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NEW MEXICO PUBLIC SCHOOLS INSURANCE AUTHORITY

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BOARD OF DIRECTORS

- NM School Boards Association
- NM Superintendents Association
- Public Education Commission
- NM School Administrators
- NM National Education Association
- American Federation of Teachers N.M.
- Governor Appointees
- Educational Institutions at Large

Date: November, 2024

Re: FLOODING EMERGENCY ORDER – CHAVEZ COUNTY

Dear NMPSIA Members,

In response to the Flooding Emergency Order for Chavez County issued by Governor Michelle Lujan Grisham on October 21, 2024, the New Mexico Superintendent of Insurance (OSI) has issued an Emergency Order on October 22, 2024 to assure affected individuals in this county continue to have access to needed health care services and are able to maintain their insurance coverage during this period of displacement and uncertainty. The Order covers Chavez County and remains in place **until the Emergency Order is renewed, modified, or rescinded by the Governor.**

Effective October 22, 2024, the Emergency Order requires health insurers to refill prescriptions early, cover out-of-network services, waive cost-sharing requirements, and cover replacements of essential medical supplies and equipment that had to be left behind or was damaged due to the flooding.

NMPSIA's contracted carriers will be providing the following support to members who have been displaced or need assistance in Chavez County. Members will be provided with the following support.

Medical Services

- Waive member cost sharing and deductibles for medically necessary services.
- Permit replacement of covered disposable medical supplies and durable medical equipment (DME) for the duration of this Order. Frequency limits are waived.
- Waive additional fees, charges, referrals, eligibility and prior authorization requirements for medically necessary services, whether emergent or not. This applies to benefits and services obtained from both in-network and out-of-network providers.
- Permit one hearing aid replacement during this active Order, waiving frequency limits.

Prescription Services

- Waive member early-refill time limits on active prescriptions and allow replacement of lost or damaged medication.

Dental Services

- Permit one replacement for dentures or other prosthodontic devices during this active Order, waiving frequency limits.

Vision Services

- Permit one eyeglass or contact lens replacement, waiving frequency limits.

To Request Support:

If you need of any of these services and/or are in need of assistance, please visit the following link: <https://nmpsia.com/flood-relief.html> also via the NMPSIA website: <https://nmpsia.com/> at the Natural Disaster Relief button to submit your request.

You will be asked to provide minimal information, agree, and attest to the terms. After your information is submitted you may be contacted by the NMPSIA Employee Benefits Plan Administrator (Erisa Administrative Services, Inc.) or a NMPSIA representative to verify eligibility. After eligibility is verified the request will be reported to the health carriers for processing.

Sincerely,

NMPSIA Benefits