTouch Glucose Meter
- Grant Opportunity for Healthy Snack Station
- Health Coaching
- Incentive & Rewards Programs
- Mindfulness Based Stress Reduction Programs – online and group
- Monthly Communication & Topics
- Monthly Skill Builders
- No Cost/Low Cost Annual Preventive Visits & Age Appropriate Screenings
- Online Access to View Benefits and Print ID Cards
- Self-Directed Courses and Self-Help Tools
- Tobacco Cessation Programs
- Weight Management and Chronic Disease Programs
- Wellness Ambassador Program
- Wellness Challenges



Customer Service Training Requests Claim Matters

New Mexico Public Schools Insurance Authority
410 Old Taos Highway
Santa Fe, NM 87501
<https://NMPSIA.com>

Email authorization form found at
<https://nmpsia.com/PDFs/Release%20of%20Health%20Information.pdf>
when you are requesting assistance on behalf of members

Melissa Larranaga
Benefits Analyst
MelissaA.Larranaga@state.nm.us
1.800.548.3724, ext 1012

Katherine Chavez
Benefits/Wellness Operations Manager
Katherine.Chavez@state.nm.us
1.800.548.3724, ext. 1011

Richard Valerio
Executive Director
Richard.Valerio@state.nm.us
1.800.548.3724, ext. 1008

Thank you!



Closing Remarks

- Review Questions and Answers from Chat
- Erisa Staff Introductions (if time permits)
- Preview – Part V
- Farewell Until Tomorrow

EASI

Erisa Administrative Services, Inc.

Meet Your Benefits Specialists



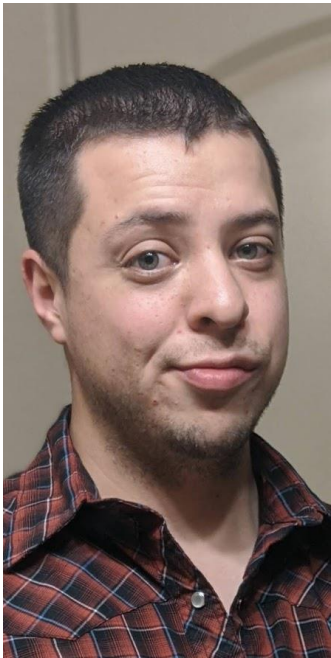
Gustavo Rascon



Jackie Martinez



Chere Garcia



Kevin Garcia



Melissa Morales



Lourdes Rael



Michelle Alarid



Michelle Aragon