



**YOUR HEALTH PLAN IS CHANGING!
PLEASE READ AND KEEP THIS LETTER.**

[Name]
[Address]
[Address]

Dear Subscriber:

Effective January 1, 2018, True Health New Mexico will become your health insurance carrier. What does this mean for you? Please read on for important details.

New Mexico Health Connections (NMHC) is dividing into two companies to better serve New Mexicans. Starting in January, **True Health New Mexico** will provide coverage to employer-sponsored health plans, while NMHC will continue to provide coverage to New Mexicans who purchase individual health plans. **Since you have health insurance through an employer-sponsored plan, your coverage (and the coverage for any family members on your current plan) will be provided by True Health New Mexico beginning in 2018.**

Even though your coverage will be provided by a health plan with a different name, we want to assure you that **the same great network of physicians and hospitals – and the 80+ Albuquerque-based employees who have been serving you – will continue to support both True Health New Mexico and NMHC.** If you have any questions about this transition, please call 1-844-508-4677. This is a temporary number that will be available through January 15 to answer your questions.

You will receive a new ID card – here’s what you need to know

- After January 1, be on the lookout for an envelope in the mail that says, “Important Health Plan Information.” This will contain your new True Health New Mexico ID card.
- Your True Health New Mexico ID card will have a new group number. Your subscriber ID number will stay the same.
- You will need your True Health New Mexico ID card to access healthcare services and get your prescriptions filled.
- Your NMHC ID card will no longer be valid as of January 1. However, after January 1, if you need to access services or have prescriptions filled, but you haven’t received your new ID card, please present your current (NMHC) ID card to your provider or pharmacist. Ask them to call Customer Service on the back of your NMHC ID card, Monday-Friday, 8:00 a.m.-5:00 p.m., to verify your eligibility and benefits.

What will not change in the transition to True Health New Mexico

- Your health plan benefits and coverage.
- Health plan phone numbers, including Customer Service.
- Health plan personnel and executive leadership team.
- Our network of participating providers and pharmacies.
- Our disease management, case management, and transition of care programs for members.

Language Access Services:

TTY: 711.

Español: Atención: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-769-6642 (TTY: 711).

What will change on January 1, 2018

- Your pharmacy benefits will be managed by True Health New Mexico Pharmacy Services, administered by **CVS Caremark™**. CVS Caremark has a broad network of participating pharmacies to choose from, including CVS, Walgreens, Walmart, and many independent pharmacies.
- CVS Caremark Mail Service will provide mail-order home delivery. CVS Specialty will manage your specialty medication needs.
- Beginning December 18, you may search for an in-network pharmacy and review the True Health New Mexico formulary (list of covered medications) at truehealthnewmexico.com/Formulary.aspx. You will also find important pharmacy phone numbers and information on this site.
- There will be two different formularies for True Health New Mexico members: one for members of large employer groups and one for members of off-exchange small employer groups. Your ID card will tell you whether you have large-group or small-group coverage.
- We will have a new website and member portal for True Health New Mexico members: **truehealthnewmexico.com**. The website will be available on December 18. The member portal will be available on January 1.
- All New Mexico Health Connections employees will transition to True Health New Mexico.

Key pharmacy information for January 1, 2018

MAIL-ORDER:

- If you have a valid refill at an OptumRx mail-order pharmacy as of December 31, 2017, please work with your pharmacist at that pharmacy to transfer your prescription to CVS Caremark. **Please note that CVS Caremark will not have access to your mail-service refill information until January 1, 2018.**
- To avoid any delay in obtaining your medication(s), we suggest you do the following:
 - Ask your doctor to write a new prescription for up to a 90-day supply, including any refills. Take your prescription to any participating retail pharmacy or send your prescription **after January 1, 2018** to CVS Caremark at this address: P.O. Box 94467, Palatine, IL 60094-4467.
 - **You may also obtain a prescription to fill at your local participating pharmacy if you need your medication sooner.** If you have any questions about your medication transfer, please call CVS Caremark Customer Care toll-free at 1-866-341-8561 **on or after January 1, 2018.**

SPECIALTY:

- If you have a valid refill at BrivoRx as of December 31, please work with your pharmacist at BrivoRx to transfer your remaining refills to CVS Specialty on or after January 1, 2018. **Please remember that CVS Specialty will not have access to your specialty refill information until January 1, 2018.** To avoid any delay in obtaining your medication(s), please ask your doctor to send your specialty prescription order to CVS Specialty in one of the following ways:
 - Fax your specialty prescription(s) to 1-800-323-2445.
 - e-Prescribe your specialty prescription(s) to CVS Specialty.
 - Call your specialty prescription(s) to CVS Specialty at 1-800-237-2767.

True Health New Mexico is excited to be your new health insurance provider. If you have any questions about this transition, please call 1-844-508-4677. This is a temporary number that will be available through January 15 to answer your questions.

To your health,

New Mexico Health Connections