

"NMPSIA 2022 Annual Training" Begins at 8:45 a.m.





Training Will Begin In



NMPSIA 2022 Annual Training

July 14th 8:45 a.m. – 12:00 p.m.

This session is interactive and is being recorded.

Please ensure your video functions are turned 'ON".



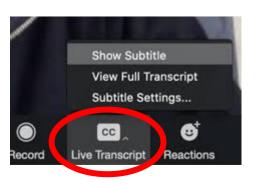


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Choose how you want to view the transcription by clicking the **CC Live Transcript** button to view your options then click on one of the following:

- Show Subtitles Displays captioning on the bottom of the video
- View Full Transcript Opens a panel/pop-up and displays captions in real-time with both the speaker's name and time stamp.









Today's Agenda

Time	Thursday, July 14, 2022
8:45 a.m.	Virtual Meeting Check-in
	Mood Check
9:00 a.m.	NMPSIA
	Welcome & Announcements
	How Training Will Be Run
9:05 a.m.	Poll - Have you shared Mindfulness Information to Staff?
	Beginning Again: Mindfulness for a New Norm
	Keynote Speaker
	Michelle DuVal
	The Mindful Center
10:05 a.m.	Break
40.45	Instant Recess Introduction of Carriers
10:15 a.m.	
10:20 a.m.	What do you know? Poll - Provide the correct answer and be entered in a drawing
	Carrier Resources to Support Member Decisions
	BCBSNM & Wellness, Lisa Guevara
	Cigna Health & Wellness, Daniel Warner & Carla Sassano
	Presbyterian Health Plan & Wellness, Steve Valdez & Emily Varner
	Delta Dental, Rich Bolstad
	United Concordia, Stephanie Anthony
11:20 a.m.	What do you know? Poll - Provide the correct answer and be entered in a drawing
	New Hire Resources and Support
	Program Guide – update
	Open/Switch Enrollment – dates
	Katherine Chavez
	Kaylei Jones
11:40 a.m.	Closing Remarks
	Open Forum Roundtable
	Mood Check
12:00 p.m.	Adjourn



Mood Check

Which of these colorful Roosters are you feeling like this morning?

__1 __2

_3

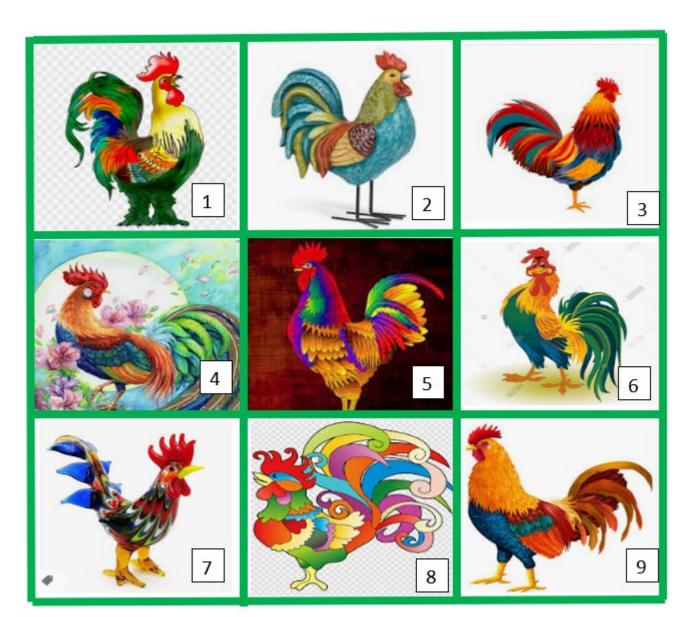
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_7

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Recap of Yesterday's Training

- When can your employee's enroll in benefits?
 - New Hire/QE
 - Job Promotion/Salary Increase
- ACA 30-Day Measurement Period
- NMRHCA Information on Confirmation Notices?





How Training will be run

The training host and moderator is Erisa

- Please shut down all other programs including your email and put away all devices.
- Please participate in the Polls to quiz your knowledge and understanding of a topic.
- Erisa will mute your mic capabilities. For collaborative interactions you can unmute your mic 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.

Our goal is to keep you engaged and keep the training moving.





POLL 1

Have you shared Mindfulness Information with Staff?





Take a Break See you in 10 Minutes





Survey Results

Where is it and What do you know?

Locate the "AMBULANCE" EMOJI somewhere in the EMPLOYER'S TAB-Open/Switch Enrollment. Where is it?

NMPSIA Messages to Employees + 🚜





Introduction NMPSIA Benefits Carriers























Lisa Guevarra





NMPSIA

Annual Benefit Training 2022

Today We Will Cover

1

Why Blue Cross Blue Shield of NM?

2

BCBSNM Behavioral Health Resources

3

Learn to Live

4

Well on Target

Why Blue Cross and Blue Shield of New Mexico?



More Doctors and **Hospitals**





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



Emotional Wellbeing

https://youtu.be/fwVw9QPMvHU



Behavioral Health Resources

COMPREHENSIVE SUPPORT



Inpatient Management

- Inpatient
- Residential Treatment Center
- Partial Hospital Program



Case Management

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



Outpatient Management

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



Specialty Management

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



Call Center

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



Access

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



Secure messaging and complimentary assessments



Online video



Behavioral Health Virtual Visits



Diagnostic assessment

Ongoing counseling

E-prescribing

Ongoing medication management

Therapy Is With Licensed Providers

Psychologists

Psychiatrists

Professional counselors

Marriage/family therapists

Clinical social workers

Alcohol/drug/addiction counselors

Activate Your MDLIVE Account Today!

Call MDLIVE at 888-858-5074

Go to MDLIVE.com/bcbsnm

Text BCBSNM to 635-483

Download the MDLIVE app

- Speak with a health service specialist to confirm a virtual visit is right for your situation, or get other assistance
- If you need a visit you can speak with a doctor right away, or schedule a future appointment
- You can also call Customer
 Service to activate your account,
 schedule a visit, or if you have questions or need help.

24/7 Nurseline

Advice anytime.

Advice isn't just needed from 9 to 5.

Round-the-clock health and wellness advice from licensed nurses.

Plus, you can also listen to more than 1,200 AudioHealth Library topics

800-973-6329





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



Targeted, online programs and services based on proven cognitive behavioral therapy principles



Private, convenient entry point for mental health concerns

Depression

Stress, Anxiety & Worry

Social Anxiety

Insomnia

Substance Use



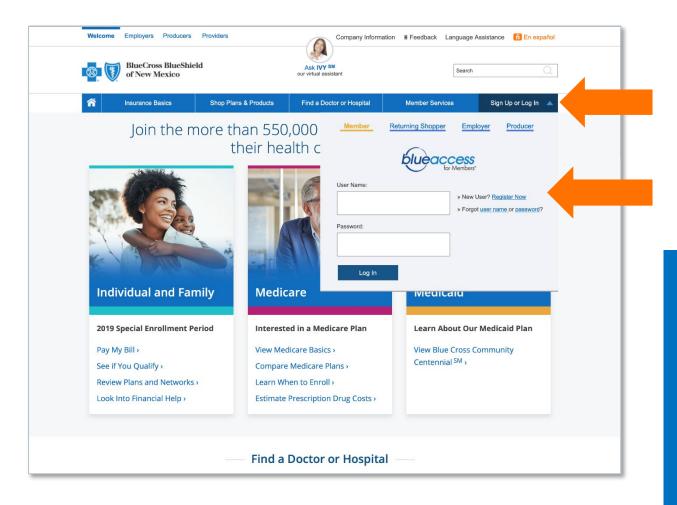
No cost to employee

^{*}Mental Health by the Numbers, National Alliance on Mental Health, 2019.

Learn to Live, Inc. is an independent company that provides online behavioral health programs and tools for members with coverage through Blue Cross and Blue Shield of New Mexico.

BCBSNM makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them.

Sign Up for Blue Access for MembersSM



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

Click **Register Now** for New Users

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



Well On Target

https://www.youtube.com/watch?v=dP9WHRL3K3Y

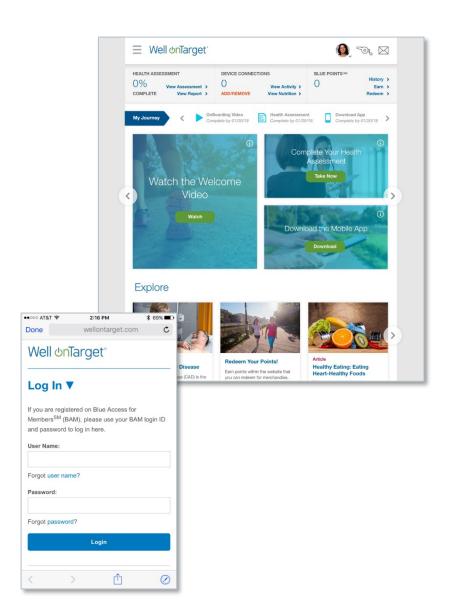
Member Wellness Portal

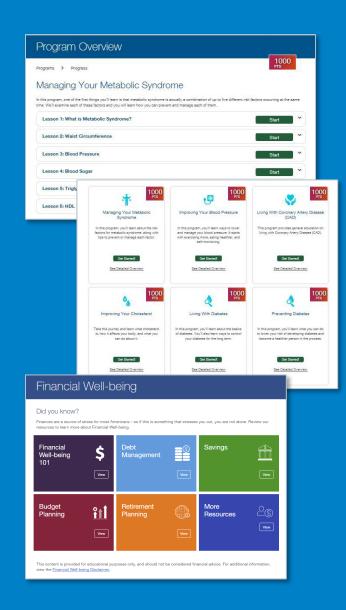
Well on Target® Highlights

- Health Assessment
- Member dashboard
- Digital self-management programs
- Trackers and tools
- Interactive symptom checker
- Health and wellness content
- Text message alerts
- Blue Points[™] 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.





Wellness Information, Right at Your Fingertips

Digital self-management programs on a range of wellbeing topics

Interactive

- Enhancing your Physical Activity
- Managing Your Stress
- Improving Your Sleep
- Living with Diabetes
- Quitting Tobacco
- Staying Tobacco Free
- Achieving Your Healthy Weight
- Maintaining Your Healthy Weight
- Nutrition for Better Health
- Improving Your Blood Pressure
- Financially Fit
- Improving Your Oral Health

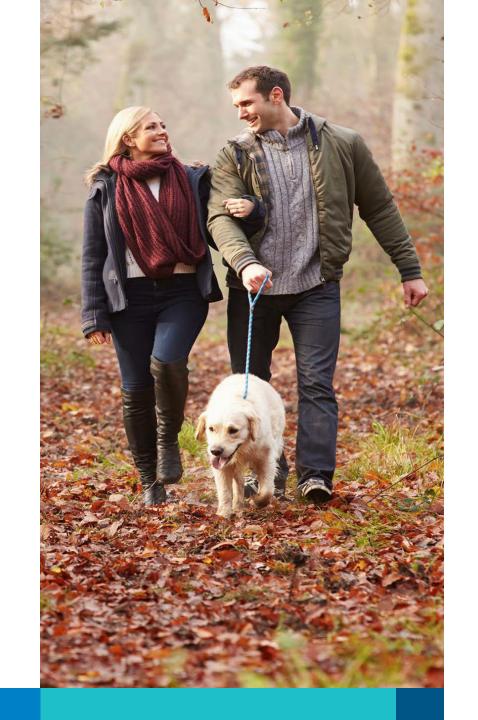
Educational

- Managing Your Metabolic Syndrome
- Preventing Diabetes
- Healthy Bones and Joints
- Living With Asthma
- Living With Chronic Obstructive Pulmonary Disease (COPD)
- Living With Congestive Heart Failure (CHF)
- Living With Coronary Artery Disease (CAD)
- Improving Your Cholesterol
- Healthy Pregnancy
- Preventive Health: Reducing Your Risks

Screen images are for illustrative purposes only.

Healthy Coping Strategies

- Acknowledge
- Notice Negative Self-Talk
- Seek Support
- Maintain a Daily Routine
- Practice Acceptance
- Look Forward
- Pay Attention to Loved Ones





Questions

Thank you!





Daniel Warner & Carla Sassano





UNDERSTANDING TERMS IN YOUR HEALTH PLAN

Deductible:

An amount you'll pay each year for out-of-pocket before your plan begins to pay for covered health care costs.

Copay:

A preset amount you pay for your covered health care services. The health plan pays the rest.

Co-insurance:

Your share of the cost of your covered services. The health plan pays the rest.

Out-of-pocket maximum:

The most you pay before the health plan begins to pay 100% of covered charges.

In-network:

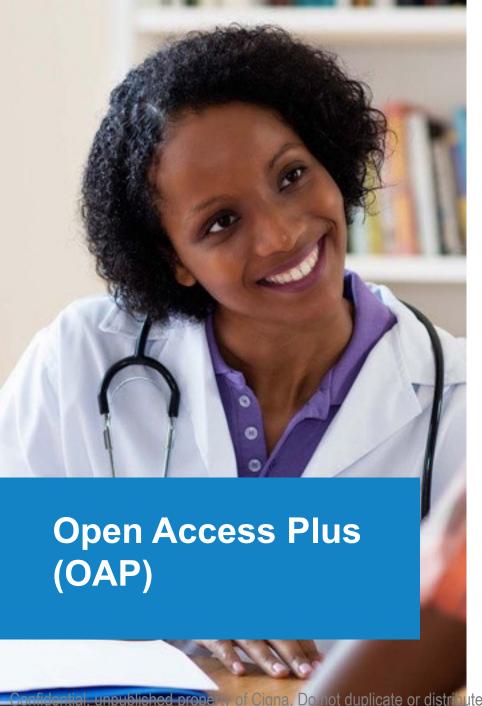
Health care providers and facilities that have contracts with Cigna to deliver services at a discount. You pay a lower amount for those services.

Out-of-network:

A health care provider or facility that doesn't participate in your plan's network and doesn't provide services at a discounted rate. Using an out-of-network health care provider or facility will cost you more.



^{1.} Some doctors are included in Tier 1 due to contractual obligations or network adequacy requirements and may not meet Cigna quality and/or cost-efficiency measures.





Primary Care Provider: A primary care provider (PCP) is recommended but not required



Specialist: You can see a specialist without a referral



Cigna's network: Lower costs by using providers and health care facilities in the Cigna OAP network

- Access Cigna's network of providers, health care facilities, labs, x-ray and radiology centers, as well as emergency care
- [Your plan also offers a benefit that could save you more money by seeing a Tier 1 health care provider]



Deductible: You may pay an annual amount — a deductible — before your health plan begins to pay for covered health care costs. Only services covered by the health plan count toward the deductible



Copay and co-insurance: Once you meet your deductible, you will pay a portion of covered health care costs and the plan pays the rest²



Out-of-pocket maximum: Once you meet an annual limit on your payments — out-of-pocket maximum — your plan pays 100% of covered costs

- 1. Plans may vary; see your employer's plan documents for details related to your specific medical plan.
- 2. Coinsurance is what you pay for covered services after you've met your deductibles. It does not include charges for services not covered by your plan. If you use an out-of-network provider, your expenses may be more than the coinsurance amount shown because the out-of-network provider can bill you for charges that are more than what your benefit plan will pay.



VIRTUAL CARE¹

Get the care you need — including prescriptions, when appropriate — for a wide range of minor medical conditions.

Who: Board-certified doctors, pediatricians, licensed

counselors and psychiatrists

When: For medical conditions: 24/7/365,

including weekends and holidays

For behavioral health: By appointment

How: Phone or video chat

1. Cigna provides access to virtual care through participating in-network providers. Not all providers have virtual capabilities. Cigna also provides access to virtual care through national telehealth providers as part of your plan. This service is separate from your health plan's network and may not be available in all areas or under all plans. Referrals are not required. Video may not be available in all areas or with all providers. All health care providers are solely responsible for the treatment provided to their patients; providers are not agents of Cigna. Refer to plan documents for complete description of virtual care services and costs.



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VIRTUAL CARE

MDLIVE

Primary Care

Preventive care, routine care, and specialist referrals

- Preventive care checkups/wellness screenings available at no additional cost² to identify conditions early
- Routine care visits allow you to build a relationship with the same primary care provider (PCP) to help manage conditions
- Prescriptions available through home delivery or at local pharmacies, if appropriate
- Receive orders for biometrics, blood work and screenings at local facilities³

Urgent Care

961333 11/21

On-demand care for minor medical conditions

- On-demand 24/7/365, including holidays
- Care for hundreds of minor medical conditions
- A convenient and affordable alternative to urgent care centers and the emergency room
- Prescriptions available, if appropriate

Behavioral Care

Talk therapy and psychiatry from the privacy of home

- Access to psychiatrists and therapists
- Schedule an appointment that works for you
- Option to select the same provider for every session
- Care for issues such as anxiety, stress, life changes, grief and depression

Dermatology⁴

Fast, customized care for skin, hair and nail conditions - no appointment required

- Board-certified dermatologists review pictures and symptoms; prescriptions available, if appropriate
- Care for common skin, hair and nail conditions including acne, eczema, psoriasis, rosacea, suspicious spots and more
- Diagnosis and customized treatment plan, usually within 24 hours

Offered by: Cigna Health and Life Insurance Company or its affiliates.



CIGNA TOTAL BEHAVIORAL HEALTH (CTBH)

Clinical support

Three sessions to connect with licensed clinicians in our network, at no additional cost to you¹

Happify[™] offered through Cigna

Digital self-guidance tool to help increase resilience through activities, games and guided meditations. Designed to help reduce stress and anxiety while encouraging confidence²

iPrevail offered through Cigna

On-demand peer coaching and personalized learning to help boost your mood and improve mental health care²

- 1. Three visits per issue per year. Restrictions apply to fully insured business sites in New York.
- 2. Program services are provided by independent companies/entities and not by Cigna. Programs and services are subject to all applicable program terms and conditions. Program availability is subject to change.



BEHAVIORAL HEALTH: ADDITIONAL SUPPORT



Seminars offered monthly on topics such as autism, eating disorders, substance use and behavioral health





- Addresses challenges such as autism spectrum disorder, eating disorders, pain management, substance use
- Provides help for individuals and families when it comes to understanding a behavioral diagnosis or learning about treatment choices
- Identifies in-network providers and what you'll pay



Online tools to locate innetwork providers and facilities, as well as stress management, health and well-being information



PLANNING FOR YOUR MEDICAL COSTS

	OAP High Plan		OAP Low Plan		
	Single	Family	Single	Family	
Deductible	\$750 In-network \$1500 Out-of-network	\$1500 In-network \$3000 Out-of-network	\$2000 In-network \$4000 Out-of-network	\$4000 In-network \$8000 Out-of-network	
Out-of-pocket maximum ¹	\$4100 In-network Out-of-network \$9500	\$8200 In-network \$19,000 Out-of-network	\$4100 In-network \$9500 Out-of-network	\$8200 In-network \$19000 Out-of-network	
Lifetime maximum	Unlimited	Unlimited	Unlimited	Unlimited	

If you choose to receive care outside of your plan's network, only covered expenses will be applied to your deductible – subject to your plan's Maximum Reimbursable Charge provisions. All plans have exclusions and limitations. See your enrollment materials for more information about costs and details about covered and non-covered services, including plan exclusions and limitations. ¹This is the most a family (employees plus covered family members) will pay for in-network, out-of-pocket expenses. It's important to note that each individual family member's out-of-pocket costs are capped at \$8,550 for 2021 health plans, and overall family in-network costs are capped by the IRS at \$17,100. The out-of-pocket costs for people with individual coverage are capped at \$7,000 for 2021. To see examples of how this works, please visit www.InformedOnReform.com > Federal Regulations > Cost Sharing Limits, or Cigna.com/health-care-reform/embedded-oop-customer-impacts.

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THE CLAIM PROCESS



Visit an in-network doctor/hospital/facility

Show your Cigna ID card

Pay copay or co-insurance¹ as required

Your doctor will send Cigna the claim

Cigna will send you an explanation of benefits (EOB) as your receipt

1. Your plan may apply a deductible. Copays are paid at the time of service. If a coinsurance applies, it is not paid at the time of service and is billed to you or charged to an HSA/HRA after the claim is processed and the EOB is issued.





New Mexico Public Schools Insurance Authority

SUPPORT TO IMPROVE YOUR HEALTH AND WELL-BEING



New Mexico Public Schools Insurance Authority



CIGNA ONE GUIDE®

Cigna One Guide helps you make informed choices and get the most from your plan, offering personalized support to help you stay healthy and save money.

During enrollment, we're just a call away to help:

 Answer questions about the basics of coverage for Cigna medical plans and products

After enrollment, personalized support helps you:

Resolve health care questions and issues

Save time and money

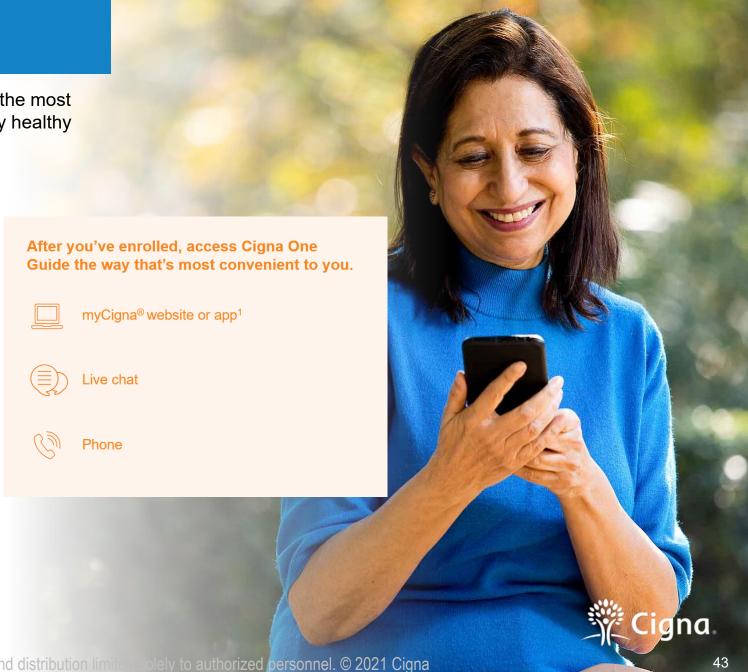
Get the most out of your Cigna plan

Find in-network providers, hospitals and labs

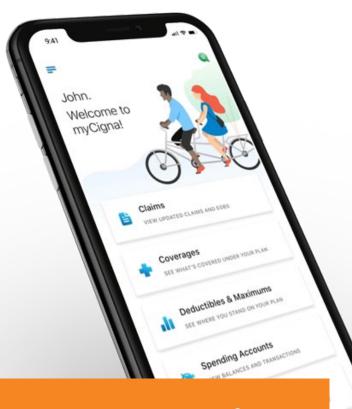
Get cost estimates

Understand your bills

Navigate the health care system



MYCIGNA.COM®



Download the myCigna® app and access your account.3

Your online home for assessment tools, plan management, medical updates and much more:

- Find in-network doctors, dentists and medical services
- View ID card information
- Review your coverage
- Manage and track claims, account balances and deductibles
- Compare cost and quality information for doctors and hospitals

- Access a variety of health and wellness tools and resources
- Receive alerts when new plan documents are available

For illustrative purposes only.

1. App/online store terms and mobile phone carrier/data charges apply. Actual myCigna® features may vary depending on your plan and individual security profile.



RESOURCES FOR GETTING AND STAYING HEALTHY

- Cigna Healthy Rewards® to save money on health and wellness products and services¹
- Free Veteran Support Line available 24/7/365 to all veterans by calling 855.244.6211
- Simple online health assessment designed to help you live a healthier life
- Online coaching programs help you develop a healthy lifestyle

- Programs to help you better manage stress, quit tobacco or lose weight
- Employer incentive rewards for taking steps to stay healthy
- Personal health coaches to help improve your health and wellness

- 1. **Healthy Rewards programs are NOT insurance.** Rather, these programs give a discount on the cost of certain goods and services. The customer must pay the entire discounted cost. Some Healthy Rewards programs are not available in all states and programs may be discontinued at any time. Participating providers are solely responsible for their goods and services.
- 2. [Incentives may be subject to taxes. Contact your personal tax advisor if you have questions.]



24/7 CUSTOMER ASSISTANCE



Reach us 24 hours a day, seven days a week



Get answers to your health, claims and benefit questions



Ask for a Spanish-speaking service representative, or someone who can translate one of 200 languages



Order an ID card, update insurance information, check claim status and more

The answers you need are just a phone call away. Anytime you need us, feel free to call the toll-free number on your Cigna ID card.



CIGNA HEALTHY BABIES



Available at no additional cost to you, Cigna Healthy Babies supports you throughout your pregnancy journey — and works to keep you and your baby healthy.

You'll get:

- A downloadable guide to help you learn about important pregnancy topics, including prenatal care, exercise, stress and depression
- 24/7 telephone access to a maternity specialist
- Access to information on the myCigna[®] website or from the Cigna Healthy Pregnancy[®] app¹
- Personalized support from a case manager if you're hospitalized during pregnancy or if your baby is in the NICU

You'll learn how to:

- Plan for a healthy pregnancy
- Monitor your pregnancy week by week
- Prepare for labor and delivery
- Care for your new baby

For more information about Cigna Healthy Babies, just call the number on your Cigna ID card.

The app is for educational purposes only. Medical advice isn't provided. Don't use information in this app to diagnose yourself. Always check with your health care provider for information about examinations, treatment, testing, and care recommendations. In an emergency, dial 911 or visit the nearest emergency room. App/online store terms and mobile phone carrier/data charges apply.



CIGNA LIFESTYLE MANAGEMENT PROGRAMS

Our health advocates provide personalized support to help you make lasting changes.

- Weight management: Learn to manage your weight using a non-diet approach that helps you change habits, eat healthier and become more active
- Quit tobacco: Develop a personal quit plan to become and stay — tobacco-free
- Reduce stress: Understand the sources of your stress and learn coping techniques to better manage it in all areas of your life



Use an online or telephone coaching program (or both) for the support you need.



Cigna's Your Health First® program

Provides whole person support – body and mind

Coaches are trained to support 16 common conditions that can be impacted by behavioral change

- Asthma
- Coronary artery disease (CAD), angina, acute myocardial infarction (AMI), heart disease
- Heart failure
- Chronic obstructive pulmonary disease (COPD)
- Diabetes I and II
- Metabolic syndrome
- Peripheral arterial disease
- Low back pain
- Osteoarthritis
- Depression, anxiety, bipolar disorder

Cigna health coaches can help employees navigate the challenges of living with chronic conditions



HEALTH INFORMATION LINE



Call the number on your Cigna ID card, 24/7/365

- Offers access to a trained clinician¹ to help you determine when and where to get treatment for immediate health care needs
- Provides guidance and education about both specific health concerns and general health topics



Chat via myCigna.com[®] website or app Mon-Fri 9:00 am – 8:00 pm EST²

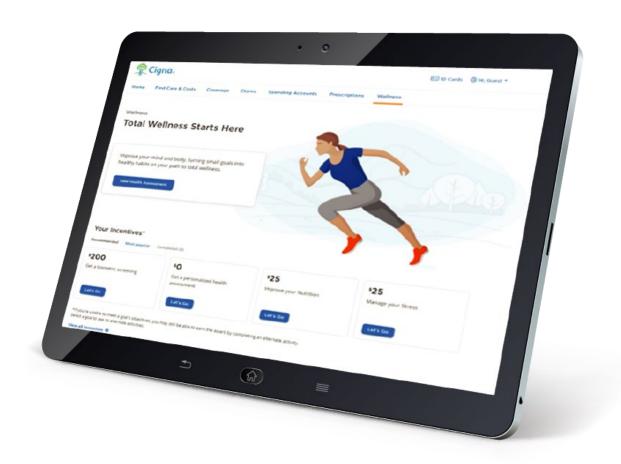
- Provides suggestions for online tools or local resources to help support your physical and mental health needs
- Delivers access to audio health library (both in English and Spanish), as well as podcasts

- 1. These health advocates hold current nursing licensure in a minimum of one state but are not practicing nursing or providing medical advice in any capacity as a health advocate.
- Excluding holidays.



HEALTH ASSESSMENT

- 1. First, complete your quick and easy online health assessment.
- Then, get a wellness score, as well as recommendations to start on a path to better health.
- 3. Share your report with your doctor at your next visit.



For illustrative purposes only.



CIGNA HEALTHY REWARDS® PROGRAM¹

Get discounts on the health products and programs you use every day, including:



Weight management and nutrition



Alternative medicine



Vision and hearing care



Fitness memberships and devices



Yoga products and virtual workouts

1. **Healthy Rewards programs are NOT insurance**. Rather, these programs give a discount on the cost of certain goods and services. The customer must pay the entire discounted cost. Some Healthy Rewards programs are not available in all states and programs may be discontinued at any time. Participating providers are solely responsible for their goods and services.



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PREVENTIVE CARE

Many preventive services from in-network providers are covered 100% by your health plan. That means you won't pay anything out of your own pocket.

Covered preventive care services can include, but are not limited to:1

- Screenings for blood pressure, cholesterol and diabetes
- Screenings for colon/rectal cancer
- Mammograms and Pap tests
- PSA blood tests

1. Includes eligible in-network preventive care services. Some preventive care services may not be covered, including most immunizations for travel. Reference plan documents for a list of covered and non-covered preventive care service.



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Rewards for healthy actions

Cigna's Motivate Me® Program¹ rewards you for going the extra mile. When you achieve certain health and wellness goals, you'll receive rewards.

Depending on your plan, you can earn rewards for actions like taking a health assessment, getting a biometric screening, participating in a wellness program and getting annual preventive screenings.

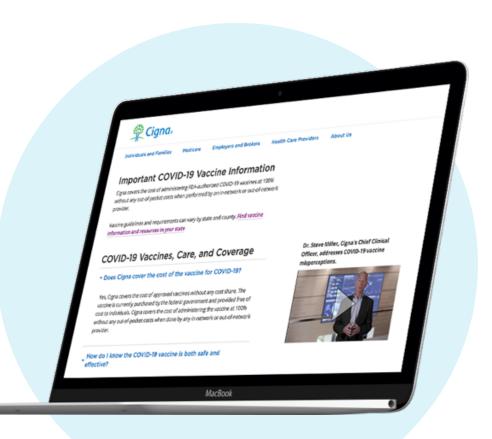
1. If you are unable to participate in any of the program events, activities or goals due to a disability or other reason, you may be able to get a reasonable accommodation for participation, or a different standard for rewards. Contact Cigna for more information. Incentives are funded by your employer and may be considered taxable income. Contact your personal tax advisor if you have questions.

CORONAVIRUS (COVID-19) RESOURCE CENTER

Find the latest resources, guidelines and vaccine information to help keep you informed and up to date.

Go to Cigna.com/coronavirus for:

- The latest COVID-19 vaccine information state by state
- Facts about vaccine safety and effectiveness
- Information about how Cigna covers the cost of testing, treatment and the vaccine
- Solutions to help you stay healthy while managing stress and anxiety
- Virtual care (telehealth) and 24/7 connection to a doctor or nurse using your phone, tablet or computer











Steve Valdez & Emily Varner





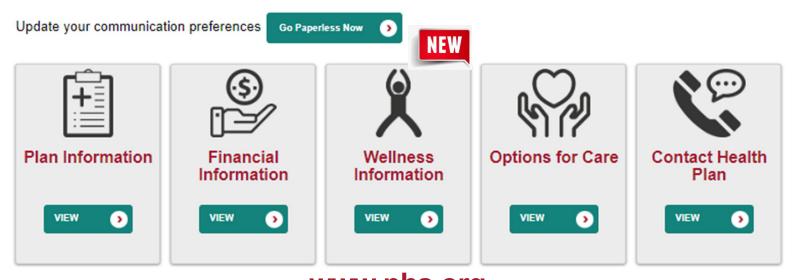
New Mexico Public Schools Authority (NMPSIA) Annual Training 2022 Insurance



Secure Digital Access to Your Information at Your Fingertips



PRESBYTERIAN HEALTH PLAN SERVICES



www.phs.org

Get Care Where You Need It Extensive State and Nationwide Contracted Provider Network

New Mexico Provider Network

- Over 24,000 Primary Care and Specialty Providers
 * No Referrals Required
- Presbyterian Providers and Hospitals Statewide
- Independent Providers and Hospitals Statewide www.phs.org/nmpsia

Optum Healthcare

- 97 Primary Care Providers
- 106 Specialists
- Urgent Care Locations

Nationwide Provider Network

- •Over 900,000 National Providers, Over 4,000 Facilities Nationwide
- Access to Centers of Excellence
- Logos for MultiPlan / PHCS Networks Located on Back of your ID card





www.multiplan.com/presbyterian



Dedicated Member Service Team

(505) 923-5600, 1-888-ASK-PRES <u>info@phs.org</u>

- 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
- Referrals to our Enhanced Integrated Services (DM, CM, Community Health Workers Program)
- Site of Service Navigation





Improving Health Outcomes Collaboratively

Comprehensive Disease Management Program

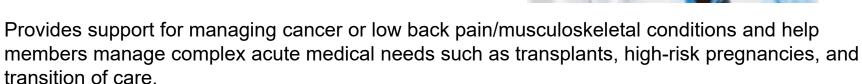
1-800-841-9705 or healthysolutions@phs.org

Licensed nurses work with your healthcare provider to provide you with coaching and selfmanagement tools to manage chronic conditions such as:

- Diabetes
- Asthma
- Chronic Obstructive Pulmonary Disease (COPD)
- Congestive Heart Failure (CHF)
- Coronary Artery Disease (CAD)

Care Coordination

1-866-672-1242 or phpreferral@phs.org





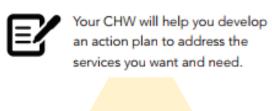


Community Health Workers Closing the gaps......

- ✓ Taking up where the healthcare providers leave off:
 - Community services
 - Government programs
 - Extension of medical services and cost assistance
 - Food insecurity
 - Member Advocacy Doctor Appointments
 - Behavioral Health Services
- √ Improving health outcomes

How to Contact a Community Health Worker

505-923-8567 or 1-866-597-7839 chwincomingdocuments@phs.org







CHWs can help you for as long as you want, but services usually last 30 to 90 days.





Keep Moving with a Fitness Pass Membership Only \$12.50 per Eligible Member per Month

Enrollment is Open Year-round

Enrollment is Effective 1st of the Month Following Online Enrollment

*Once Enrolled, You are Committed Through the End of the Calendar Year (unless you terminate your medical plan)

*Must Reenroll Annually in December to Continue the Program the Following Calendar Year

As a Presbyterian Health Plan member, you and your dependents have access to more than 10,000 fitness, recreation and community centers, including:

- Defined Fitness locations in Albuquerque, Rio Rancho, Farmington and Santa Fe
- Prime Fitness network (nationwide)
- Discounted Membership Fees at all Sports & Wellness facilities







Defined Fitness is one of New Mexico's premier health clubs, offering a wide variety of group exercise classes, supervised child care and state-of-the-art strength training and cardiovascular equipment. All locations feature an aquatic complex with an indoor pool, hot tub, dry sauna and steam room.

The Prime Fitness network provides group exercise classes and amenities such as pools, sport courts, tracks and more. You can visit participating locations nationwide as often as you like, including select CHUZE, YMCAs, Snap Fitness, Curves® and more. When you use Prime Fitness, your fitness travels with you.

Sports & Wellness is where Albuquerque has gone to find fun, friends and fitness for 25+ years. Enjoy a special Presbyterian discount off traditional membership fees and experience five-star service and first-rate amenities at five New Mexico locations and other clubs across the country.



If you choose Presbyterian, you can use Presbyterian.









Access to Free Convenient Care

Quick Care

For Everyday Ailments

Provider Network
New Mexico and
Nationwide

Optum Providers

Better Health
Outcomes, Just In Case

Programs and Services

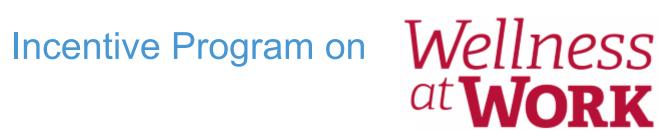
- Dedicated Member Service Team
- Community Health Workers
- Fitness Pass Gym Membership
- Wellness Program

RIAN

Presbyterian Wellness Programs







NMPSIA Wellness Rewards

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

Visit Wellness at Work portal for more information on how to earn points for your reward.

To access Wellness at Work, go to www.phs.org and log in to your myPRES account. Look for Wellness and click on the Personal Health Assessment tab. If you need help accessing, please email wellnessatwork@phs.org. Points are cumulative. Points program is from July 1, 2022 - June 30, 2023.

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 Complete One	Preventive Visit		Visit your doctor.		
	Video Visit	20 pts each, max 20 pts	Complete an online Video Visit.		
	Biometric Screening	, in the second	Attend an onsite Biometric Screening.		
	Health Coaching	25 pts each,	Engage in Free Health Coaching on Wellness at Work.		
	Good Measures	max 25 pts	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.		











Message Center Events







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 I	Date	hor.	Llas	1++

SPRESBYTERIAN Health Plan, Inc.

Wherever you are, we'll help you get to a better place.





Video Visits and Doctor Services



Good Measures



Breakthrough Nutrition Coaching

Click here for information on how to get started.

Good Measures Programs Available this Year!



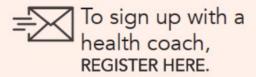
NMPSIA members covered under <u>Presbyterian Health Plan</u> have access to free health coaching through The Solutions Group, Presbyterian's Health & Wellness Division.



Health Coaches can help you to:

- Set appropriate goals
- Create an action plan
- ID personal motivation
- Establish coping skills & reliable support system

Eat better
Lose weight
Become more active
Reduce stress
Sleep better & have more energy
Prep for a specific event



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

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



To get started sign up at nmpsia.goodmeasures.com Or call Good Measures at 888-320-1776





Good Measures healthy habits programs are **no cost** to NMPSIA members covered under Presbyterian Health Plan and their spouses or domestic partners.

health and well-being through the power of food.

Good Measures programs can help you:

- Lose or manage weight
- · Eat to boost your immune system, have more energy, and feel better
- Improve a health condition with food choices
- · Lower blood pressure, blood sugar, and cholesterol and improve heart health
- Get optimal nutrition for a healthy pregnancy
- · Prevent or better manage diabetes

What's included:

- Your own registered dietitian coach—check in by phone or messaging
- · A smart app that helps you choose foods and meals best for you
- · Support and a personalized plan to meet your goals



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



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 myStress Tools at Mystresstools.com/registration/tsg-NMPSIA

To learn more about how Stress Stop works watch Vimeo.com/291304178



NMPSIA Monthly Newsletter

Links & Reminders About All <u>Your</u> Programs

Monthly Webinar Info & Links

Monthly Cooking Show Info & Links

Mindfulness & Meditation Links

Recipes

So Much More!

Other Wellness Programs

These programs listed below are available to NMPSIA <u>Presbyterian</u> Members

NMPSIA Wellness Rewards

Earn up to \$75 in Amazon.com gift cards by participating in select wellness activities. Email NMPSIA.wellness@phs.org if you have any questions.

For more informationCLICK HERE.

Health Coaching

Set wellness goals and have one of the knowledgeable Health Coaching work with you to achieve those goals. Health Coaching is available to NMPSIA members covered under Presbyterian Medical Plan. Participants who complete at least three coaching sessions and a final survey will earn 25 points towards \$25 Amazon.com gift card available on the Presbyterian's Wellness at Work website. Email nmpsia.coaching@phs.org to register or find out more.

Personalized Nutrition support from a Registered Dietitian

NMPSIA Wellness Ambassador Program

Are You Passionate About Health & Wellness?

Apply Here Now







NMPSIA Wellness Ambassadors are:

- Employee volunteers who share their passion, motivation, and contribute to meaningful worksite/department/ school-wide wellness initiatives
- Advocates for healthy l'ving, 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 new 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





Rich Bolstad







New Mexico Public Schools Insurance Authority

Delta Dental of New Mexico Effective Date: January 1st 2023



Reminder - Choose Between Two Delta Dental Plans

Basic Plan Covers:

- Preventive Services (such as exams and cleanings 2 per calendar year) No limitations on timing (such as a 6-month required separation)
- Basic Services (such as fillings or simple extractions)

Does Not Cover:

- Surgical periodontics
- Complex oral surgery
- Any type of Major Service, or Orthodontics

Comprehensive Plan

- Includes the coverage applicable under the Basic Plan, plus:
 - Surgical periodontics
 - Complex oral surgery
 - Major Services (crowns, dentures, and implants)
 - Orthodontics



Choose Wisely to Meet YOUR Needs!



Benefits Overview

Calendar Year Deductibles

- \$50 per enrolled person
- \$150 aggregate per family
 - Same for Basic and Comprehensive Plans
 - Never applies to Diagnostic & Preventive
 - Does not apply to the Orthodontic Services that are covered under the Comprehensive Plan

Calendar Year Annual Maximums

- Basic Plan: \$1,500 per enrolled person
- Comprehensive Plan: \$1,500 In-Network/\$1,000 Out-of-Network



Basic Plan

	PPO™ Point-of-Service		Out-of-Network
Diagnostic and Preventive Services – No Deductible			
Two routine exams each year. Two routine cleanings* each year, X-rays, Topical Fluoride, Emergency Treatment, Space Maintainers, Sealants	Plan Pays: 100%	You Pay: 0%	Plan Pays: 25% of Allowed Fee You Pay: Any Amount Balance Billed
Basic Services			
Fillings, Simple Extractions, Non-Surgical Periodontics, Root Canals, General Anesthesia, and Repairs to: onlays, bridges, crowns, and dentures	Plan Pays: 80%	You Pay: 20%	Plan Pays: 25% of Allowed Fee You Pay: Any Amount Balance Billed
Major Services	Not Covered		Not Covered
Orthodontic Services	Not Covered		Not Covered

^{*}Covers routine cleanings two per year. Individuals with certain medical conditions may qualify for 2 additional cleanings.

Definition	Network	Submitted Charge	Fee Allowance	% Paid by Delta Dental	You Pay	Total Network Savings
Composite Filling	PPO™ POS	\$230.00	\$162.00	80%	\$32.40	\$68.00
			Out-of-Network			
Composite Filling	Out-of-Network	\$230.00	fee \$152.00	25%	\$192.00	\$0.00



Comprehensive Plan

	PPO™ Point	-of-Service	Out-of-Network	
Diagnostic and Preventive Services – No Deductible				
Two routine exams each year. Two routine cleanings* each year, X-rays, Topical Fluoride, Emergency Treatment, Space Maintainers, Sealants	Plan Pays: 100%	You Pay: 0%	Plan Pays: 100% of Allowed Fee You Pay: Any Amount Balance Billed	
Basic Services				
Fillings, Simple Extractions, Non-Surgical Periodontics, Root Canals, General Anesthesia, and Repairs to: onlays, bridges, crowns, and dentures	Plan Pays: 80%	You Pay: 20%	Plan Pays: 55% of Allowed Fee You Pay: Any Amount Balance Billed	
Major Services				
Onlays, Crowns, Bridges, Partials or Complete Dentures, Specified Implant Procedures	Plan Pays: 50%	You Pay: 50%	Plan Pays: 35% of Allowed Fee You Pay: Any Amount Balance Billed	

^{*}Covers routine cleanings two per year. Individuals with certain medical conditions may qualify for 2 additional cleanings.



Comprehensive Plan – Ortho Benefits

Orthodontic Services (All Ages) No Deductible

In-Network Out-of-Network

50% Benefit up to \$1,500

lifetime maximum

50% Benefit up to \$500

<u>lifetime maximum</u>



Pre-Treatment Estimate of Benefits

ASK YOUR DENTIST FOR A PRE-TREATMENT ESTIMATE

When costly procedures are anticipated, know what your share of the costs will be!

- An advance estimate of benefits before dental care services are received
- Know your out-of-pocket cost!
- Not required but strongly recommended
- No charge for a pre-treatment estimate!

Patient Disclosure

You're entitled to it!



Looking for an In-Network Dentist?

Please go to our website at www.deltadentalnm.com and click on Find a Dentist.

Search for a Delta Dental PPO™ or Delta Dental Premier® 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 Search for Delta Dental PPO™

OR

Delta Dental Premier® Provider

· Providers in PPONew Mexico



Delta Dental Check List

- ✓ Decide which Delta Dental plan works for you and/or your family
- ✓ Make sure your dentist is contracted with Delta Dental PPO™, or Delta Dental Premier®
- ✓ See your dentist for an exam as it can lead to the discovery of other health issues
- ✓ Don't miss your opportunity to **Enroll or Switch TODAY with Delta Dental!**

Still undecided? ASK YOUR DENTIST!



Thank you for your time.

We look forward to serving you!



Delta Dental of New Mexico

DeltaDentalNM.com



UNITED CONCORDIA® DENTAL

Stephanie Anthony





New Mexico Public Schools Insurance Authority Annual Training

Protecting more than just your smile!

What's New for 2022

Clients' Corner

A healthy mouth is the key to a healthy body. Our resource guide equips you with the knowledge you need to achieve good oral health and overall wellness.





Online Services

MyDentalBenefits

Download Claim Form

Email Customer Service

NMPSIA - Benefit Summary

Additional Information

College Tuition Benefit Flyer

GradFin

Smile for Health & Wellness Flyer



Welcome New Mexico Public School Insurance Authority Members

Here's everything you need to know about your dental plan.

The smart choice for dental benefits

Hundreds of school districts, colleges and universities across the nation entrust the oral wellness of their employees to United Concordia Dental. We're pleased to partner with New Mexico Public School Insurance Authority to help you and your family stay healthy and productive.

Oral health problems can affect the immune system, leading to risk of illness and infection. To help maintain a healthier smile and a healthier you, follow the advice of your dentist and the American Dental Association. Your dental plan emphasizes preventive care to help avoid costly procedures commonly caused by delayed treatment.

What plans are offered?

New Mexico Public School Insurance Authority employees can enroll in one of two different PPO plans: the Low Option or the High Option. Detailed benefit summaries for these plans can be found under the Online Services tab in the upper left corner.





United Concordia Dental

Protecting More Than Just Your Smile®

United Concordia Dental Low Option

Alliance Network:

Plan Pays – In-Network

Plan Pays - Out-of-Network

Preventive Services – Routine & Periodontal Cleanings/Exams/ X- rays/ Sealants/Fluoride for children under 19	100%*	Preventive Services – Routine & Periodontal Cleanings/Exams/ X- rays/ Sealants/Fluoride for children under 19	25%*
Basic Services – Fillings/Root Canal therapy only/ Non Surgical Periodontics/ Simple Extractions	80%	Basic Services – Fillings/Root Canal therapy only/ Non Surgical Periodontics/ Simple Extractions	25%
Major Services – Complex Oral Surgery/ Surgical Periodontics/ Anesthesia/Crowns/Bridges/Dentures/ Implants	0%	Major Services – Complex Oral Surgery/ Surgical Periodontics/ Anesthesia/Crowns/Bridges/Dentures/ Implants	0%
Orthodontics	0%	Orthodontics	0%
Calendar Year Deductible	\$50 per person \$150 per family	Calendar Year Deductible	\$50 per person \$150 per family
Calendar Year Maximum	\$1,500 per person	Calendar Year Maximum	\$1,500 per person
Lifetime Orthodontic Maximum	\$0	Lifetime Orthodontic Maximum	\$0

Protecting More Than Just Your Smile®

United Concordia Dental *High Option*

Alliance Network:

Plan Pays – In-Network

Plan Pays – Out-of-Network

Preventive Services – Routine & Periodontal Cleanings/Exams/ X-	100%*	Preventive Services – Routine & Periodontal Cleanings/Exams/ X-	100%*
rays/ Sealants/Fluoride for children under 19 Basic Services — Fillings/Root Canals/Periodontics/ Oral Surgery/Extractions/Anesthesia	80%	rays/ Sealants/Fluoride for children under 19 Basic Services — Fillings/Root Canals/Periodontics/ Oral Surgery/Extractions/Anesthesia	55%
Major Services – Crowns/Bridges/Dentures/Implants	50%	Major Services – Crowns/Bridges/Dentures/Implants	35%
Orthodontics	50%	Orthodontics	50%
Calendar Year Deductible	\$50 per person \$150 per family	Calendar Year Deductible	\$50 per person \$150 per family
Calendar Year Maximum	\$1,500 per person	Calendar Year Maximum	\$1,000 per person
Lifetime Orthodontic Maximum	\$1,500 person	Lifetime Orthodontic Maximum	\$500 per person

Network Savings

Maximize your benefits by visiting an Alliance Network dentist and:

- ✓ Save Money Network dentists have agreed to charge only the amount United Concordia has set
- ✓ Save Time Network dentists agree to file claims
- ✓ Stretch your Benefit Dollars Paying less for care from a network dentist lets you receive more covered services before reaching your annual maximum
- ✓ Peace of Mind All of our network dentists undergo rigorous review through our quality assurance process



Find a network dentist in 3 easy steps:

- Visit <u>www.UnitedConcordia.com</u> and click on Find a Dentist
- 2. Select the Alliance Network
- 3. Search by county, city, ZIP code, street address, or dentist/practice name

MyDentalBenefits

Manage your benefits anywhere, anytime

With *MyDental*Benefits, you can find all your coverage info in one place online. You'll see a quick overview right when you log in. Then just click to get details on everything from covered services to claims.

- See what your plan covers and how much we'll pay
- Check the status of dental claims
- ✓ Find in-network dentists near you
- Chat live or upgrade to a phone call with customer service
- ✓ Print extra ID cards
- Rate your oral health with the My Dental Assessment quiz
- Opt in to get paperless Explanation of Benefits (EOBs)

Chat live with customer service

Connect directly to a real person. Chat live while using your

MyDental Benefits account.

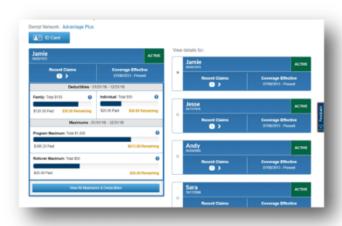


Protecting More Than Just Your Smile®

After your dental plan's effective date, the day your coverage starts, you can create your **MyDental**Benefits account. Here's how:

- Go to UnitedConcordia.com/MDB
- Select Member
- 3. Enter your **ID number and birthdate**. Your ID number can be found on your ID card included in your Welcome Letter, which you will receive by mail. You can also use the social security number of the account holder in place of the ID number.
- 4. Each dependent (spouse or domestic partner, in some states, and children aged 14 years or older) covered by a United Concordia dental plan must create their own *MyDentalBenefits* account.

Get Started in a **Few Easy Steps**



Get the United Concordia Dental app

Sign in with your **MyDental**Benefits login info.





Protecting More Than Just Your Smile®

Smile for Health® —Wellness



Additional Services* (per plan year)	Covered Amount	
Periodontal (gum disease) Maintenance – one additional procedure above your plan's standard limit	4.000/**	
Scaling & Root Planing [†]	100%**	
Periodontal Surgery – four procedures [‡]		

Register Online to Activate Smile for Health®-- Wellness:

You must report your condition to activate this enhanced coverage:

- 1. Log into your MyDentalBenefits account
- 2. Click the Wellness tab at the top menu.
- 3. Click + Add a new condition and complete the fields as prompted.

The status of your condition will show as **ACTIVE** to confirm your activation.

^{*} If necessary in accordance to United Concordia policies, as demonstrated by your dentist's submitted documentation.

^{**} Your standard plan's frequency limitations (how often services are covered), annual maximum (the maximum amount your plan will pay toward services during the plan year), and other details still apply.

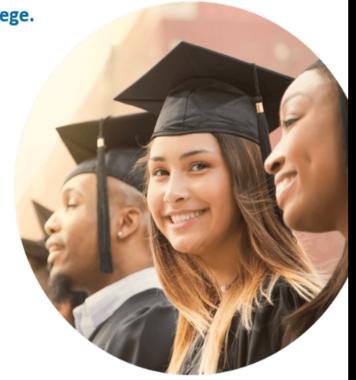
[†] Note to dentists: Now including CDT Code D4346 (Current Dental Terminology © 2016 American Dental Association. All rights reserved.)

[‡] Four procedures related to gingival flap or osseous surgeries.

College Tuition Benefit How Tuition Rewards® Work

Much like a frequent flier program, employees earn Tuition Rewards® points redeemable for tuition discounts at more than 400 private colleges and universities. Points can be used to pay up to 1 full year of college.

- Employees earn 2,000 Tuition Rewards points every year they're covered by United Concordia plans
- 1 Tuition Rewards point = \$1, so 2,000 points = \$2,000
- The more points employees earn, the bigger their tuition discounts
- Helps eligible students in the policyholder's family afford college, including children, grandchildren, nieces, nephews, stepchildren, godchildren and adopted children
- Each child enrolled receives a one-time 500 point bonus



Protecting More Than Just Your Smile®

GradFin

Debt reduction solutions for student loan borrowers

GradFin helps employees cut their payoff times almost in half!*

With GradFin, your employees get:

- Refinancing, consolidation and new loan origination services
- Free 1-on-1 consultations to find the best payoff strategies
- 11 Diverse bank partners that ensure approvals, no matter credit history
- Variety of fixed and variable loan terms between 5 to 20 years
- Live educational webinars and workplace "town halls"

With GradFin, you get:

- A valuable employee attraction and retention perk
- Ready-to-use toolkit to promote GradFin to employees
 - Employee flyer
 - Email Content
 - Newsletter article
 - Video monitor slide
 - BrainShark video



Goto.GradFin.com/UC

*Average savings over the lifetime of a loan. GradFin internal research; 2020.

United Concordia Companies, Inc. (UCCI) provides no services related to GradFin programs. GradFin is not a subsidiary or affiliate of UCCI. UCCI is a licensed third-party administrator providing claim and administrative services related to dental benefits.

Connect with Us



Telephone:

Toll-free Customer Service number: **1-888-898-0370**

Monday - Friday, EST 8:00am – 8:00pm





Quick Links:

UnitedConcordia.com

MyDentalBenefits

UnitedConcordia.com/GetMDB

Find a Dentist Tool

<u>UnitedConcordia.com/FindADe</u>
 ntist

Also, follow United Concordia on social media for the latest news and information:













Thank you.

This video is intended to promote awareness of the plan with an existing client. It is not intended for the buying public. In the event of a conflict between statements and representations and plan documents, plan documents will control. Content valid for the contract period unless otherwise noted.



Survey Results

Where is it and What do you know?

Locate the "SYRINGE" EMOJI somewhere in the EMPLOYER'S TAB-Benefits Enrollment and Forms. Where is it?









Katherine Chavez

- New Hire Resources and Support
 - Program Guide Update
- Open/Switch Enrollment Dates
- Annual Salary Workbook Data for 1/1/2023





Closing Remarks





Open Forum ROUNDTABLE

QUESTIONS

Discussions



SUBBESTIONS

WEAS





Mood Check

Which of these Dessert's look good to you right about now?

__1 __3 __4 __5 __6 __7 __8







Thank you for Attending and Participating!

Certificates of Training will be e-mailed

