



Important 2018 Pharmacy Program Changes

January brings many important changes to NMHC. Here's what you need to know.

1. NMHC has signed an expanded partnership with Evolent Health, a national company that provides value-based services to health systems and physician organizations. Evolent currently provides claims and customer service support for NMHC.
2. NMHC and Evolent will form a new health plan, called **True Health New Mexico**, which will assume NMHC's large-group and most of its small-group members. NMHC will continue to serve its individual plan members.
3. Members of both plans will continue to receive the coverage and services that they have in the past.
4. All NMHC staff will transition to True Health New Mexico and provide administrative services for NMHC.
5. Pending regulatory approvals, these changes will take effect on January 1, 2018.
6. This is great news for both NMHC and New Mexicans. Evolent Health brings important infrastructure and stability to augment NMHC's services.

Multiple pharmacy program changes will result from this new structure. We have outlined these changes below. Please study this guide and keep it handy for reference.

All changes below are effective January 1, 2018.

Pharmacy Benefit Manager (PBM)	
<p>New Mexico Health Connections Members</p>  <ul style="list-style-type: none"> • Individual plan members will continue to receive services from OptumRx® as their PBM. • Members with NMHC insurance cards: OptumRx 	<p>True Health New Mexico Members</p>  <ul style="list-style-type: none"> • Large groups and most small employer groups will use True Health New Mexico Pharmacy Services, administered by CVS/caremark™. • Members with True Health New Mexico insurance cards: CVS/caremark
Pharmacy Programs	
<p>New Mexico Health Connections Members ONLY</p> <p>NMHC members will be subject to a new OptumRx Opioid Risk Management program, which will:</p> <ul style="list-style-type: none"> • limit new prescriptions for members who are new to opioid therapy to only a seven-day supply, with an allowance for up to two seven-day supplies within a 60-day period; and • add other restrictions on opioid use, including placing a maximum dose of opioids that members may receive and requiring that 90 percent of a prescription be used before any refill. <p>Opioid resources, including PA criteria for short-acting opioids: mynmhc.org/Formulary.aspx</p> <p>CDC opioid prescribing guidelines: cdc.gov/drugoverdose/prescribing/providers.html</p> <p>This program does NOT apply to:</p> <ul style="list-style-type: none"> • True Health New Mexico members, whose pharmacy benefits are administered by CVS/caremark. • IBAC (Albuquerque Public Schools, New Mexico Public School Insurance Authority, New Mexico Retiree Healthcare Authority) members, who have Express Scripts® as their PBM. 	

BOTH New Mexico Health Connections AND True Health New Mexico Members

1. **New Mexico Health Connections members AND True Health New Mexico members** may be able to receive certain infused medications in their homes or at free-standing infusion sites at a lower member cost-share. Drugs included in this program are: Remicade®, Rituxan®, IVIG, and Orenicia® IV. BriovaRx® Infusion Services, the preferred infusion partner for this initiative, will help providers with a site-of-service transition when appropriate.
2. For 2018, some drugs have been removed from the zero-dollar generics list, including:
 - Fluoxetine 20 and 40mg tablets
 - Lamotrigine SR 24-hr 25mg, 50mg, 100mg, 200mg, 250mg, and 300mg tablets
 - Venlafaxine SR 24-hr 37.5mg, 75mg, and 150mg tablets

Both **New Mexico Health Connections and True Health New Mexico** members will continue to have access to these products, but will pay at the generic copay level (instead of the zero-dollar cost-share).

Pharmacy Prior Authorizations (PA)

New Mexico Health Connections Members

PA will continue to be processed by OptumRx.

- OptumRx Customer/Provider Services (verbal PA requests/questions): **1-855-577-6550**
- OptumRx PA fax: **1-866-511-2202**

True Health New Mexico Members

PA will be processed by True Health New Mexico.

- True Health New Mexico Pharmacy Customer Service: **1-866-341-8561**
- True Health New Mexico Pharmacy Provider Services: **1-866-823-1606**
- True Health New Mexico PA fax: **1-866-718-7938**

Pharmacy Network

BOTH New Mexico Health Connections members AND True Health New Mexico members will continue to be able to use a broad New Mexico pharmacy network, as well as a national pharmacy network. The network includes national chains such as Albertsons, CVS, Walgreens, Walmart, and regional chains and independent pharmacies.

Formularies

New Mexico Health Connections Members

Will use an OptumRx Essential Health Benefits Formulary, accessible at mynmhc.org/Formulary.aspx.

True Health New Mexico Members

Will use True Health New Mexico formularies provided by CVS/caremark.

- There will be two different formularies: one for large-group members and one for small-group off-exchange members.
- The formulary for large-group members is a “commercial” formulary.
- The formulary for small group off-exchange members provides Essential Health Benefits as required by the Centers for Medicare & Medicaid Services for any small group plans.
- Accessible at truehealthnewmexico.com/Formulary.aspx on December 15.



Mail-Order Pharmacy	
<p>New Mexico Health Connections Members on Individual Plans Will NOT have access to mail-order pharmacy. Members on small group on-exchange plans will continue to have access to mail-order/home delivery via OptumRx Home Delivery, 1-800-763-0044.</p>	<p>True Health New Mexico Members WILL have access to mail-order via CVS/caremark Mail Service, 1-866-341-8561.</p>
Specialty Pharmacy	
<p>New Mexico Health Connections Members BrivoRx Specialty Pharmacy, 1-800-850-9122</p>	<p>True Health New Mexico Members CVS Specialty Pharmacy, 1-800-237-2767</p>
Member ID Cards	
<p>BOTH New Mexico Health Connections members AND True Health New Mexico members will receive new ID cards for 2018. ID cards will indicate which PBM the member will use.</p>	