

Note: We will update this tool continuously as 2019 individual plan information and forms become available.

NMHC Producer Portal

- Online quote and enroll tool for individual policies OFF-Exchange
- OFF-Exchange member information

NMHC Customer Service: 1-855-769-6642, Monday through Friday, 8:00 a.m. to 5:00 p.m.

- ID cards; changes to member demographics; claims, premium, and EOB inquiries
- Utilization Management Department for prior authorizations
- Provider eligibility and claims information

[New Mexico coverage area zip code/Metropolitan Statistical Area list](#)

2018 [Individual Plan Application Form](#)

2018 [Individual Plan Change Form](#)

[Find-a-Provider page](#) (online provider search tool; lists of urgent-care/walk-in clinics, lab/pathology services, radiology, and more)

Individual Plan Documents page

- Member applicant portal link
- Summaries of Plan Benefits and Coverage (SBCs) for on- and off-Exchange plans
 - Scroll down the page to find the SBC link for the specific plan you need.
- Rate booklets for all MSAs
- Evidence of Coverage documents (member handbooks)
 - Health Insurance Marketplace (On-Exchange):
 - [Individual Catastrophic HMO Plans](#)
 - [Individual HDHP HMO Plans](#)
 - [Individual HMO Plans](#)
 - Non-Marketplace (Off-Exchange):
 - [Individual Catastrophic HMO Plans](#)
 - [Individual HDHP HMO Plans](#)
 - [Individual HMO Plan](#)








Prescription information

- [Formulary \(list of covered drugs\), list of \\$0 copay medications](#)
- [OptumRx® \(NMHC's pharmacy benefits manager\) member portal](#)
- [Demonstration of how OptumRx mobile app works](#)
- [List of in-network pharmacies](#)
- [OptumRx Home Delivery Form](#)

Prescription information for NMHC members without ID cards yet:

- RX BIN: 610011
- RX PCN: IRX
- Rx group number: NMCHC
- OptumRx Customer Service: 1-855-577-6550

2019 Drug Tiers:

Cost	Drug Tier	Includes
	Tier CM (oral chemotherapy)	Oral chemotherapy drugs are covered by your health plan on a basis no less favorable than chemotherapy drugs administered intravenously (IV) or injected.
	Tier LC (lower-cost generics)	Lower-cost generic drugs with the same active ingredient as the brand name versions. Your cost-share amount will be the same for both Tier LC and Tier 1 drugs. Refer to the “generic drugs” section of your Summary of Benefits and Coverage for your plan’s cost-share amount.
	Tier 1 (generics)	Generic drugs with the same active ingredient as the brand name versions, but at a lower cost. Refer to the “generic drugs” section of your Summary of Benefits and Coverage for your plan’s cost-share amount.
	Tier 2 (preferred drugs)	Preferred brand-name drugs that will generally have lower copayments than non-preferred brand-name drugs. Refer to the “preferred-brand drugs” section of your Summary of Benefits and Coverage for your plan’s cost-share amount.
	Tier 3 (non-preferred drugs)	Non-preferred drugs generally have higher copayments than preferred brand-name drugs. Refer to the “non-preferred brand drugs” section of your Summary of Benefits and Coverage for your plan’s cost-share amount.
	Tier 4 (preferred specialty drugs)	Generic specialty and preferred-brand specialty drugs are generally next highest in copayment and cost. These drugs are sometimes used to treat complex and chronic conditions and may require special monitoring or handling. Refer to the “preferred specialty drugs” section of your Summary of Benefits and Coverage for your plan’s cost-share amount.
	Tier 5 (non-preferred specialty drugs)	Non-preferred specialty drugs are generally highest in copayment and cost. These drugs are sometimes used to treat complex and chronic conditions and may require special monitoring and handling. Refer to the “non-preferred specialty drugs” section of your Summary of Benefits and Coverage for your plan’s cost-share amount.

2019 programs and limits:

M	Authorized generic or co-branded product.
PV	Preventive drugs: May have coverage and no co-payments when health care reform requirements are met.
PA	Prior Authorization: Your doctor is required to provide additional information to determine coverage.
PV*	Preventive Drugs: Available at \$0 if prior authorization is approved.
QL	Quantity Limit: Medication may be limited to a certain quantity.
ST	Step Therapy: Trial of lower cost medication(s) is required before a higher-cost medication can be covered.

2019 drug tier definitions:

To promote ease of use, drug tier definitions are posted at the top of each page of the formulary body.

CM Tier: oral chemotherapy.
LC Tier: low-cost generics.

Tier 1: generics. Tier 2: preferred brand.
Tier 3: non-preferred generic/brand.

Tier 4: preferred specialty.
Tier 5: non-preferred specialty.

Paper claims mailing address:

New Mexico Health Connections
P.O. Box 211468
Eagan, MN 55121

Appeal and grievance information

Mailing address:

New Mexico Health Connections
Attention: Appeal & Grievance Department
P.O. Box 36719
Albuquerque, NM 87176

Fax: 1-800-747-9132, attention: Appeal & Grievance Department

Member appeal and grievance email: NMHC-Member-A-and-G@mynmhc.org

Provider appeal and grievance email: NMHC-Provider-A-and-G@mynmhc.org

General health plan information

- beWellnm/NM Health Insurance Exchange (NMHIX): (505) 314-5200, 1-855-996-6449, or www.bewellnm.com
- Walk-in office: 6403 Menaul Blvd. NE, Albuquerque 87110
- NM HIX main office: 7601 Jefferson St. NE, Suite 160, Albuquerque 87109
- For other NM locations, visit <http://bewellnm.com/Contact-Us>

Help for individuals purchasing insurance **on the federal Exchange (marketplace, healthcare.gov):**

1-800-318-2596 or www.healthcare.gov

- For password reset, access to an application, commissions or NPN with application
- Subsidy or income questions and enrollment

Medicare (over 65) help:

www.mymedicare.gov

1-800-633-4227

[New Mexico Aging & Long-Term Services Department](#)

2550 Cerrillos Road

Sante Fe, NM 87505

1-800-432-2080

Veterans' health care help:

[U.S. Department of Veterans Affairs](#)

1-877-222-VETS (8387)

Centennial Care (Medicaid) help:

www.hsd.state.nm.us/centennial_care.aspx

1-855-637-6574

Medicaid eligibility/benefits help for individuals who have a hard time affording health coverage:

[New Mexico Medicaid Program](#)

Human Services Department

P.O. Box 2348

Santa Fe, NM 87504-2348

(505) 827-3101 (Santa Fe)

1-888-997-2583

Children's Health Insurance Program help for children who may be eligible for assistance:

New Mexi-Kids

<https://www.hsd.state.nm.us/mad>

1-888-997-2583

Helpful hyperlinks

[New Mexico County Map](#)

[Centers for Disease Control and Prevention](#)

[American Cancer Society](#)

Breastcancer.org

[American Diabetes Association](#)

[American Heart Association](#)

[National Institute on Aging](#)

[U.S. Department of Health and Human Services – About the Affordable Care Act](#)