



NMPSIA Virtual Benefits Training 2020

Draft

Putting Knowledge Into Action

Tuesday, July 14, 2020

PART I: EXECUTIVE DIRECTOR'S 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	Thursday, July 23, 2020 PART V: RECAP PART I-IV AND PUTTING KNOWLEDGE INTO ACTION
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.	Recap Trainings Part I-IV (The "Rule of Three" by Each Presenter) <ul style="list-style-type: none">• NMPSIA Message• New Carriers and Carrier Updates
9:45 a.m.	Mindful Minute – Isolation Fatigue Deskercise Time Take 5
10:00 a.m.	Recap Trainings Part I-IV (The "Rule of Three" by Each Presenter) cont. <ul style="list-style-type: none">• Mindfulness; Benefit Changes; Open/Switch Enrollment; International Employee• Medical Access and Wellness; The WHY of No Cost Benefits
10:15 a.m.	Putting This Knowledge Into Action
10:30 a.m.	Instant Recess – Winner's Circle
10:45 a.m.	Closing Remarks <ul style="list-style-type: none">• Q & A Session

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



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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



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Let's Recap Benefits Training Part-I

Executive Director's Message
NMPSIA Risk Division Message
Roles and Responsibilities



Employee Benefits & Wellness & Well-Being Program

NMPSIA offers the following benefits: Visit <https://nmpsia.com> to access information

Self Insured Medical Options

Self-insured Prescription Drug Coverage

Self-insured High & Low Option Dental Plans

Fully insured Vision Plan

- Includes discounts for Lasik and hearing aids
- Supports student vision program for children enrolled in school – eye exams and eye glasses at no charge
<https://nmpsia.com/DV.html>

Fully insured Life & Disability Plan

Customer Service

- Claim Issues
- Benefit Inquires
- Appeals

Robust Wellness & Well-Being Program

- Assistance with Strategic Plans, scheduling health and wellness events and onsite activities
- No cost annual preventive visits and age appropriate screening, video visits, incentive programs and much more
- Wellness Ambassador Program
- No cost behavioral health resources

Benefits Administration Training – NMPSIA 101

- Support with enrollment, eligibility, billing and payment
- COBRA administration

NMPSIA offers a Program Guide & Medical Plan Side-By-Side Comparison to keep all members informed



Cost Containment Efforts

- Pharmaceutical benefits manager with improved pricing
- Saveon Program for high cost specialty drugs
- Medical carrier/provider arrangements to implement bundled payments for certain services and increase access to care in lower cost settings
- Programs to manage patients with chronic conditions in an effort to reduce their risk of becoming potential high cost claimants
- **No cost Wellness and Well-being programs** with goal to improve the overall health of membership
- Promote early prevention & detection of chronic diseases to mitigate higher claims costs in the future
- **No cost annual preventive visits and age appropriate screenings**
- **Virtual/Video visits at no cost to member**
- COVID 19 related diagnosis and treatment at no cost to member



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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

Covid 19

New Leave Rules Until December 31, 2020

Expanded FMLA

ONLY For:

- Eligible employees who are unable to work (or telework) due to a need for **childcare** as an additional allowable reason to take FMLA
 - Employed at least 30 or more days within the last 60 calendar days
 - First two weeks is LWOP (Leave Without Pay)
 - Remaining 10 weeks at 2/3 salary
 - Not to exceed \$200 per day and \$10,000 total
 - Can use Emergency Paid Sick Leave but not to exceed \$12,000 total
- All other FMLA rules apply
 - Employer can designate leave i.e. FMLA 12 weeks and can use Sick leave to make whole
 - Once accrued leave runs out, back to 2/3 not to exceed the \$200 and \$10,000

Emergency Paid Sick Leave

1. Use for Federal, State and Local Quarantine or Isolation Order
2. Advised by a Healthcare provider
3. Experiencing symptoms that may be related to Covid and is seeking medical diagnosis
4. Caring for someone in category 1-2
5. Lack of Childcare
6. Experiencing any other substantially similar conditions

80 Hours of Leave (covers only first 2 weeks of leave)

\$511 per day and \$5,110 total for reason 1-3

\$200 per day and \$2,000 total for reason 4-6

Employee choice

The Difference Between Expanded FMLA and Emergency Paid Sick Leave

Expanded FMLA

- The employer designates if the employee will use Sick leave first and run concurrent with FMLA

Emergency Paid Sick Leave

- The employee decides whether to use the Emergency Paid Sick Leave

Both benefits Expire 12/31/2020

- No Carry over after December
- The employee can take leave intermittently and incrementally

Rich Cangiolosi - Regional Vice President

rcangiolosi@ccmsi.com, 505.837.8750

Steve Vanetsky – Liability Claims Manager

svanetsky@ccmsi.com, 505.837.8722

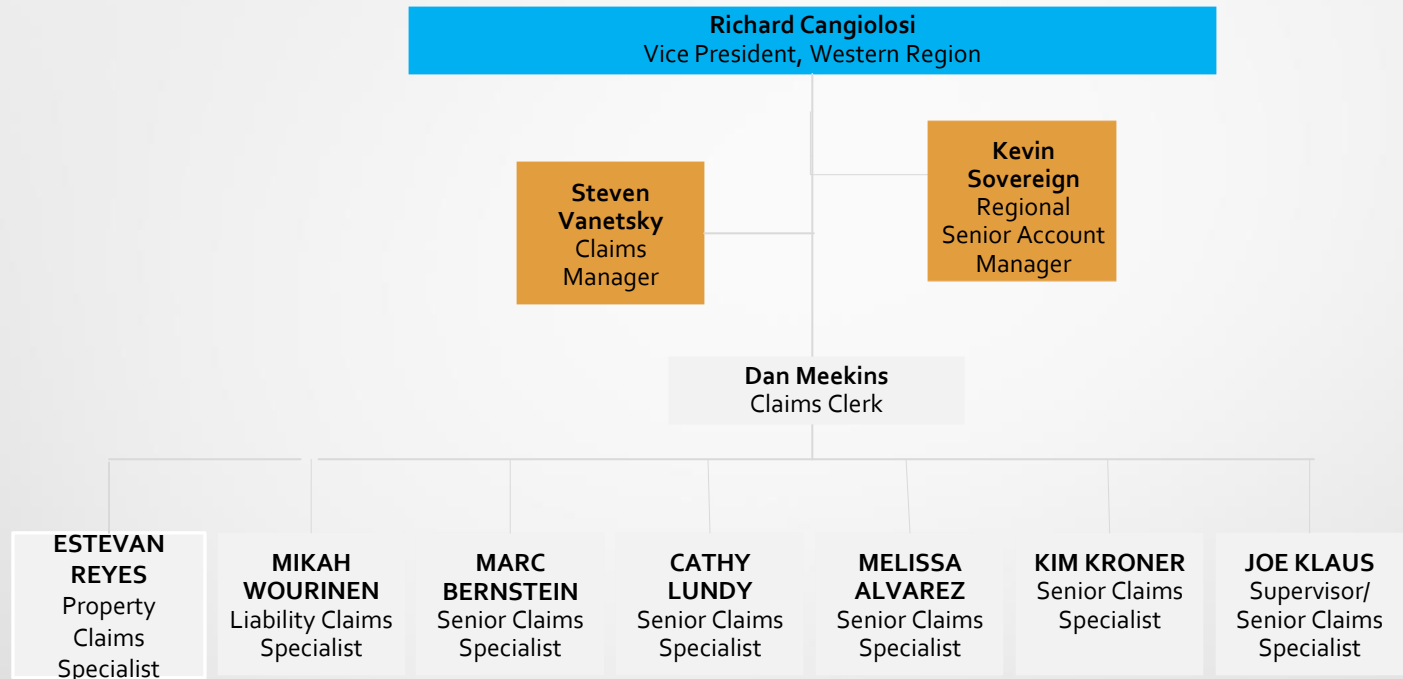
Jerry Mayo – Workers' Compensation Claims Supervisor

505.837.8730



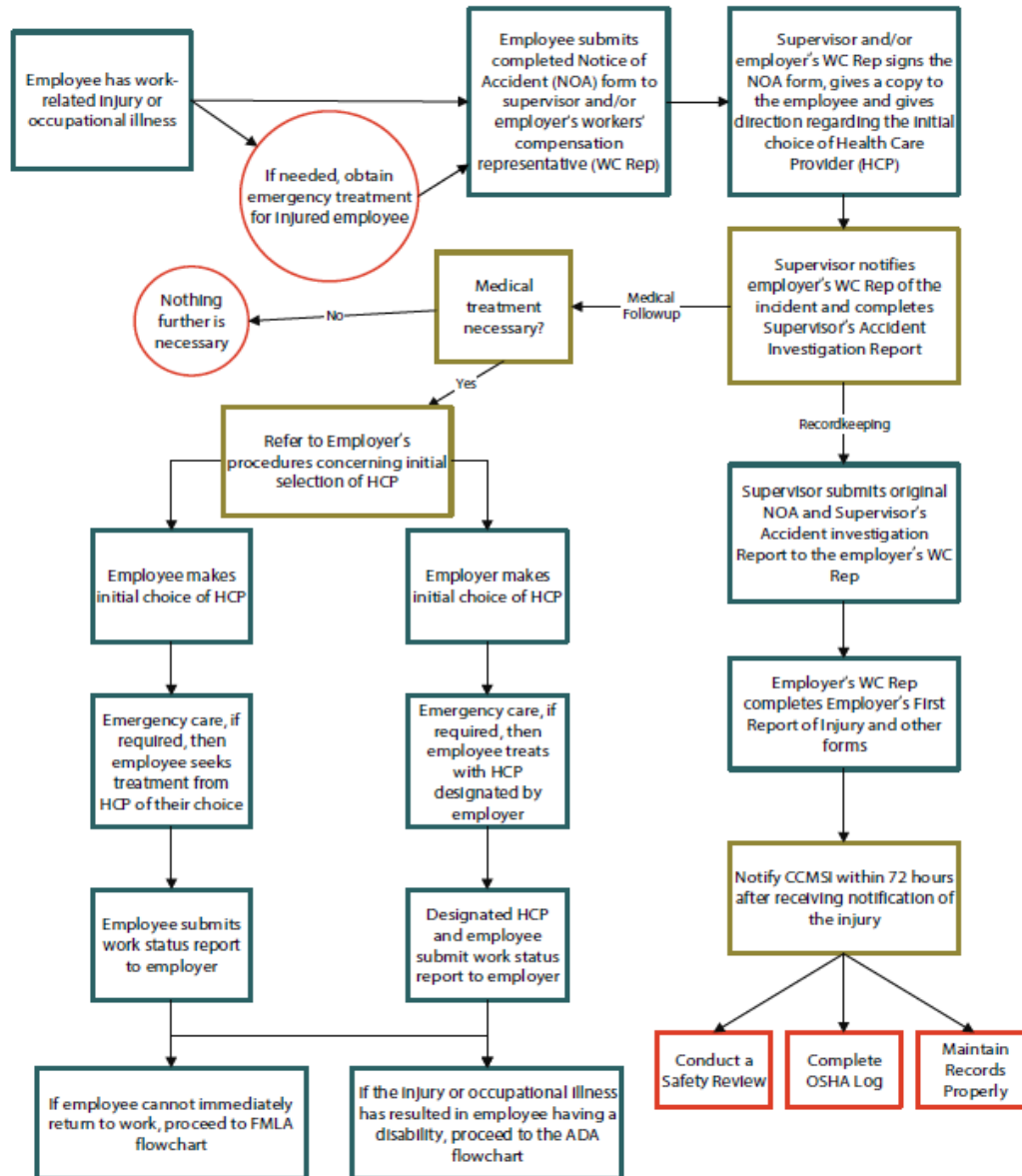
C C M S I

NMPSIA Property & Casualty



4300 San Mateo Blvd., NE Suite A-300. Albuquerque, NM 87110
Phone: (505) 837-8700

Workers' Compensation Flowchart





Time for Accountability

A Message from Erisa

- Create a Sense of Ownership of Your Role
- Embrace Employee Benefits Administration
- Be Complete, Diligent, Systematic
- Deliver Commitment
- Discover and Develop Resources
- Capitalize on Your Internal Team's Strengths
- Learn for You and Share Your Wealth of Knowledge
- Communicate Your Success
- Experience that Sense of Accomplishment



Role of Employee Benefits Staff

- Understand NMPSIA Rules of Enrollment and Administrative Practices
- Identify and Determine a Benefits Eligibility Employee (Regular and Variable Hour)
- Execute Timely Enrollment
 - Follow NMPSIA Rule 6.50.10.12 Reporting Requirement
 - Enroll Benefits Eligible Employee to Basic Life
 - Offer Enrollment to Other Lines of Coverage Offered by the Employer
 - Collect Any Required Supportive Documentation to Complete Enrollment
 - Report Qualifying Event Changes to Enrollment Immediately
 - Process Pending Enrollment Transactions
- Report Approved Leaves of Absence
- Reconcile Premium Billing Monthly
- File Life and Disability Claims

Caution: If your employer offers non-NMPSIA (non-competing benefits), be sure to have your employees complete the necessary forms to cancel or enroll for all benefits and for reporting changes in status, such as divorces



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Let's Recap Benefits Training Part-II

New Benefit Carriers
Effective 1/1/2021
and
Carrier Updates



BY YOUR SIDE AND ON YOUR SIDE

Get the most from your
health benefits plan.

New Mexico Public Schools
Insurance Authority



Offered by Life Insurance Company of North America or Cigna Life Insurance Company of New York.
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personnel. © 2020 Cigna

WANT TO LEARN MORE?

PRE EFFECTIVE: 888.806.5024 | CIGNA.COM

POST EFFECTIVE: 800.244.6224 | MYCIGNA.COM

HOW TO ACCESS?

POST EFFECTIVE: 800.244.6224 | MYCIGNA.COM



ENROLL WITH CIGNA AND RECEIVE A FITBIT!

- Employees who enroll in a plan administered by Cigna are eligible to receive a Fitbit Versa 2.
- Once we've verified your enrollment and you've registered on myCigna.com, we'll send you a link where you can order your Fitbit at no cost to you. It's that easy!



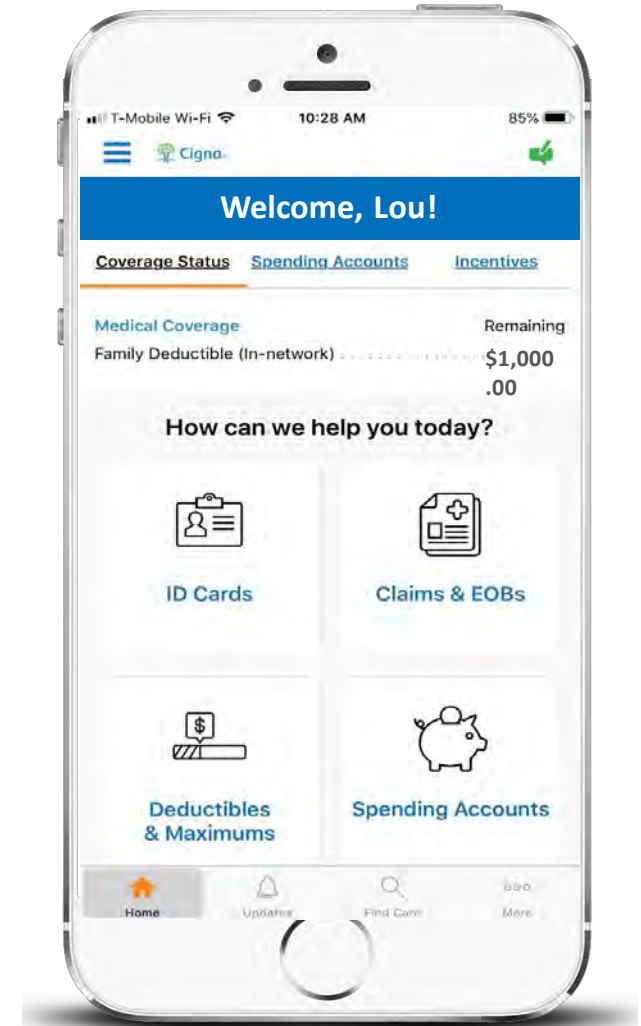
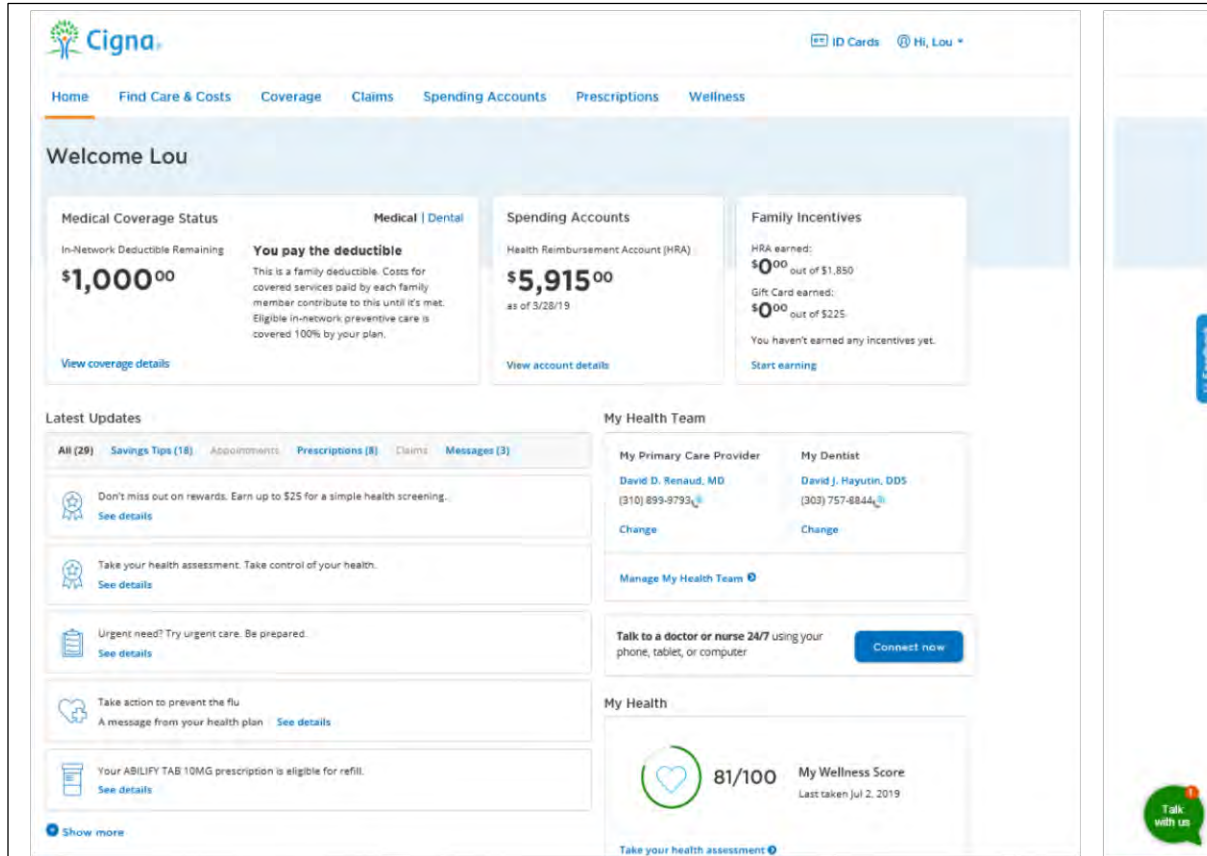
IN-NETWORK CARE

- You can save money by using doctors, hospitals and health facilities that are part of your plan's network.
- The more you take advantage of the many benefits of your plan, the more opportunities you'll have to make informed choices about your health.
- When you need us, we'll be there – by your side – to help make sure you have what you need to achieve what matters most.



MYCIGNA

TODAY'S SIMPLIFIED DIGITAL EXPERIENCE



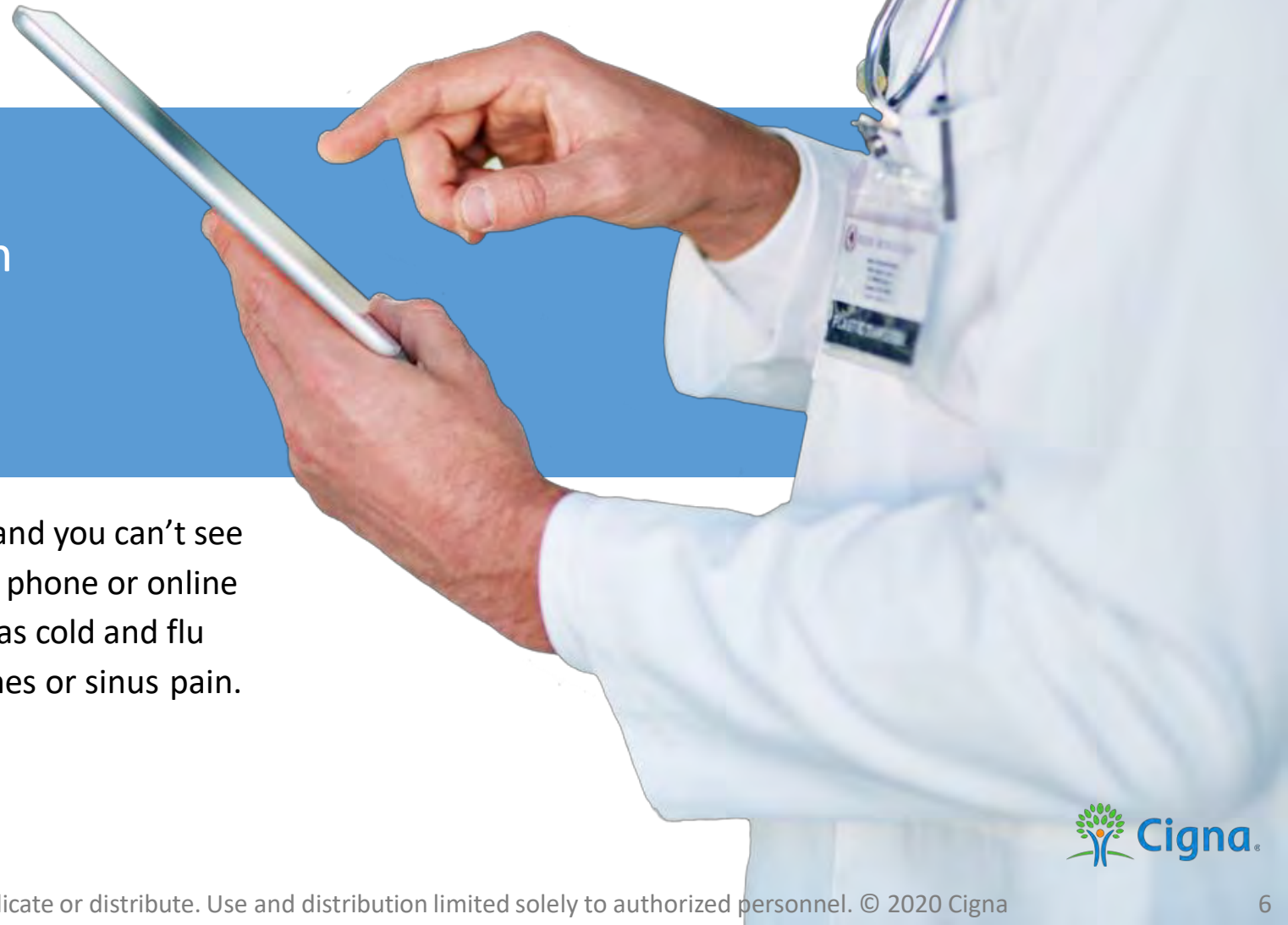
Example used for illustrative purposes only. Subject to change. All content is the intellectual property of Cigna. Do not duplicate or distribute. Use and distribution limited solely to authorized personnel. © 2019 Cigna

VIRTUAL CARE

For 24/7 access

See a doctor 24/7/365 with virtual care services. You will usually get an appointment in an hour or less, anytime, day or night.

So, whether you're at home, at work or on vacation, and you can't see your doctor, a board-certified doctor will treat you by phone or online video chat for minor, nonemergency conditions such as cold and flu symptoms, nausea and vomiting, sore throats, earaches or sinus pain.





New Mexico Public Schools Insurance Authority

Delta Dental of New Mexico
Effective Date: January 1, 2021



Looking for an In-Network Dentist?

Please go to our website at www.deltadentalnm.com and click on Find a Dentist. Search for a PPO New Mexico contracted provider to get the most benefits and least out-of-pocket costs!

[home](#) / find a dentist

Find a Dentist

Please use the links below to search for a Provider by network:

- [Providers in Delta Dental PPO\(SM\), Delta Dental Premier®, and Delta Dental Patient Direct](#)
- [Providers in PPO New Mexico](#)

[Out-of-State](#)
Search for Delta Dental PPO™

[In-State](#)
Search for PPO New Mexico



Delta Dental Helpful Tips

- **Always ask if the provider is an In-Network PPONew Mexico provider**, as this is specifically the NMPSIA's contracted plan. All others will be treated as out-of-network providers.
- **Ask about your procedure before it is done.** Don't assume it will be covered just because the provider says you need it. **Make sure you know your out-of-pocket costs!**
- **See your dentist for an exam** as it can lead to the **discovery of other health issues**
- Don't forget to ask for a **Pre-Treatment Estimate** so you can know your out-of-pocket costs before you have the work done!

Choose the Right Plan to Meet YOUR Needs!

Delta Dental Check List

- ✓ Decide which Delta Dental plan **works for you** and/or your family
- ✓ Make sure your dentist is **In-Network Provider** under **PPONew Mexico**
- ✓ **See your dentist for an exam** as it can lead to the discovery of other health issues
- ✓ Don't miss your opportunity to **Enroll TODAY with Delta Dental!**
- ✓ Call the **Delta Dental/NMPSIA Customer Service Open Enrollment Hot-Line at (844) 356-6345**

Still undecided? ASK YOUR DENTIST!



NMPSIA Prescription Benefit Overview

RECAP!

Amy Williams, Senior Account Manager



When it comes to pharmacy care for your members the choice matters

COMPREHENSIVE PHARMACY CARE



Express Scripts Retail
Pharmacy Network

Retail Pharmacies for
SHORT-TERM
Medication Needs



Express Scripts Pharmacy
Smart90 Pharmacies

Options for
CHRONIC
Medication Needs



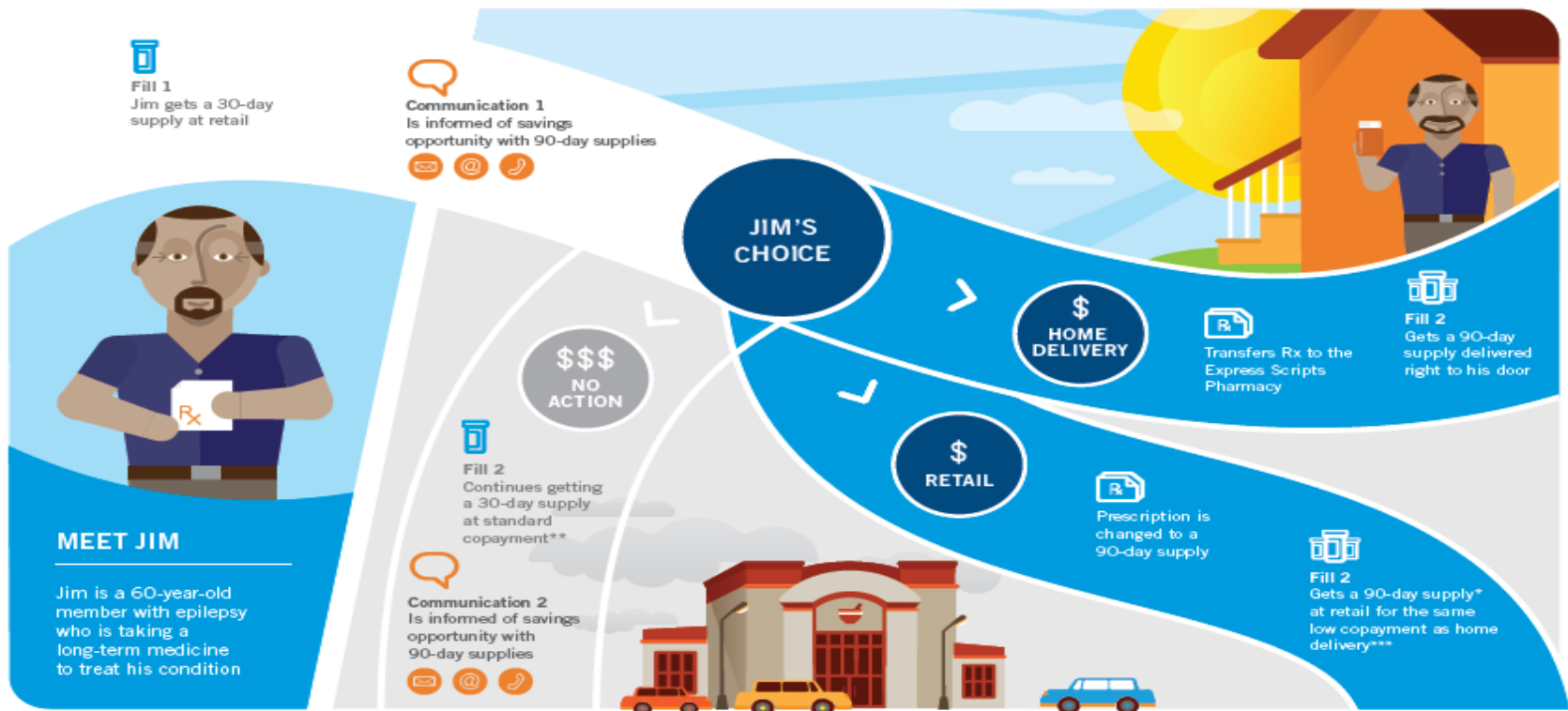
Accredo[®]
Specialty Pharmacy

Home Delivery for
SPECIALTY
Medication Needs

Communications promote member awareness AND PROVIDE A CLEAR CALL TO ACTION

SMART90® Voluntary

- Engages members by presenting savings opportunities with 90-day supplies
- Members have a choice of home delivery or retail for their 90-day maintenance medications
- Offers convenience with more than 32,000 pharmacies in the Smart90 network or home delivery from the Express Scripts PharmacySM



Get Started With Express Scripts Mail Order



- **E-Prescribe (electronic prescribing)** – Physician sends a patient’s prescription directly to Express Scripts pharmacy for processing
- **Phone** – Member calls into Express Scripts customer service and requests that their maintenance medication be moved to home delivery. We will consult with their physician and take it from there!
- **Register** – Members log-in on express-scripts.com or Express Scripts mobile app and transfer medications to home delivery with a click of a button
- **Mail** – Members complete a home delivery order form and submit it, along with a paper prescription, for processing
- **Payment Options** - check card or credit card is the preferred method for online orders. ESI accepts Visa, MasterCard, American Express and Discover. Members may provide their check card or credit card information to be stored for auto-pay when medication ships or members may choose to receive an invoice with their delivery and pay later.

Have a question about a medication?

Give us a call

Each specialist pharmacist has had specialized training in the medications used to treat a specific condition, such as:

- High cholesterol
- High blood pressure
- Depression
- Diabetes
- Asthma
- Osteoporosis
- Cancer

Members can contact a pharmacist 24/7 to ask about:

- Drug interactions
- Side effects
- Risks and benefits of your medication
- Help taking your medication as prescribed — which is one of the best ways to help maintain or improve your health

Talk with an Express Scripts pharmacist for general counseling — or a specialist pharmacist for complex concerns — by calling the number on the back of the prescription drug ID card

800-498-4904

Ask your doctor if a generic medication will work for you

- When you receive a prescription from your doctor, or if you are taking brand-name drugs today, ask
 - If a generic version of the medication is available
 - If generic medications are right for you
 - If there are any risks if you change from a brand-name drug to a generic drug
- Generics have the same chemical makeup as brand-name counterparts and have the same effect on the body
- Makers of generics spend less on research and advertising, and the savings get passed on to you

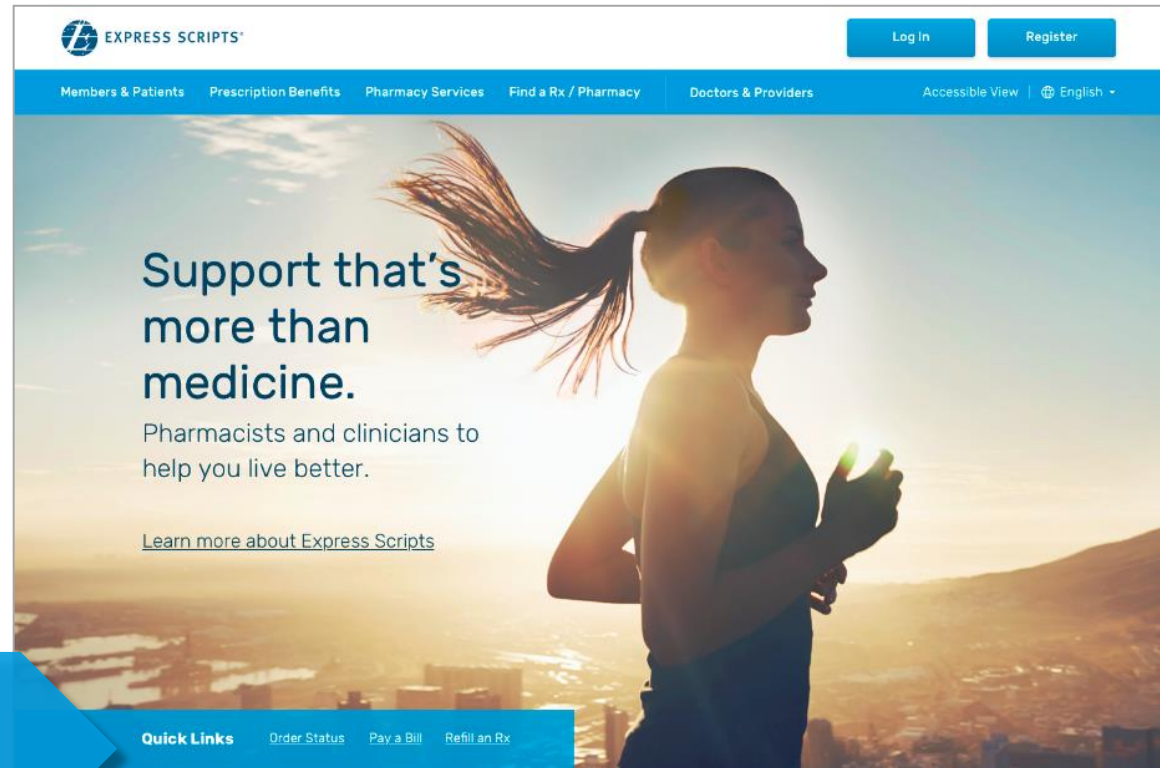
NMPSIA's benefit:

If a brand-name drug is requested in place of its generic, the member will be charged the applicable copayment plus the cost difference between the brand and the generic

This penalty does not apply to the benefit OOPM and will continue to be charged once a member has satisfied their OOPM

Connecting to Express Scripts is quick and easy with multiple ways to register

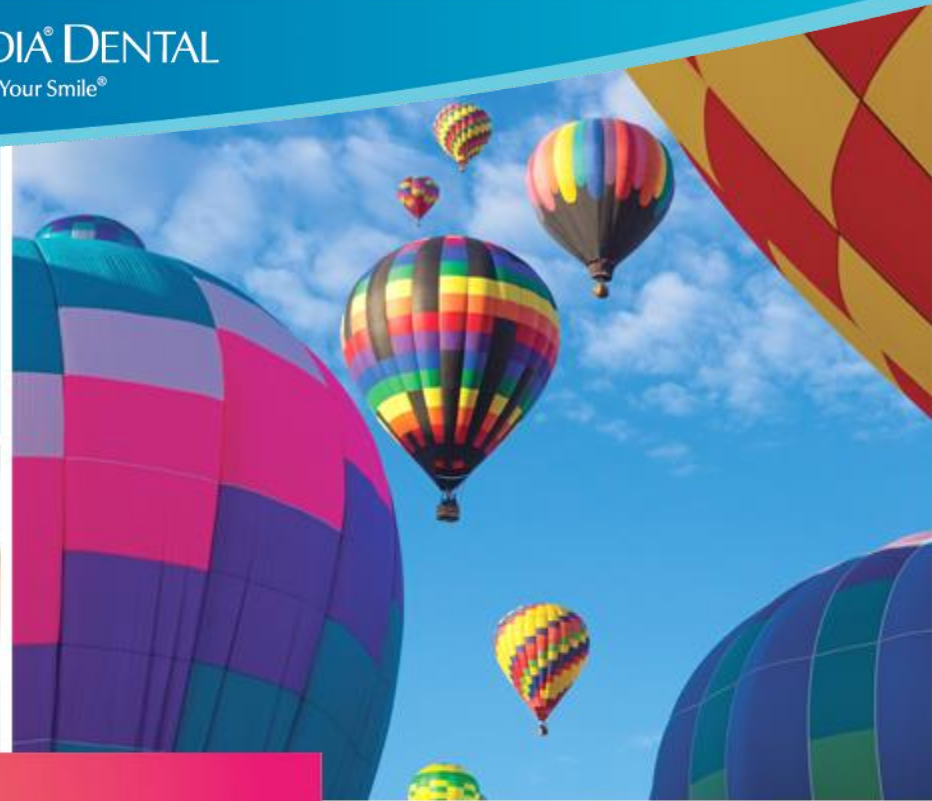
Members register one time, then simply log in.



Single-click to popular actions

Key Takeaways

- Understand NMPSIA's benefit to be a smart consumer
 - Move to a 90 days' supply for those long-term medications
 - Choose generics over brands when possible
- Express Scripts' member services is more than a resource to ask benefit-related questions
 - Specialized Pharmacists are available to speak to from the comfort of your home!
- Register on express-scripts.com and/or on the Express Scripts mobile app
 - Quick access to complete actions such as: reviewing benefit information, transfer a prescription to home delivery, refill a prescription & track a medication shipment



July 2020

New Mexico Public Schools Insurance Authority

Committed to Building Smiles Together

What You Need to Know

Be a Smart Consumer

- ✓ Know your Benefits
- ✓ Sign up for My Dental Benefits www.unitedconcordia.com
- ✓ Download the United Concordia Dental App
- ✓ Find an in network **Alliance** provider
- ✓ Ask questions when faced with high cost dental work. If you are still unsure, ask for a Predetermination to be submitted.

Sign up for the Value Added Benefits, Anytime

- **Smile for Health Wellness-** for members with chronic medical conditions.
 - Pays for additional Periodontal Services at 100%.
- **College Tuition Benefit**
 - Every year you are enrolled with United Concordia you will receive 2,000 points in your account, to use towards College Tuition.
 - Eligible Children, Step Children, God Children, Nieces, Nephews, from birth to before they enter Junior year in high school.



Use your mobile device to access **MyDentalBenefits** on-the-go and manage your coverage at any time.

Customer Service 888-898-0370



DavisVision™

In all states except New York, Underwritten by HM Life Insurance Company, Pittsburgh, PA.



Benefits training for NMPSIA

July 2020

NMPSIA benefits

In-network benefits	Plan design
Frequency – once every:	Premier
Eye examination inclusive of dilation (when professionally indicated)	12 Months
Spectacle lenses	12 Months
Frame ¹	24 Months
Contact lens evaluation, fitting & follow-up care (in lieu of eyeglasses)	12 Months
Contact lenses (in lieu of eyeglasses)	12 Months
Copayments	
Eye examination	\$10
Spectacle lenses	\$15
Contact lens evaluation, fitting & follow-up care	\$0
Eyeglass benefit - frame	
Frame allowance (retail):	Up to \$100 or Up to \$150 at Visionworks ² Plus a 20% discount on any overage ³
Davis Vision Exclusive Collection⁴ (in lieu of allowance):	
Fashion / Designer / Premier - member charge (if applicable)	\$0 / \$0 / \$0
Eyeglass benefit - spectacle lenses⁵	Member charges
Clear plastic single-vision, lined bifocal, trifocal or lenticular lenses (any size or Rx)	Covered
Digital single vision (intermediate)	\$30
Tinting of plastic lenses (solid / gradient)	Covered
Scratch-resistant coating	Covered
Polycarbonate lenses (children ⁶ / adults)	\$0 / \$30
Ultraviolet coating	\$12
Blue light filtering	\$15
Anti-reflective (AR) coating (standard / premium / ultra / ultimate)	\$35 / \$48 / \$60 / \$85
Progressive lenses (standard / premium / ultra / ultimate)	\$50 / \$90 / \$140 / \$175
High-index lenses (1.67 / 1.74)	\$55 / \$120
Polarized lenses	\$75
Plastic photochromic lenses	\$65
Scratch protection plan: single vision / multifocal lenses	\$20 / \$40

**One-year
eyeglass
breakage
warranty
included**

NMPSIA benefits (cont.)

Contact lens benefit (in lieu of eyeglasses)			
Contact lens: materials allowance		Up to \$110 Plus a 15% discount on any overage ³	
- Evaluation, fitting & follow-up care – standard & specialty lens types		15% Discount ³	
Exclusive Collection contact lenses⁴ (in lieu of allowance):			
Materials: disposable or planned replacement: up to		4 or 2 boxes	
- Evaluation, fitting & follow-up care		Covered	
Visually required contact lenses (with prior approval)			
- Materials, evaluation, fitting & follow-up care		Covered	
Additional savings			
Retinal imaging – member charge		\$39	
Additional pairs of eyeglasses		30% discount ³	
Out-of-network reimbursement schedule: up to			
Eye examination: \$45	Single vision lenses: \$25	Trifocal lenses: \$55	Elective contact lenses: \$110
Frame: \$35	Bifocal/progressive lenses: \$40 ⁷	Lenticular lenses: \$80	Visually required CL: \$210
No provider in 20 mile radius out-of-network reimbursement schedule: up to			
Eye examination: \$110	Single vision lenses: \$70	Trifocal lenses: \$145	Elective contact lenses: \$110
Frame: \$130	Bifocal/progressive lenses: \$105 ⁷	Lenticular lenses: \$180	Visually required CL: \$1,000

¹ Safety or VDT glasses available in lieu of dress benefit.

² Enhanced frame allowance is available at all Visionworks locations nationwide.

³ Additional discounts not applicable at Walmart, Sam's Club, or Costco locations or where limited by law or manufacturer restrictions.

⁴ Collection is available at most participating independent provider offices. Collection is subject to change. Collection is inclusive of select torics and multifocals.

⁵ Spectacle lens options may not be available at all locations.

⁶ Polycarbonate lenses are covered for dependent children, monocular patients, and patients with prescriptions +/- 6.00 diopters or greater.

⁷ Progressive lens reimbursement is in lieu of the bifocal lens reimbursement.

Creating and accessing your member account

Our website gives you quick access to your vision benefits information. Member account information is shared by all covered family dependents. Your member account includes useful tools allowing you to access your member ID card, find in-network eye care professionals, and view your list of benefits.

Step 1

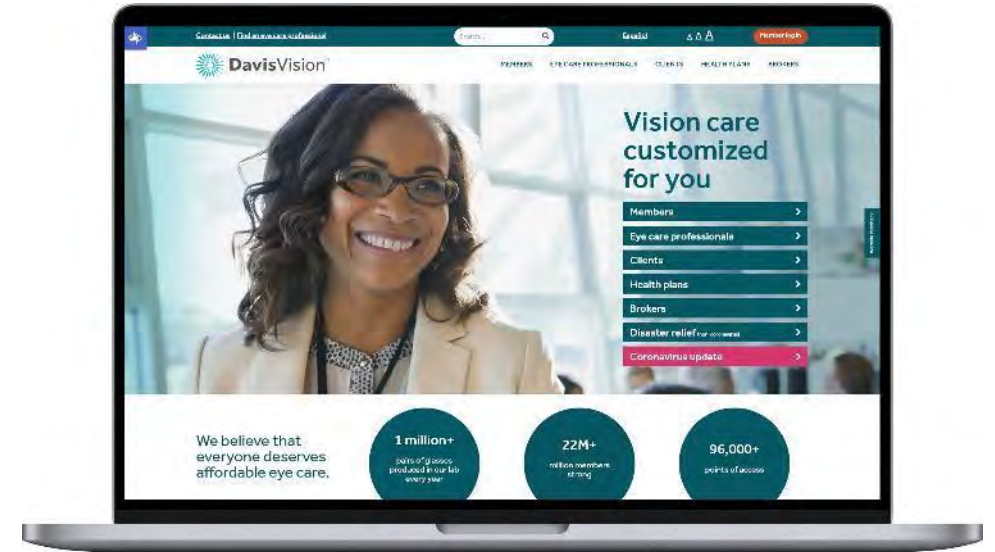
From any page on davisvision.com, select “Member log in” from the navigation.

Step 2

If you have already set up your account, enter your username and password. Otherwise, click “Register new account.”

Step 3

From the member registration page, the primary policy holder can set up an account with their own username and password and have immediate access to the secure member area of the website.



Wrapping it all up



Accidents happen, and we have them covered. All glasses covered by a plan come with a free one-year breakage warranty.



Get discounted LASIK procedures through QualSight and discounted hearing aids through Your Hearing Network.



50% off 2nd pair of glasses at Visionworks, 30% off 2nd pair at another in-network location or an enhanced Visionworks allowance¹.



Order eyewear from the comfort of anywhere with online retailers including Glasses.com, 1-800 Contacts, and Visionworks.

Member support options

Online

Website: davisvision.com/member

Client code: 7129

Phone

Number: 1 (800) 999-5431

Client code: 7129

Online features

- Benefit summaries
- Eye care professional locator
- Explore the Exclusive Collection of frames
- Brief educational videos
- Frame try-on tool

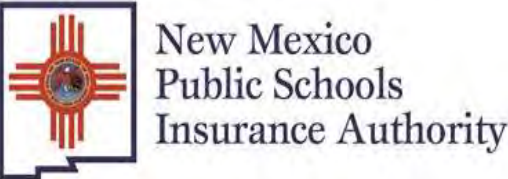
Hours of operation

- Live U.S.-based support (Mountain Time):
 - Monday – Friday 6 a.m. – 9 p.m.
 - Saturday 7 a.m. – 2 p.m.
 - Sunday 10 a.m. – 2 p.m.
- Automated service available 24/7



New Mexico Public Schools Insurance Authority

Benefits Training 2020 – Putting Knowledge Into Action (Part II)



Hot Topics for The **Standard** Benefits



Options to Continue Life Insurance

1

Total Disability

Life Waiver

- Approved by The Standard

NMPSIA

- Up to 12 months on an approved leave of absence

Conversion

NMRHCA*

- Disability retirement

2

Employment Ending

Portability

- Insured for 12+ consecutive months
- Less than age 65
- Not disabled

Conversion

3

Retirement

NMPSIA

- Retiree Life for retirees less than age 65

NMRHCA*

Portability

- Insured for 12+ consecutive months
- Less than age 65
- Not disabled

Conversion

Resource: [nmpsia.com>Benefits Specialists>Important Documents>Options for Continuing Life Insurance](https://www.nmpsia.com/Benefits-Specialists/Important-Documents/Options-for-Continuing-Life-Insurance)

* New Mexico Retiree Health Care Authority (NMRHCA) coverage is available to Employers who participate with NMRHCA



Claim Forms

The information can be sent to The Standard as each section is completed. We will review the claim once all 3 statements are received.



1. Employee Statement
2. Attending Physician Statement
3. Employer Statement

For Employer Use Only

Life and AD&D Claims

lifepro@standard.com

Fax: 888.414.0389

All Other Claims

newclm@standard.com

Fax: 888.878.3686

Conversion and Portability

cbt@standard.com

Fax: 800.331.3397

[Subject: NMPSIA 645549]

Filing a Life Claim

All documents associated with the claim flow through the employer, who must complete the Proof of Death Form (page 2 of the Life claim packet)

The beneficiary is responsible for:

1. Completing the Beneficiary Statement (page 4 of the Life claim packet)
2. Providing a copy of the death certificate
3. Providing a copy of any funeral assignment
4. Returning all documents to the employer benefits office for claim filing

The employer should submit all documents to lifepro@standard.com with the Subject: NMPSIA 645549 Life Claim for ...

Leave of Absence (LOA)

When the employer is notified that an employee has been approved for a leave of absence, for any reason or their own health reasons, next steps include:

1. Report LOA to ERISA
2. Monitor benefit waiting period (BWP) for LTD and Life as applicable
 - Submit an Employer Statement (LTD, SDB, AB and/or LWOP)
3. Monitor return to work (RTW)
 - If receiving a benefit, report RTW to ERISA and The Standard, as this affects the LWOP continuation, LTD benefit calculation and/or LTD premium waiver
4. Report retirement
 - Affects LTD benefit calculation



for Diabetes,
Hypertension, and
Weight Management

NMPSIA

7/16/20



Livongo Key Takeaways

- **Chronic condition management is in your hands**
 - We give you the tools you need to manage your own chronic condition(s) in your own time
 - Diabetes and Hypertension programs are live now, StepIn (Weight Management) is live on 8/1
- **These programs are completely FREE**
 - Offered at no cost to members and covered dependents with the chronic condition and coverage through the NMPSIA plan
 - Diabetes program includes unlimited strips and lancets along with BG meter, Hypertension program includes cellular-connected cuff, and StepIn includes a cellular-connected scale
- **Register online or over the phone**
 - Visit go.livongo.com/NMPSIA/hi
 - Call Member Support at 800-945-4355, registration code NMPSIA (staffed 24/7)

Mindful Minute

Isolation Fatigue

Day 5 - Thursday, July 23, 2020

Stay
Home

Be
Safe

KEEP
YOUR
DISTANCE

Don't
go
out!

DESKERCISE TIME

Day 5 - Thursday, July 23, 2020





New Mexico
Public Schools
Insurance Authority

Let's Recap Benefits Training Part-III

Mindfulness

Benefit Changes

Open/Switch Enrollment

International Employee Enrollment

Mindful Minute

Mindful Breathing



Mindful Minute

Self-Care



Mindful Minute

Gratitude



Mindful Minute

Activity and Sleep



Mindful Minute

Isolation Fatigue



Mindfulness Based Stress Reduction

Preparing Yourself for the Challenge...with Mindfulness



This class taught by mindfulness expert Michelle DuVal, MA, of The Mindful Center, will teach you how to use mindfulness to help let go of some of your fear and resistance so as to step into this 'new-norm' with less stress and more ease.

PRESBYTERIAN and BLUE CROSS BLUE SHIELD OF NEW MEXICO (BCBSNM)


**New Mexico
Public Schools
Insurance Authority**

This is only a summary that lists the member cost-sharing amounts and provides a brief description of the NMPSIA High Option PPO Health Plan benefits. The Summary Plan Description supersedes any information outlined in this summary.

NMPSIA HIGH OPTION PPO BENEFITS

There is no overall lifetime maximum benefit. However, certain services have maximum annual limits. See below.

NMPSIA MEDICAL PLAN BENEFITS	Member's Share of Covered Charges	
	In-Network Provider	Out-of-Network Provider
Calendar Year Deductible	\$750 Individual \$1,500 Family	\$1,500 Individual \$3,000 Family
Annual Out-of-Pocket Limit	\$3,750 Individual \$7,500 Family	\$9,000 Individual \$18,000 Family
Office Visit / Exam Charge Office and Home visits/Exams or Consultation (Other services received during the office visits and listed under "Other Services," below, such as therapy, are subject to deductible, copay, and/or coinsurance as listed in the rest of the summary.)	(deductible waived) Office Visit Copay	
Primary Preferred Provider Office/Home Visit	\$30	30%
Specialist /Office/Home Visit	\$50	30%
Telehealth (Virtual Video Visits)		Not Covered
Office Surgery (including casts, splints, and dressings)	20%	30%
Allergy Injections (only), Extract Preparation	No Charge (deductible waived)	30%
Therapeutic Injections: Allergy Testing	Office Visit Copay	30%
Routine/Preventive Services Routine Adult Physicals and Gynecological Exams, Routine Tests (including Pap Tests, Cholesterol tests, Urinalysis, Human Papillomavirus (HPV) Screening), Colonoscopies and Mammograms (one covered at 100% annually regardless of diagnosis when in-network), Health Education Counseling (including diabetic and smoking cessation counseling), Family Planning (including insertion/removal of birth control devices, surgical sterilization in office, birth control & therapeutic injections), Immunizations (including travel immunizations); Well-Child Care; Routine Vision or Hearing Screenings through age 17	No Charge (deductible waived)	30% (deductible waived)
Acupuncture, Chiropractic (Spinal Manipulation), Massage Therapy (if medically necessary), Rolfing, and Naprapathy (combined max. benefit of 30 visits/calendar year)	\$50 copay (deductible waived)	30%
Naprapathy - Low Option Plan (Limit \$500 per year)		Not Covered
Ambulance Services: Ground and Emergency Air Transport	\$30 copay (deductible waived)	\$30 copay (deductible waived)
Ambulance Services: Inter-facility Transport	\$0 (deductible waived)	\$0 (deductible waived)
Autism Spectrum Disorder Diagnosis and Treatment. Up to 90 visits per member per year (in & out-of-network combined) PCP copay for Applied Behavioral Analysis (ABA). Specialist includes outpatient physical therapy occupational therapy & speech therapy.	(deductible waived) PCP \$30 copay Specialist \$50 copay	30%
Biofeedback (for specified medical conditions only)	\$50 copay (deductible waived)	30%
Cardiac and Pulmonary Rehabilitation (office/outpatient)	\$50 copay (deductible waived)	30%
Dental/Facial Accident, Oral Surgery & TMJ/CMJ Services		30%
Emergency Room Treatment Physician and Other Professional Provider Charges	\$150 copay plus 25% coinsurance after deductible	
Hearing Aids and Related Services (Age 21 & older: Routine exams/testing not covered.)	Hearing Aids: No Charge up to \$500; thereafter you pay 90% coinsurance in any 36 month period	
Hearing Aids and Related Services (Under age 21: Exam/testing subject to usual cost-sharing.)	Hearing Aids: No Charge up to \$2,200 per hearing impaired ear; thereafter you pay 90% coinsurance in any 36 month period	
Home Health Care/Home LV. Services Limitations	20% Unlimited	30% 120 visits/calendar year
Hospice Services including respite care (limited to 10 days for each 6-month per hospice period - 2 periods per lifetime) & bereavement counseling (limited to 3 sessions during the hospice benefit period)	No charge (deductible waived)	30%
Infertility: Diagnosis Only - No Treatment	Varies by Services	30%
Lab, X-Ray, and Other Basic Diagnostic Tests (non-routine) (Office/Freestanding Lab or Radiology)	\$30 copay or actual allowable amount, whichever is less, per day (deductible waived)	30%
Lab, X-Ray, and Other Basic Diagnostic Tests (non-routine) (Outpatient Department of Hospital)	\$60 copay or actual allowable amount, whichever is less, per day (deductible waived)	30%
High Tech Imaging: MRI, MRA, CT Scan, PET Scan	\$600 copay or 20%, whichever is less, per day (deductible waived)	30%
Professional Interpretation & Reading (Lab, X-Ray, & High Tech)	No Charge	30%
Prothrombin Time Test	\$10 copay (deductible waived)	30%
Sleep Study	20%	30%
Inpatient Hospital/Facility Services (High Option copays are waived if you are re-admitted for the same condition within 15 days of discharge or transferred to a rehab or skilled nursing facility within 15 days of discharge from acute care facility.)		
Medical/Surgical Acute Care, and Maternity-Related Room & Board, Covered Ancillaries, Related Professional charges, Skilled Nursing Facility (max. 60 days/calendar year) Inpatient Physical Rehabilitation	\$500 facility copay per admission plus 20%	30%
Observation Stay including Related Professional Charges	\$100 facility copay plus 20%	30%
Maternity Services		
Physician/Midwife Services (delivery, pre- and post-natal care, including lab, diagnostic testing, and pre-natal genetic testing, if medically necessary)	Office Visit Copay/Initial visit	30%
Hospital Admission (including routine newborn nursery charges)	\$500 copay per pregnancy plus 20%	
Extended Stay (non-routine) Charges for covered Newborn	\$500 facility copay/admission plus 20%	
Home Birth	20%	
Mental Health Services		
Office, Home, Outpatient Facility/Physician	\$30 copay (deductible waived)	
Inpatient	\$500 copay plus 20%	30%
Partial Hospitalization	\$250 copay plus 20%	
Facility-Based Intensive Outpatient Programs (IOP)	\$125 copay plus 20%	
Substance Abuse Rehabilitation (Lifetime-no limit of number of courses of treatment for all services combined)		
Office, Home, Outpatient Facility/Physician (No limit on number of days/calendar year)	\$30 copay (deductible waived)	
Inpatient (No limit on number of days/calendar year combined with Partial Hospitalization)	\$500 copay plus 20%	30%
Partial Hospitalization (No limit on number of days/calendar year combined with Inpatient)	\$250 copay plus 20%	
Facility-Based Intensive Outpatient Programs (IOP)	\$125 copay plus 20%	
Outpatient Hospital/Facility/Ambulatory Surgery Facility (including Related Professional Charges)	\$150 copay plus 20%	30%
Residential Treatment Center (RTC): (for adults age 18 & older only) (No limit on number of days/calendar year and not limit on days per admit)	\$250 copay plus 20%	30%
Short-Term Rehabilitation, Outpatient and Office: Occupational, Physical & Speech Therapy Services	\$50 copay (deductible waived) up to \$500; thereafter No Charge for the remaining calendar year (Member pays \$50 each visit up to a maximum of \$500 per calendar year; thereafter plan pays 100% once met for the remaining calendar year.)	30%
Smoking/Tobacco Use Cessation (includes medication, hypnotherapy, acupuncture, related tests, and any counseling programs not eligible under Preventive)	No Charge For Prescription Drugs, see your Express Scripts Plan for details.	50%
Supplies, Durable Medical Equipment, Prosthetics & Functional Orthotics (Support hose limited to 12 pair (or 24 hose) Mastectomy Bras up to 6 per calendar year.) Prior Authorization needed for services over \$1,000	20%	30%
Insulin Pump Supplies (insertion sets, reservoirs)	No Charge (deductible waived)	30%
Therapy: Chemotherapy and Radiation Therapy	No Charge (deductible waived)	30%
Therapy: Dialysis	20%	30%
Transplant Services: Maximums apply to donor charges, travel and lodging. Services must be arranged and received at a facility contracted by the medical plan.	Applicable copays based on place and type of service	Not Covered
Urgent Care (includes all services and supplies such as xray/labs/ physician fees)	\$50 copay (deductible waived)	30%

Prescription Drugs, Insulin, Diabetic Supplies, Nutritional Products, Smoking/Tobacco Cessation Products: Administered by Express Scripts. Call Express Scripts Customer Service Center: 1-800-498-4904.

BCBSNM nm

This is only a summary that lists the member cost-sharing amounts and provides a brief description of the NMPSIA EPO Health Plan benefits. The Summary Plan Description supersedes any information outlined in this summary.

BLUE PREFERRED EPO (Exclusive Provider Organization) BENEFITS There is no overall lifetime maximum benefit. However, certain services have maximum annual limits. See below.

Member's Share of Covered Charges Preferred Provider
\$500 Individual \$1,000 Family
\$3,250 Individual \$6,500 Family
(deductible waived)
Office Visit Copay
\$25
\$35
\$0
20%
No Charge (deductible waived)
Office Visit Copay
No Charge (deductible waived)
\$35 copay (deductible waived)
\$25 copay (deductible waived)
\$0 (deductible waived)
(deductible waived) PCP \$25 copay Specialist \$35 copay
\$35 copay (deductible waived)
\$35 copay (deductible waived)
Varies by service
\$150 copay plus 20% after deductible
Hearing Aids: No Charge up to \$500; thereafter you pay 90% coinsurance in any 36 month period
Hearing Aids: No Charge up to \$2,200 per hearing impaired ear; thereafter you pay 90% coinsurance in any 36 month period
20% Unlimited
No charge (deductible waived)
Varies by Services
\$25 copay or actual allowable amount, whichever is less, per day (deductible waived)
\$50 copay or actual allowable amount, whichever is less, per day (deductible waived)
\$500 copay or 20%, whichever is less, per day (deductible waived)
No Charge
\$10 copay (deductible waived)
20%
(Copays are waived if you are re-admitted for the same condition within 15 days of discharge or transferred to a rehab or skilled nursing facility within 15 days of discharge from acute care facility.)
\$500 facility copay per admission plus 20%
\$100 facility copay plus 20%
Office visit copay/Initial visit
\$500 copay per pregnancy plus 20%
\$500 facility copay/admission plus 20%
20%
\$25 copay (deductible waived)
\$500 copay plus 20%
\$250 copay plus 20%
\$125 copay plus 20%
\$25 copay (deductible waived)
\$500 copay plus 20%
\$250 copay plus 20%
\$125 copay plus 20%
\$150 copay plus 20%
\$250 copay plus 20%
\$35 copay (deductible waived) up to \$350; thereafter No Charge for the remaining calendar year (Member pays \$35 each visit up to a maximum of \$350 per calendar year; thereafter, plan pays 100% once met for the remaining calendar year.)
No Charge For Prescription Drugs, see your Express Scripts Plan for details.
20%
No Charge (deductible waived)
No Charge (deductible waived)
20%
Applicable copays based on place and type of service
\$45 copay (deductible waived)



New Mexico Public Schools Insurance Authority

2020 Virtual Benefits Training – Putting Knowledge Into Action (Part III)



New Mexico
Public Schools
Insurance Authority

EASI

Erisa Administrative Services, Inc.

EASI

NMPSIA Special Switch Enrollment - **MEDICAL** Only

- July 20th through August 21st
- Changes are effective October 1, 2020

2021 Open and Switch Enrollment

- Effective January 1st
- Starts October 1st through November 13th

Open Enrollment

- Includes new Cigna medical plan and Delta Dental plan

Switch Enrollment

- Switch Medical and Dental carriers and plans

Sample Bills and Salary Workbook

- **October Sample Bill** - Available September 1st includes:
All "complete" enrollment processed by 5 p.m. August 31st
- **January Sample Bill** - Available November 16th includes:
All "complete" enrollment processed by 5 p.m. November 13th
- **Salary Workbook** - Available October 1st
Due back by October 31st (No Exceptions)



New Mexico
Public Schools
Insurance Authority

EASI

EASI

International Employee Benefits Enrollment

- Just like regular employees, all International Employees require a Social Security Number (SSN) or Individual Tax Identification Number (ITIN) to continue NMPSIA coverage
- All members require a copy of passport or U.S. Visa
- The International Employee's Visa requirements are the responsibility of the employee and not the employer, NMPSIA carriers, NMPSIA or EASI
- Only the BCBS EPO medical plan meets the medical coverage requirement of the Visa
- Neither the employer, the NMPSIA carriers, NMPSIA or EASI are able to sign the employee's Visa sponsor's letters or documents requesting verification of insurance





New Mexico
Public Schools
Insurance Authority

Let's Recap Benefits Training Part-IV

PHP and The Solutions Group Wellness

BCBSNM and BCBSNM Wellness

The WHY of Accessing

Benefits and Wellness

at No Cost to You

 **PRESBYTERIAN**

**NMPSIA
BENEFITS TRAINING
2020**



Value of Presbyterian

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



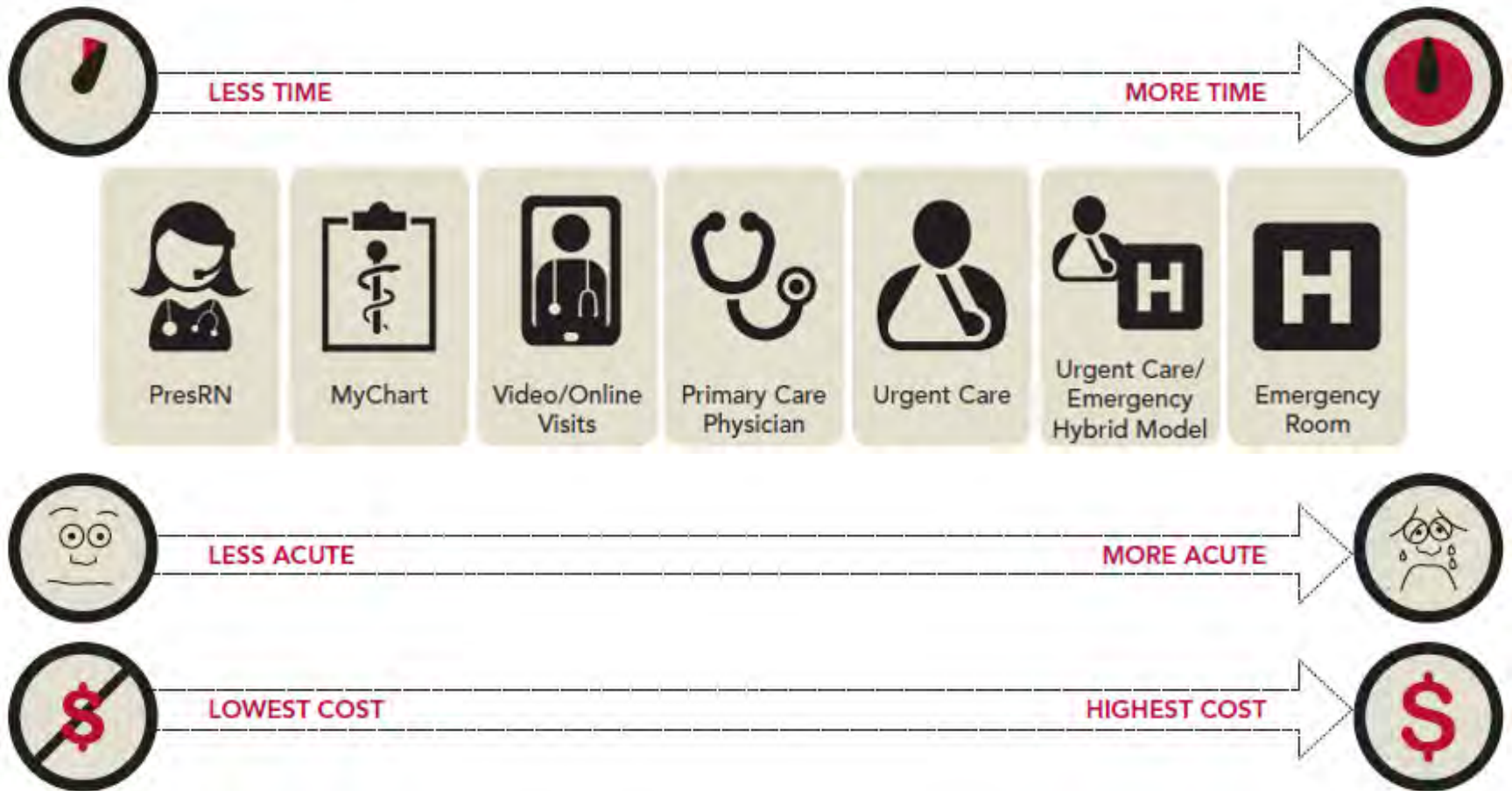
**Expanding Access and
Improving Outcomes for
New Mexicans**

**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

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









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>

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.*

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

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



**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**

[My Health](#)

[Nutrition](#)

[Physical Activity](#)

[Events](#)

[Education](#)

[Reference](#)

[Message Center](#)

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

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](#)

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

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.



**BlueCross BlueShield
of New Mexico**



NMPSIA Regional Training 2020

**Putting
Knowledge Into
Action**

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

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

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**

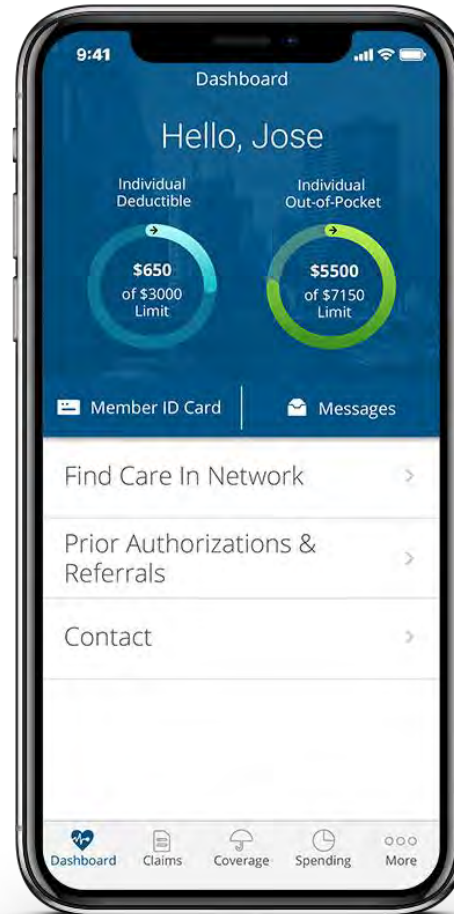
Log and perform protected transactions
24 hours a day, 7 days a week*



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

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**

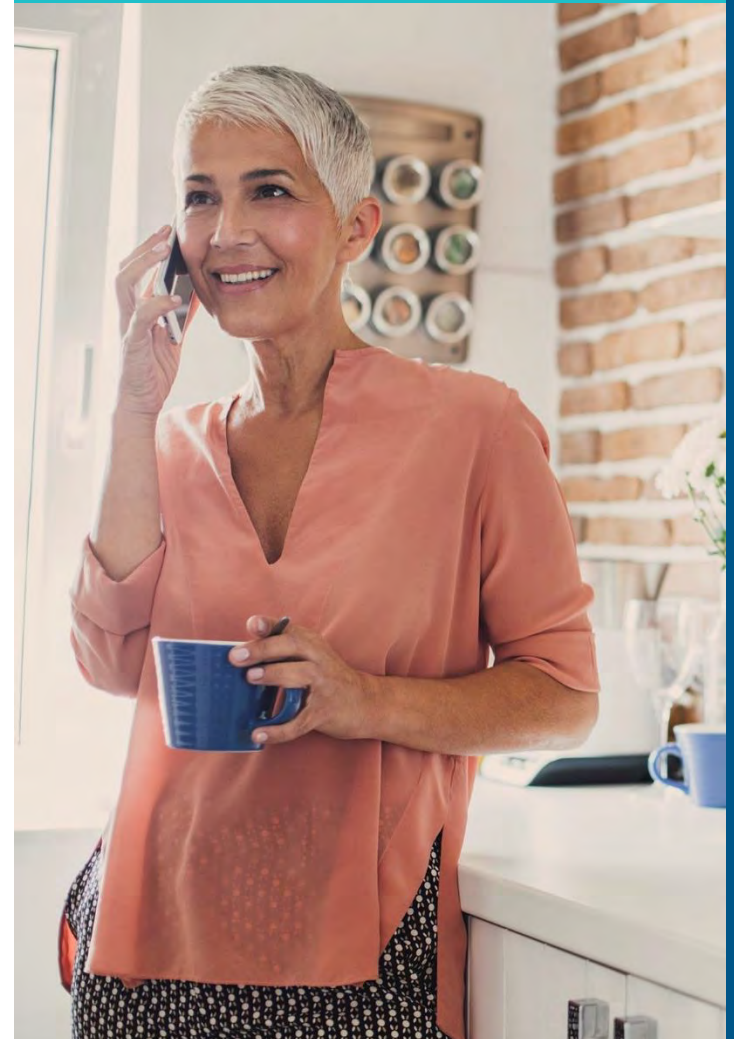
*Message and data rates may apply.

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

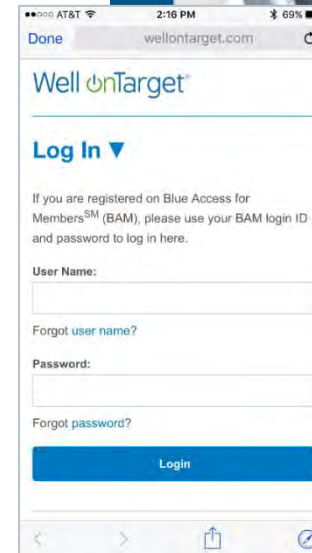
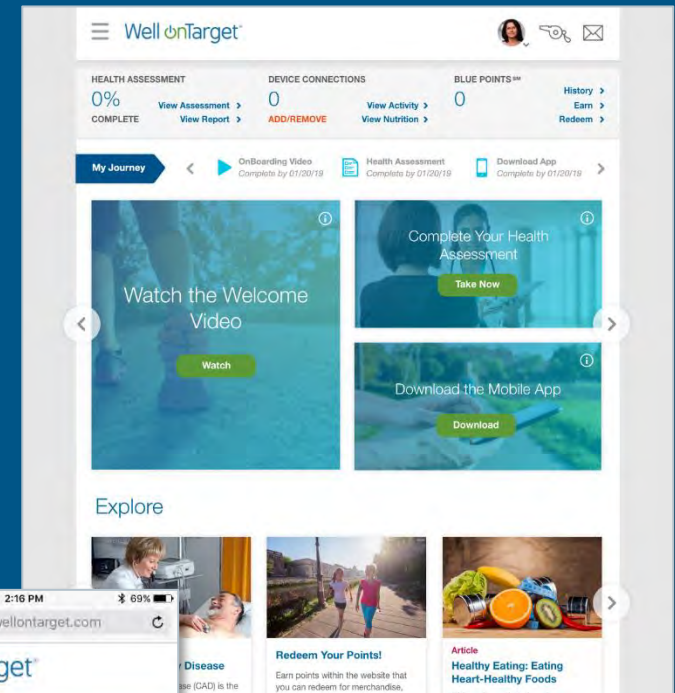


Member Wellness Portal

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.

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

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



The WHY? To Access Benefits & Wellness Programs

RESOURCES WORKING FOR YOU



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

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

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New Mexico
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Putting This Knowledge Into Action

EASI

EASI and NMPSIA want to say good bye to an old friend ...

... and introduce you to the latest addition to service NMPSIA, participating employers and employees ...

please help me welcome



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Instant Recess



WINNERS
CIRCLE



EASI

Erisa Administrative Services, Inc.

Meet Your Benefits Specialists



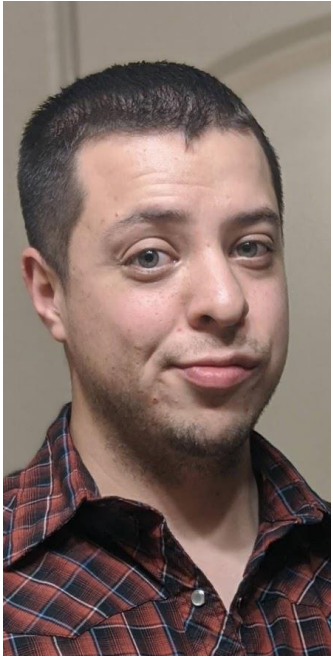
Gustavo Rascon



Jackie Martinez



Chere Garcia



Kevin Garcia



Melissa Morales



Lourdes Rael



Michelle Alarid



Michelle Aragon



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Closing Remarks

- Review Questions and Answers from Chat
- Thank you for your participation!