



Dear New Mexico Health Connections Member,

Re: Important Changes

We are writing to let you know of important changes in the health plan services currently being provided by New Mexico Health Connections.

Beginning January 1st, 2020, New Mexico Health Connections will have a new third- party administrator (TPA), Friday Health Plans Management Services Company, Inc, who will be providing care management services, customer services, and member billing services. Our current TPA True Health New Mexico and its parent company Evolent Health will no longer provide care management services, customer serves and member billing services to members of New Mexico Health Connections for 2020 Plan year. True Health New Mexico and Evolent Health will continue to provide administrative services for New Mexico Health Connections only for those members who have 2019 coverage.

If you have any questions or concerns about these changes, please feel free to call us at 1.866.668.9002.

Sincerely,

New Mexico Health Connections

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