

**STATE OF NEW MEXICO**  
**OFFICE OF SUPERINTENDENT OF INSURANCE**

**SUPERINTENDENT**

Russell Toal



**DEPUTY SUPERINTENDENT**

Robert E. Doucette, Jr.

December 7, 2020

To New Mexico Health Connections Providers:

The New Mexico Office of Superintendent of Insurance (“OSI”) has been actively involved in efforts to facilitate a soft closure of the New Mexico Health Connections (“NMHC”) health plan on December 31, 2020. OSI’s primary objectives have been to ensure that NMHC members continue to have health care coverage and that the providers of covered services and supplies are paid. OSI also has worked to ensure that NMHC members transfer into new health plans for 2021.

Because of the COVID-19 public health emergency, 2020 has been a challenging year for all health care providers and consumers, and has been especially challenging for NMHC. Numerous adverse events caused NMHC to experience a material and unanticipated misalignment of costs to revenues. As a result, provider payments have been delayed.

OSI and NMHC are working diligently on issuing payments. We apologize for the delay in getting you paid, as we understand and regret that this has likely caused some hardship. Our plan this month is simple: to make claim payments as quickly as funding is available. A check run was made this past week and we will be doing another this week, and we will continue to do so as long as there are sufficient funds available.

In the spirit of full disclosure, we **cannot** provide guaranty that NMHC will have sufficient funds to pay all outstanding claims. We do not have authority to pay outstanding claims or provide funding assistance to NMHC. Rather, our role is monitor the payments very carefully and do everything within our power to direct all available assets to satisfy claim obligations. At some point we may have to assign priority of payment to those who we believe may be most at risk from a failure to receive payment. If we determine that there are insufficient funds or assets to pay all outstanding claims, NMHC will be placed in receivership, at which point the receiver will be responsible for distributing NMHC’s remaining assets according to statutory priorities. If funds remain available to pay claims submitted after December 31, and receivership is avoided or delayed, runout administration limitations will also likely result in delayed payments.

Despite these financial challenges, providers are reminded that patients are not responsible, and cannot be billed, for payment obligations of NMHC even if NMHC has not paid your bill. NMHC members remain protected under the Surprise Billing Act. To minimize the potential of an unpaid bill, you should consider

Main Office: 1120 Paseo de Peralta, Room 428, Santa Fe, NM 87501  
Satellite Office: 6200 Uptown Blvd NE, Suite 100, Albuquerque, NM 87110  
Main Phone: (505) 827-4601 | Satellite Phone: (505) 322-2186 | Toll Free: (855) 4 - ASK - OSI  
[www.osi.state.nm.us](http://www.osi.state.nm.us)

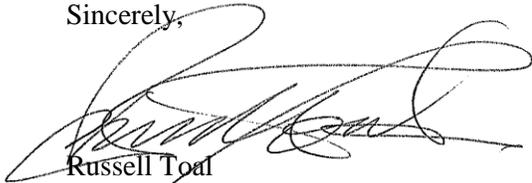
postponing scheduled services for NMHC members to January if that will not cause your patient financial hardship, physical distress, or impaired health.

To help OSI and NMHC maximize fund availability, certain NMHC's contracted providers have agreed to accept less than the full amount due on their claims. We greatly appreciate these concessions, and encourage any provider who is in a position to compromise a receivable to contact Ms. Lea Geckler of this office at [Leatrice.Geckler@state.nm.us](mailto:Leatrice.Geckler@state.nm.us).

OSI will keep you apprised of the payment situation. To that end, OSI has established a NMHC Updates newsletter. OSI will use the newsletter to post periodic updates concerning the status of funding, payments and other NMHC issues of general importance. You can subscribe to the newsletter here: <https://newsletter.osi.state.nm.us/>

Thank you for all you do for the citizens of New Mexico.

Sincerely,

A handwritten signature in black ink, appearing to read "Russell Toal", written over a light gray rectangular background.

Russell Toal  
Superintendent of Insurance