

Please share this newsletter with all healthcare providers and administrative staff in your office.

Change brings great opportunity

There will soon be a new health plan in town. And while our news may pass only briefly through your consciousness before you move on to the next patient in a busy practice or hospital setting, it is worth a pause in your day to examine.

The new plan is **True Health New Mexico**. It will provide coverage primarily for employer groups, with the intention to expand to the Medicare Advantage market in 2019. True Health New Mexico is being built by the same team of physicians and healthcare executives who built NMHC and brought competition and meaningful health management approaches to the state starting in 2012. The same vision of empowering providers – who are at the center of the healthcare ecosystem in the management of both the health risk and the financial risk of the populations we serve – is also at the heart of True Health New Mexico, and its parent company, Evolent Health, with whom NMHC has been working closely for years. NMHC, its individual and exchange members, and its network providers will continue to

be served by the leaders and staff it has had since its inception through a tight partnership with True Health New Mexico.

The legal structure of the new deal is complex, but the bottom line is clear. When clinicians and physician leaders across the state ask me, “What do you think of this change?” I unequivocally respond: “What a great opportunity to receive financial resources for New Mexico from a well-aligned partner-in-care to meet the challenging healthcare needs of our communities.”

We welcome True Health New Mexico to the scene beginning January 1, 2018. This newsletter contains important information that you and your staff will need to help make the transition smooth for your patients who are NMHC members, so please read it carefully.

Mark Epstein, MD, MBA
Chief Medical Officer

We are switching to an electronic newsletter

As you read in Dr. Epstein’s address, we are launching a new health plan, **True Health New Mexico**, on January 1, 2018 for employer-sponsored plans. NMHC will continue to serve its individual health plan members. Because the two health plans are separate legal entities, you will receive one provider newsletter from NMHC and one from True Health New Mexico. The publications will contain some of the same information, but other information, such as pharmacy updates, will be unique.

Another change coming in 2018: electronic newsletters! Sign up for the electronic newsletters by sending an email to provider.newsletter@truehealthnewmexico.com, starting January 1. The first editions of our provider e-newsletters will come from this email address. We will continue to post the newsletters on mynmhc.org/provider-resources.aspx and on our new website (available December 18, 2017): truehealthnewmexico.com/provider-resources.aspx.

We strive to provide you with useful, timely information that helps you care for your patients – our members – more effectively and efficiently. If you have suggestions for the newsletter or questions about True Health New Mexico, please contact your Provider Services representative.

Important 2018 pharmacy program changes

January brings many important changes to NMHC. Here's what you need to know.

1. NMHC has signed an expanded partnership with Evolent Health, a national company that provides value-based services to health systems and physician organizations. Evolent currently provides claims and customer service support for NMHC.
2. NMHC and Evolent will form a new health plan, **True Health New Mexico**, which will assume NMHC's large-group and most of its small-group members. NMHC will continue to serve its individual plan and on-exchange group members.
3. Members of both plans will continue to receive the coverage and services that they have in the past.
4. All NMHC staff will transition to True Health New Mexico and will provide administrative services for NMHC.
5. Pending regulatory approvals, these changes will take effect on January 1, 2018.
6. This is great news for both NMHC and New Mexicans. Evolent Health brings important infrastructure and stability to augment NMHC's services.

Multiple pharmacy program changes will result from this new structure. We have outlined these changes below. **Please study this reference guide and keep it handy. All changes are effective January 1, 2018.**

PHARMACY BENEFIT MANAGER (PBM)	
<p>New Mexico Health Connections Members</p> <ul style="list-style-type: none"> • Individual plan members will continue to receive services from OptumRx® as their PBM. • NMHC ID cards: OptumRx 	<p>True Health New Mexico Members</p> <ul style="list-style-type: none"> • Large groups and most small employer groups will use True Health New Mexico Pharmacy Services as their PBM, administered by CVS/caremark™. • True Health New Mexico ID cards: CVS/caremark
PHARMACY PROGRAMS	
<p>New Mexico Health Connections Members ONLY</p> <p>NMHC members will be subject to a new OptumRx Opioid Risk Management program, which will:</p> <ul style="list-style-type: none"> • limit new prescriptions for members who are new to opioid therapy to only a seven-day supply, with an allowance for up to two seven-day supplies within a 60-day period; and • add other restrictions on opioid use, including placing a maximum dose of opioids that members may receive and requiring that 90 percent of a prescription be used before any refill. <p>Opioid resources, including PA criteria for short-acting opioids: mynmhc.org/Formulary.aspx</p> <p>CDC opioid prescribing guidelines: cdc.gov/drugoverdose/prescribing/providers.html</p> <p>This program does NOT apply to:</p> <ul style="list-style-type: none"> • True Health New Mexico members, whose pharmacy benefits are administered by CVS/caremark. • IBAC (Albuquerque Public Schools, New Mexico Public School Insurance Authority, New Mexico Retiree Healthcare Authority) members, who have Express Scripts® as their PBM. 	
<p>BOTH New Mexico Health Connections AND True Health New Mexico Members</p> <ol style="list-style-type: none"> 1. New Mexico Health Connections members AND True Health New Mexico members may be able to receive certain infused medications in their homes or at free-standing infusion sites at a lower member cost-share. Drugs included in this program are: Remicade®, Rituxan®, IVIG, and Orenicia® IV. BriovaRx® Infusion Services, the preferred infusion partner for this initiative, will help providers with a site-of-service transition when appropriate. 2. For 2018, some drugs have been removed from the zero-dollar generics list, including: <ul style="list-style-type: none"> • Fluoxetine 20 and 40mg tablets • Lamotrigine SR 24-hr 25mg, 50mg, 100mg, 200mg, 250mg, and 300mg tablets • Venlafaxine SR 24-hr 37.5mg, 75mg, and 150mg tablets <p>Both New Mexico Health Connections and True Health New Mexico members will continue to have access to these products, but will pay at the generic copay level (instead of the zero-dollar cost-share).</p>	
PHARMACY PRIOR AUTHORIZATIONS (PA)	
<p>New Mexico Health Connections Members</p> <p>PAs will continue to be processed by OptumRx.</p> <ul style="list-style-type: none"> • OptumRx Customer/Provider Services (verbal PA requests/questions): 1-855-577-6550 • OptumRx PA fax: 1-866-511-2202 	<p>True Health New Mexico Members</p> <p>PAs will be processed by True Health New Mexico.</p> <ul style="list-style-type: none"> • True Health New Mexico Pharmacy Customer Service: 1-866-341-8561 • True Health New Mexico Pharmacy Provider Services: 1-866-823-1606 • True Health New Mexico PA fax: 1-866-718-7938

PHARMACY NETWORK	
<p>BOTH New Mexico Health Connections members AND True Health New Mexico members will continue to be able to use a broad New Mexico pharmacy network, as well as a national pharmacy network. The network includes national chains such as Albertsons, CVS, Walgreens, Walmart, and regional chains and independent pharmacies.</p>	
FORMULARIES	
<p>New Mexico Health Connections Members Will use an OptumRx Essential Health Benefits Formulary, accessible at mynmhc.org/Formulary.aspx.</p>	<p>True Health New Mexico Members Will use True Health New Mexico formularies provided by CVS/caremark.</p> <ul style="list-style-type: none"> • There will be two formularies: one for large-group members and one for small-group off-exchange members. • The formulary for large-group members is a “commercial” formulary. • The formulary for small group off-exchange members provides Essential Health Benefits as required by the Centers for Medicare & Medicaid Services for any small group plans. • Accessible at truehealthnewmexico.com/Formulary.aspx on December 18.
MAIL-ORDER PHARMACY	
<p>New Mexico Health Connections Members on Individual Plans Will NOT have access to mail-order pharmacy. Members on small group on-exchange plans will continue to have access to mail-order/home delivery via OptumRx Home Delivery, 1-800-763-0044.</p>	<p>True Health New Mexico Members WILL have access to mail-order via CVS/caremark Mail Service, 1-866-341-8561.</p>
SPECIALTY PHARMACY	
<p>New Mexico Health Connections Members BriovaRx Specialty Pharmacy, 1-800-850-9122</p>	<p>True Health New Mexico Members CVS Specialty Pharmacy, 1-800-237-2767</p>
MEMBER ID CARDS	
<p>BOTH New Mexico Health Connections members AND True Health New Mexico members will receive new ID cards for 2018. ID cards will indicate which PBM the member will use.</p>	

Hepatitis C coverage update

On August 3, 2017, the FDA approved Mavyret™ (glecaprevir/pibrentasvir) for treatment of adults with chronic hepatitis C virus genotypes 1-6, without cirrhosis or with mild cirrhosis. Mavyret may be used in patients with moderate-to-severe kidney disease and those who are on dialysis, and for re-treatment of select adult patients with genotype 1 infection. Mavyret is the first agent approved for an eight-week treatment course in patients who are treatment-naïve genotypes 1-6 without cirrhosis.

Look for our medical records requests

It's Healthcare Effectiveness Data and Information Set (HEDIS®) and RISK Adjustment Project season, which means that soon we will request medical records from you for our members. Both projects are required and audited by either the Centers for Medicare & Medicaid Services or the National Committee for Quality Assurance. Records for these projects typically are collected from January to May. We want to make the process as easy as possible for you.

On January 1, 2018, Mavyret will become a **preferred specialty product** for NMHC members. Its use will continue to require prior authorization and will continue to be supplied by BriovaRx® Specialty Pharmacy.

For True Health New Mexico members, preferred hepatitis C products will include Harvoni®, Epclusa®, Vosevi®, and Mavyret. Use of these products will require prior authorization. If approved, the medication will be supplied by CVS Specialty Pharmacy.

- We will fax you an official request for medical records. Please make every effort to provide the records as soon as possible so we don't have to contact you more than once.
- For those offices that allow us to retrieve records on-site, we will contact you for an appointment.
- Call Megan Chavez, **(505) 300-4284**, or Carolyn Pargas, **(505) 200-0417**, at NMHC if you have questions. We look forward to working with you.

Have you seen our new provider directory?

NMHC recently partnered with a company called Healthx[®] to update and improve our member portal. An additional benefit of this upgrade was to introduce a more nimble, user-friendly provider directory. Healthx is the healthcare industry's leading digital engagement platform for connecting payers, providers, and consumers. We are excited to give both our members and you a better look at our network of more than 9,000 providers.

Finding coding resources

The highly technical and always-changing nature of coding can challenge even the most experienced office staff. The American Medical Association (AMA) has a number of resources to help accurately bill procedures and services with Current Procedural Terminology (CPT[®]) and Healthcare Common Procedure Coding System (HCPCS) codes.

Please remember that our dedicated Customer Service representatives are not coding or billing experts, so do not rely on them to advise you on how to bill correct codes. Visit the AMA website for help: ama-assn.org/practice-management/find-coding-resources.

NMHC Provider Relations staff directory

Note: The general Provider Relations fax number is 1-888-282-3483.

Name	Title	Phone	Fax	Email
Jeane Fowkes	Provider Relations Specialist	(505) 200-0416	1-866-311-7044	jeane.fowkes@mynmhc.org
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Amy Riddle	Credentialing Specialist	(505) 404-1208	1-800-947-8701	amy.riddle@mynmhc.org
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