

A woman with dark hair, wearing a black long-sleeved top and black pants, is sitting on a black metal stool. She is smiling broadly, looking upwards and to the right. The room has a large window with a grid pattern in the background, and a bright yellow wall to the left. The floor is light-colored. The text is overlaid on the yellow wall and the woman's legs.

NEW MEXICO PUBLIC SCHOOLS INSURANCE AUTHORITY

New Mexico Health Connections
Open Enrollment Presentation

WHO WE ARE

- Affordable Care Act (ACA) – Section 1322
- Consumer Operated and Oriented Health Plan (CO-OP)
 - Founded by a group of New Mexicans who wanted to have more options for healthcare coverage in New Mexico
 - Established as a non-profit that is directed by its members
 - Members can be nominated to serve on our board
- New Mexico's only non-profit health plan
- February 2013: Licensed as Certified Qualified Health Plan by NM Office of the Superintendent of Insurance
- Significant growth year over year

WHY CHOOSE NMHC

- New low-cost option for NMPSIA
- Cost-effective care for you and your family
- Lower premiums, lower copayments, lower out-of-pocket costs
- Comprehensive statewide provider network
- Programs to help you stay as healthy as possible
- Dedicated local customer service
- Built by New Mexicans for New Mexicans
 - We understand the unique healthcare needs of our state.



HMO PLAN DESIGN AND PRICE

- In-Network Care
- Low-cost premiums in comparison to the High-Option Plan administered by BCBSNM
 - 10% less
- Lower out-of-pocket costs in comparison to the High-Option Plans administered by Presbyterian and BCBSNM
 - Deductible \$250 less for Individual
 - Calendar Year Out-of-Pocket Maximum \$500 less for Individual
 - Office Visit copayments
 - \$5 less for primary care, specialty care (including mental health, therapy, acupuncture, and chiropractic)
 - Other Services copayments
 - \$5 less for Urgent Care
 - \$5 less for X-Ray and other basic diagnostic tests
 - Up to \$100 less for MRI, MRA, CT Scan, Pet Scan)
 - Visit nmpsia.com for details



PROVIDER NETWORK

- We have over 7,750 providers in our statewide network including El Paso and Lubbock, TX
 - Central NM:
 - CHRISTUS St. Vincent in Santa Fe
 - Lovelace facilities in Albuquerque
 - New Mexico Heart Hospital
 - Most of the large groups in Albuquerque, including ABQ Health Partners, Lovelace Medical Group
 - UNM providers and facilities

PROVIDER NETWORK – KEY AREAS

- Las Cruces
 - Includes Mountain View Hospital
 - Excludes Memorial Hospital
- Farmington
 - Includes San Juan Regional Medical Center and the majority of physicians
 - Excludes Piñon Family practice and Aztec Family Practice
- Taos
 - Includes Holy Cross Hospital, El Centro Family Practice
 - Excludes physician groups owned by Holy Cross Hospital
- Los Alamos
 - Excludes Los Alamos Medical Center

TRANSITION OF CARE

- Allows you to continue receiving care from a non-participating provider if you have been receiving an ongoing course of active treatment at the time of your NMHC enrollment
 - Transition of Care guide for members online
 - Examples: Transplant, high-risk pregnancy, recent major surgery, newly diagnosed/relapsed cancer, acute/unstable conditions



CARE MANAGEMENT/ASSISTANCE

- Taking charge of your health
 - Active partner in helping you navigate the healthcare system so that you can receive the most appropriate health care services at the right time, in the right setting, for as long as you need it.
 - Working with members and their caregivers and family members to listen to and help educate them.



DISEASE MANAGEMENT

- People who need particular supporting managing chronic conditions, e.g., helping you control your condition to avoid complications and emergency room care, reduce the severity of your symptoms, and help you set up care plans.
- Care management programs are voluntary and are provided at no cost to the member or family. You have the option to quit the program(s) at any time; however, these programs are designed to help you be as healthy as possible.



ADDED SERVICES

- 24-hour nurse advice line – NMHC Care Connect Line, 1-844-308-2552
- Labor of Love program – free pregnancy perks for moms-to-be
- Resources for new members at mynmhc.org/new-members.aspx
- Staying Healthy section of website – support groups, community resources, preventive screenings, and more at mynmhc.org/staying-healthy.aspx
- A.D.A.M. – multimedia online health resource
- *Recursos en español* – mynmhc.org/espanol/





A.D.A.M.: A COMPREHENSIVE HEALTH RESOURCE

- Education on illnesses, injuries, and how the body works
- Multimedia health encyclopedia of credible, evidence-based resources in English and Spanish
- Symptom navigator with interactive avatar by gender and age
- Explanations of medical tests and procedures
- “Find an NMHC Doc”: While searching for information on a symptom, A.D.A.M. will pull up an NMHC provider who practices that area of medicine
- mynmhc.org/adam



A.D.A.M.

Select
Body
Part

Find a
Doctor

Health Navigator



Rotate

Male Female

Chest

Symptoms Diseases Show All
 Injuries Tests
 Self Care Surgeries

Results

Alphabetical Most Popular

Unconsciousness - first aid	Injury
Hyperventilation	Symptom
Allergic reactions	Injury
Coughing up blood	Symptom
➤ Burns	Injury
CPR	Injury
Hiccups	Symptom
Heart attack first aid	Injury

Find A Doctor

Emergency Medicine
 Dermatology
 General Practice

Distance In Miles:

Location: (City, State or Zip)

Burns

There are three levels of burns: First-degree burns affect only the outer layer of the skin. They cause pain, redness, and swelling. Second-degree (partial thickness) burns affect both the outer and underlying layer of skin. They cause pain, redness, swelling, and blistering. Third-degree (full thickness) burns extend into deeper tissues. They...



Minor burn - first a...



Third degree burn



Second degree burn

Need Help Finding A Topic?

Millenium Hospital

The Millennium Hospital Respiratory Center is recognized as one of the top institutions for respiratory care.

- Respiratory Team
- Respiratory Center - Adults
- Respiratory Center - Children

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Results

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DEDICATED, LOCAL CUSTOMER SERVICE

- Customer Service Department located in NMHC headquarters
- Dedicated only to NMPSIA, RHCA and APS
- NMPSIA customer service contact information:
 - 1-877-210-8213
 - nmpsia@mynmhc.org
- Hours of operation: Monday-Friday, 8 a.m. to 5 p.m.
- Bilingual
- TTY services: 1-800-659-8331





REFRESHINGLY DIFFERENT HEALTH INSURANCE.