



NMHC Provider Connection

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Please forward this newsletter to all office staff

We at NMHC work to make this newsletter useful to providers and their front- and back-office staff. Please take a moment to forward this email to anyone in your office who would benefit from reading it.

Find the newsletter on our website

After we email every newsletter, we post it on the [Provider Forms & Other Resources page](#) (scroll down to the *Provider Newsletter* section). You can find current and back issues there.

New TPA for New Mexico Health Connections starting January 1

Effective January 1, 2020, NMHC will end its Managed Services Agreement with True Health New Mexico. NMHC also will have a new third-party administrator (TPA): Friday Health Plans, based in Colorado, beginning January 1.

Here's what these changes mean:

- NMHC members will no longer be able to utilize the True Health New Mexico provider network as of January 1.
- True Health New Mexico will continue to provide medical management services, billing services, and customer service to NMHC members **through December 31**.
- True Health New Mexico will process NMHC's 2019 claims through June 30, 2020. **Please submit your 2019 NMHC claims as soon as possible, as True Health New Mexico will not process these claims after June 30.**
- Please visit mynmhc.org or call NMHC Customer Service at 1-866-668-9002 if you have any questions about NMHC's new TPA.

True Health New Mexico's focus on optimal health continues

In 2020, True Health New Mexico will begin serving individual and family plan members as well as federal employees. All True Health New Mexico health plan members will receive the same excellent coverage, services, and programs that we have been providing for the past two years to our small and large group members.

Remember that True Health New Mexico's customer service phone number changed on November 1 to 1-844-508-4677.

If you have any questions about the information in this article, please contact your True Health New Mexico provider services representative.

IMPORTANT: New prior authorization form goes into effect January 1 for both medical and pharmacy requests

The New Mexico Office of the Superintendent of Insurance has mandated use of a new, consolidated prior authorization (PA) form **for both pharmacy benefit requests and medical benefit requests.**

Please follow the instructions on the form and fax to the appropriate location, as there are different fax numbers for pharmacy and medical.

Use of the new PA form is required as of January 1, 2020, and other versions will not be accepted.

The new form will be posted to the [Provider Forms and Other Resources page](#) of our website and available for download on January 1, 2020.

Ask Me 3[®] can help your patients empower themselves

Ask Me 3 is an educational program that encourages patients and families to ask their providers three specific questions to better understand their health conditions and what they need to do to stay healthy.

1. What is my main problem?
2. What do I need to do?
3. Why is it important for me to do this?



Ask Me 3 was designed by health literacy experts to help patients become more active members of their health care team and provide a critical platform to improve communications between patients, families, and health care professionals.

We encourage our providers to download, print, and post these posters, available in [English](#) and in [Spanish](#), in their waiting rooms and exam rooms. You can find additional Ask Me 3 resources on the [Institute for Healthcare Improvement website](#).

Find our most recent fax blasts, back issues of our provider newsletter, and useful writable PDF forms on our [Provider Forms & Other Resources page](#).

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