



BlueCross BlueShield
of New Mexico

NMPSIA

Annual Switch Enrollment 2025



Why Blue Cross and Blue Shield of New Mexico?



**More Doctors
and Hospitals**



**Coverage
Everywhere You Go**



**Personalized
Customer Service**



**Health and
Wellness Programs**



**Tools and
Resources**



**Digital
Capabilities**

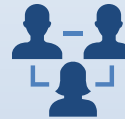


COMPREHENSIVE SUPPORT



Inpatient Management

- Inpatient
- Residential Treatment Center
- Partial Hospital Program



Specialty Management

- Risk Identification and Outreach
- Autism Response Team
- Eating Disorder Care Team



Case Management

- Condition Support
- Benefits Education
- Resource Connections
- Transition of Care



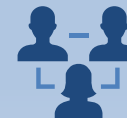
Call Center

- 24 / 7 / 365
- One Point of Contact
- **800-892-2803**



Outpatient Management

- Intensive Outpatient Services
 - ABA Decision Tool
- Routine Outpatient Services



Access

- BCBSNM Providers
- Virtual Visits
- 24/7 Nurseline
- Wellness Portal



Case Management

Connect with Us – Your Way

You can set the time you want your health advisor to call or send them messages in your Blue Access for Members account.

They can also email or text you helpful information. Any information you share with BCBSNM is confidential, as required by law.

If you get a call from Blue Cross and Blue Shield of New Mexico (BCBSNM), we're calling to help you take good care of your health!

Please answer or call us back. Your health plan includes support for you and your covered family members from nurses and other medical professionals called health advisors.* This extra help is at no added cost to you. Members can request **care management** by calling **800-325-8334**.

BCBSNM may call to help you:

- Get the care you need for serious illnesses or injuries
- Have a healthy pregnancy and baby
- If you have been in the hospital or have had a major surgery

Calls from health advisors are not sales calls. We may ask you for information, like your name, date of birth or home address, to make sure that we are talking to the right person.

If we miss you, we will leave a message with a number for you to call us back at your convenience. We're here for you!



*Health advisors do not replace the care of a doctor. You should talk to your doctor about any medical questions or concerns.

Blue Cross and Blue Shield of New Mexico, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association

481538.0621



24/7 Nurseline

Advice anytime. Advice isn't just needed from 9 to 5.

Round-the-clock health and wellness
advice from licensed nurses.

Plus, you can also listen to more than
1,200 AudioHealth Library topics

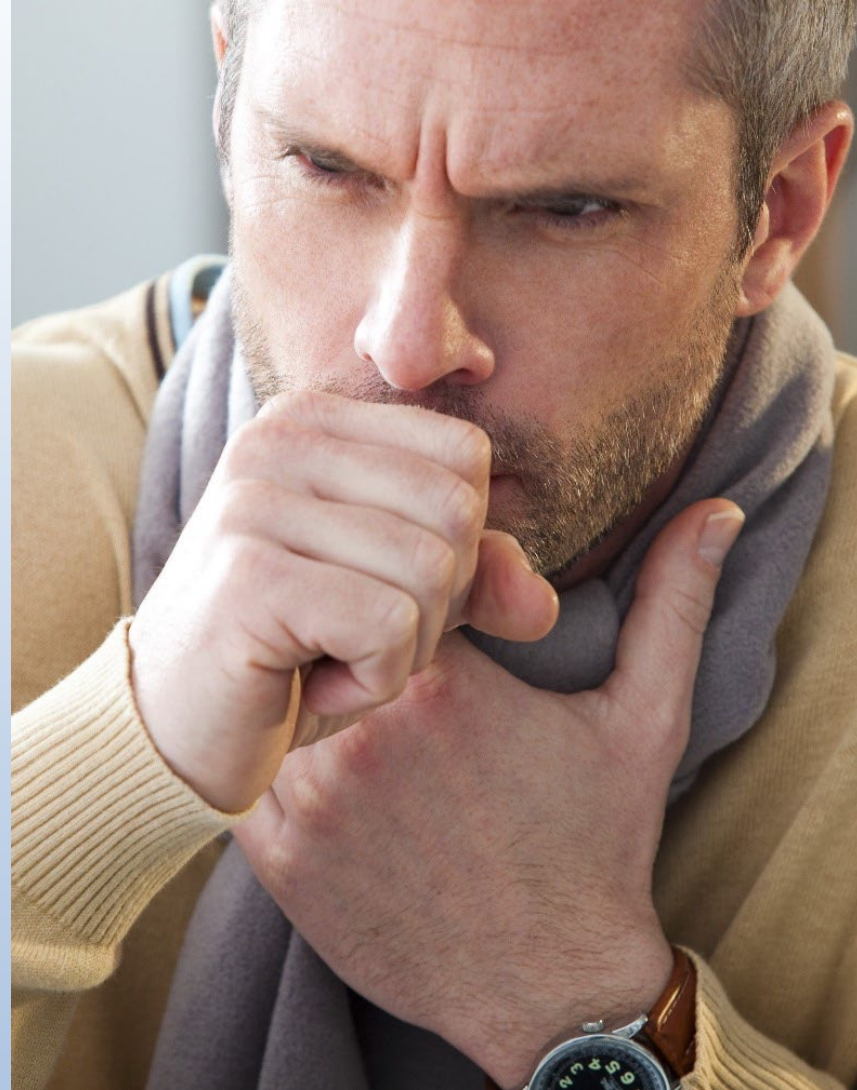
800-973-6329

Available in English and Spanish



Get Care When and Where You Need It With MDLIVE

- NO COST to members when they use MDLIVE
- Whether you're at home or traveling, access to an independently contracted, board-certified doctor is available 24/7
- You can speak to an MDLIVE doctor immediately or schedule an appointment for a time that works for you
- A virtual visit can also be a better alternative than going to the emergency room or an urgent care center
- Visiting a doctor virtually can help treat many non-emergency conditions



Virtual Visits may be limited by plan. For providers licensed in New Mexico and the District of Columbia, Urgent Care service is limited to interactive online video; Behavioral Health service requires video for the initial visit but may use video or audio for follow-up visits, based on the provider's clinical judgment. Behavioral Health is not available on all plans. MDLIVE is a separate company that operates and administers Virtual Visits for Blue Cross and Blue Shield of New Mexico. MDLIVE is solely responsible for its operations and for those of its contracted providers. MDLIVE® and the MDLIVE logo are registered trademarks of MDLIVE, Inc., and may not be used without permission.





Register Before You Need Care

There are several convenient ways to activate your account with MDLIVE so it's ready for you when you need care:



Desktop

Go to mdlive.com/bcbsnm to start



Mobile App

Download the MDLIVE mobile app from the App Store or Google Play Store



Telephone

Call 888-680-8646

Virtual Visits may be limited by plan. For providers licensed in New Mexico and the District of Columbia, Urgent Care service is limited to interactive online video. Behavioral Health service requires video for the initial visit but may use video or audio for follow-up visits, based on the provider's clinical judgment. Behavioral Health is not available on all plans. MDLIVE is a separate company that operates and administers Virtual Visits for Blue Cross and Blue Shield of New Mexico. MDLIVE is solely responsible for its operations and for those of its contracted providers.
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galileo Defining a New Standard in Primary Care

How members can get started with Galileo

SCAN QR CODE

CREATE ACCOUNT

INSTALL THE APP

SIGN IN TO THE APP

Member-facing materials will include a QR code that users can scan and/or a link to reach our BCBS New Mexico landing page.



Create Your Galileo Account

First name Last name

Enter your name as it appears on your insurance card

Phone number

Email

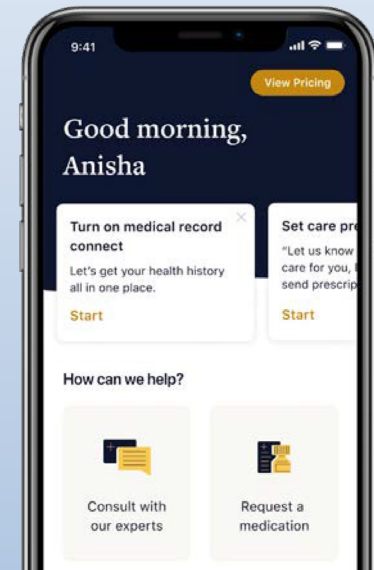
Password

Password must have at least 8 characters, 1 uppercase character, and 1 number

I am at least 18 years old and accept Galileo's [Terms of Service](#), [Privacy Policy](#), and [Informed Consent](#) for myself or for my dependent under 18.

[Continue →](#)

Already have an account? [Log in here.](#)



-OR-

get.galileohealth.com/page/newmexico-healthplan

galileo



Preventive Coverage

What's Covered?

- **Recommended routine gender- and age-specific preventive care and screenings** — including yearly general wellness exams, recommended vaccines and screenings for things like diabetes, cancer and depression — both facility and professional services.
- **Coverage provided in-network at 100% with no copay, no deductible.** Out-of-network benefits may vary.

IMPORTANT to remember:

Lab tests related to a condition such as diabetes or asthma — **are not** considered preventive and are covered under applicable deductible and coinsurance levels.



**Stay healthy
by getting
regular
check-ups**



Women's Preventive Services

Women's Preventive Services Guidelines require coverage for the following services, without cost-sharing:

- Well-woman preventive visits
- Screening for diabetes in pregnancy
- Sexually transmitted infection counseling
- Human immunodeficiency virus (HIV) screening
- FDA-approved contraception methods and counseling
- Breastfeeding support, supplies and counseling
- Interpersonal and domestic violence screening and counseling





Blue Access for Members Portal



Sign Up for Blue Access for MembersSM

BlueCross BlueShield of New Mexico

Search

Make a Payment

1 Log In or Sign Up

Find Care Shop Plans Prescription Drugs Insurance Basics Member Services

Ready for Medicare?

When you turn 65, you have some important choices to make. Let us help you find the right Medicare Plan.

Learn More

Stay With Blue

As you transition to Medicare, we hope you'll stay with us to get coverage from a company you trust.

Individual & Family > Medicare >

2

BlueCross BlueShield of New Mexico

Enter Identification Number

Step 1 of 3

Create Login

Confirm Account

Back

Step 1 of 3

Please fill out your policy information.

Registering your account will only take a minute. To get started, have your Blue Cross and Blue Shield of Illinois (BCBSIL) ID card handy.

First Name

Last Name

Date of Birth

Identification Number (ID)

Are You a Legal Guardian?

I am a Legal Guardian

Legal & Privacy Non-Discrimination Notice

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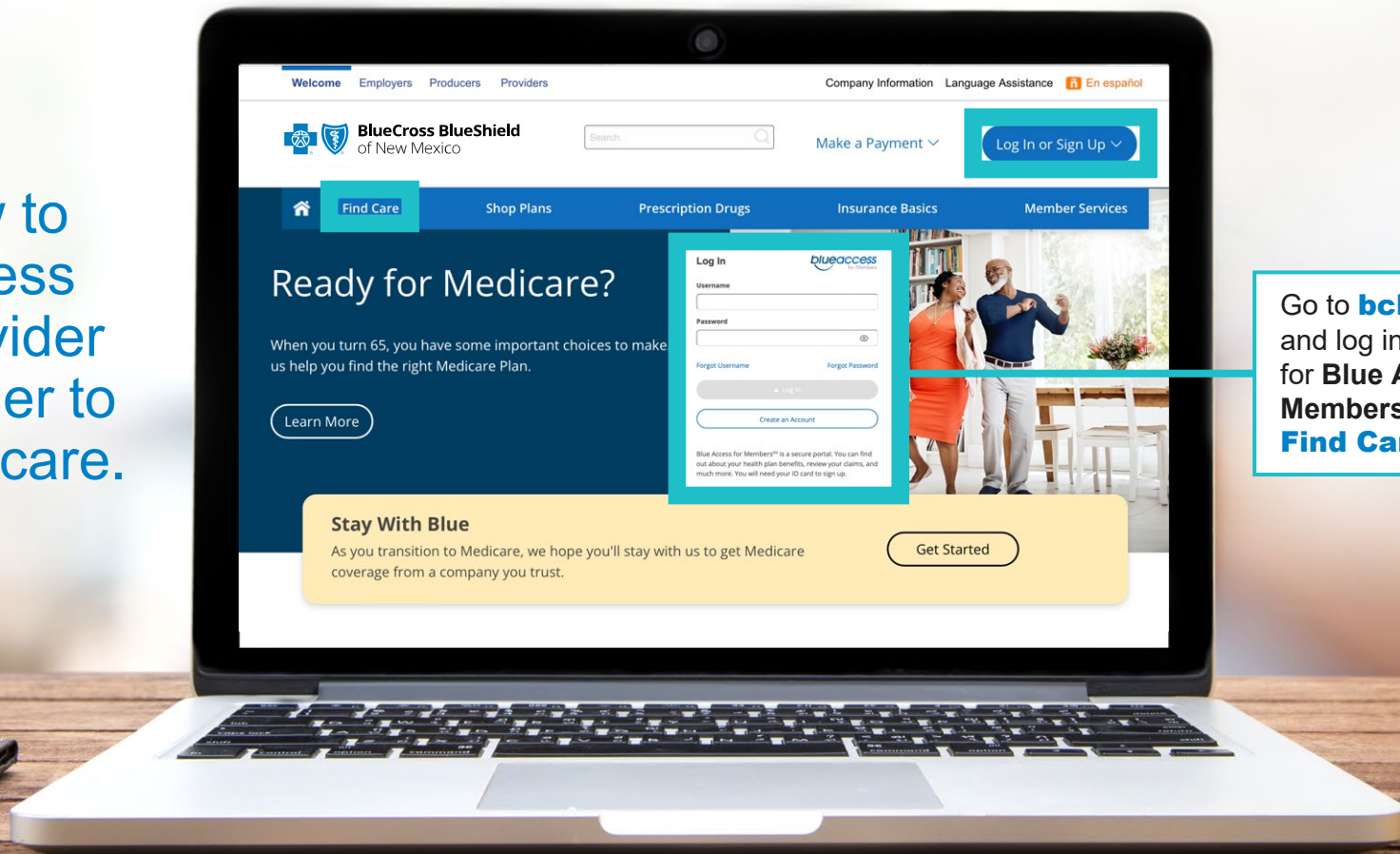
Go to bcbsnm.com and log in to Blue Access for Members via web or mobile

If you are a new user, choose **sign up** and follow the prompts to register

To register you will need your identification number on the front of your ID card **OR** you can call the Customer Service number on the back of the card.



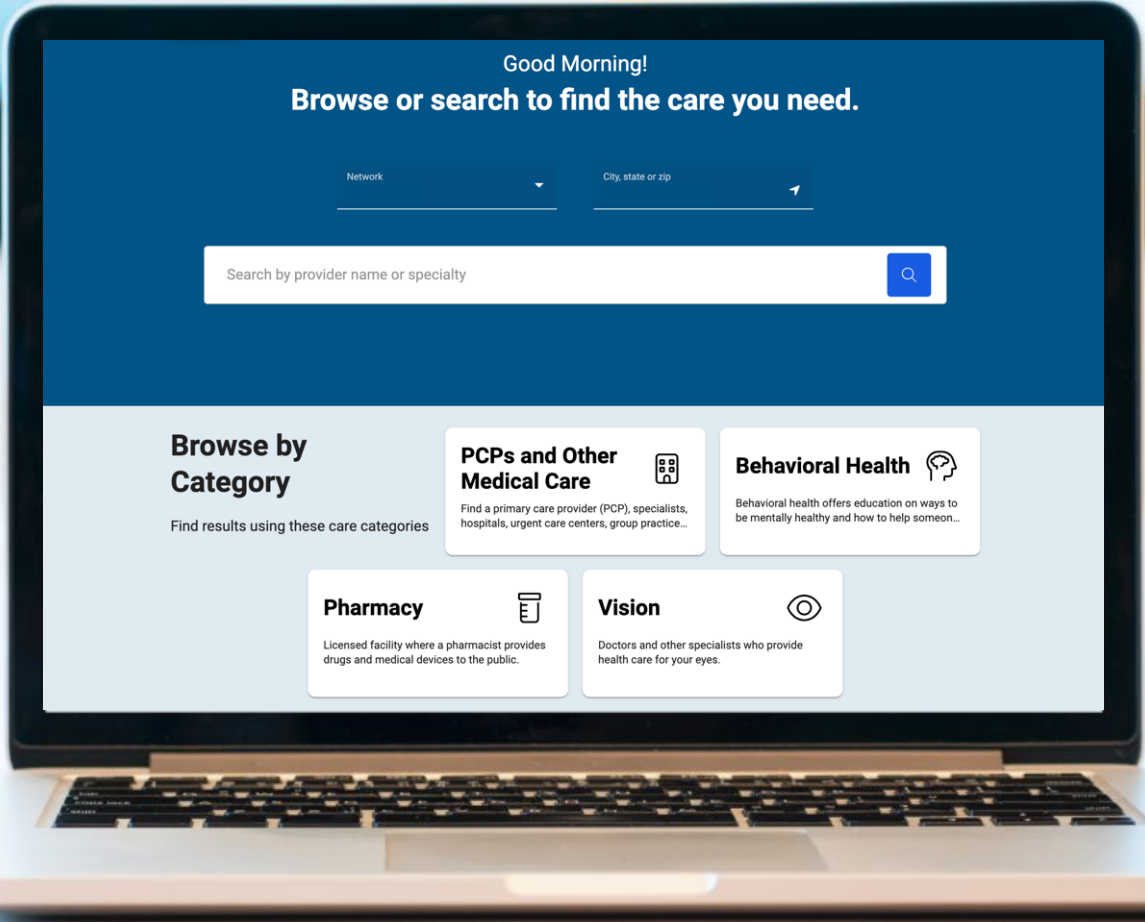
How to Access Provider Finder to find care.



Go to **bcbsnm.com** and log in or sign up for **Blue Access for MembersSM**, then see **Find Care**

You can always Call the Customer Service number on your ID card **800-892-2803**





Provider Finder[®] **HOMEPAGE**

Interface allows for easy user navigation and a better member experience

Screenshots are for illustrative purposes only. Tile display will vary based on member benefits design.



Cost Estimate Search Results

About **Artificial Joint Repair/Revision, Hip or Knee**

Artificial Hip or Knee Revision/Repair is surgery to fix or replace an artificial joint. For the purposes of this estimate this is an inpatient procedure with a hospital stay.

Estimated Costs for Dylan Abbott
\$5,500
Member Rewards Cash Rewards


Description of procedure or service

All Specialties ▾ All Tiers ▾ All People & Pla... ▾ All Genders ▾ All Patient Ratin... ▾ All Blue Distincti... ▾ More Filters ▾

VIEW ONLY: Member Rewards Only

i Your benefits plan may cover Blue Distinction Plus and Blue Distinction Centers at a higher level of benefits, which will be less cost to you. If you... [View More](#)

List view Map view Sort By Best Match

 **Lovelace Westside Hospital**
General Acute Care Hospital


Add to Compare

★ ★ ★ ★ ★ 4.5 [View 350 ratings >](#)

1 Location Amenity

Blue Distinction Plus + 1 More Award

Your Estimated Cost
\$5,500
[Cost Details](#)

 In your network

LOCATION
Lovelace Westside Hospital
10501 Golf Course Rd NW, Albuquerque, NM 87114
[Get directions](#) (est. 7.3 miles away)

CONTACT INFORMATION
Phone: 505-727-2000
[Website](#)

Did you know?
Cost Range for a
Knee Replacement





Behavioral Health Resources



Behavioral Health Virtual Visits



Secure messaging and
complimentary assessments



Online video



Mobile app

Diagnostic assessment
Ongoing counseling
E-prescribing
Ongoing medication management

Therapy Is With Licensed Providers

Psychologists
Psychiatrists
Professional counselors
Marriage/family therapists
Clinical social workers
Alcohol/drug/addiction counselors



Activate Your MDLIVE Account Today!

Call MDLIVE at 888-858-5074

Go to MDLIVE.com/bcbsnm

Text BCBSNM to 635-483

Download the MDLIVE app

- Speak with a health service specialist to confirm a virtual visit is right for your situation, or get other assistance
- If you need a visit you can speak with a doctor right away, or schedule a future appointment
- You can also call Customer Service to activate your account, schedule a visit, or if you have questions or need help.





Online programs through Learn to Live at no added cost for:

- Stress, anxiety and worry
 - Depression
 - Social anxiety
 - Insomnia
 - Panic
 - Substance use
 - Resiliency
-
- Available to employees and their family members 13 years and older
 - Programs in English and Spanish
 - Personal coaching by phone, text or email

Get started with a mental health assessment:

- Log in to Blue Access for Members SM
- Choose Wellness, then find Digital Mental Health

DIGITAL MENTAL HEALTH
powered by Learn to Live

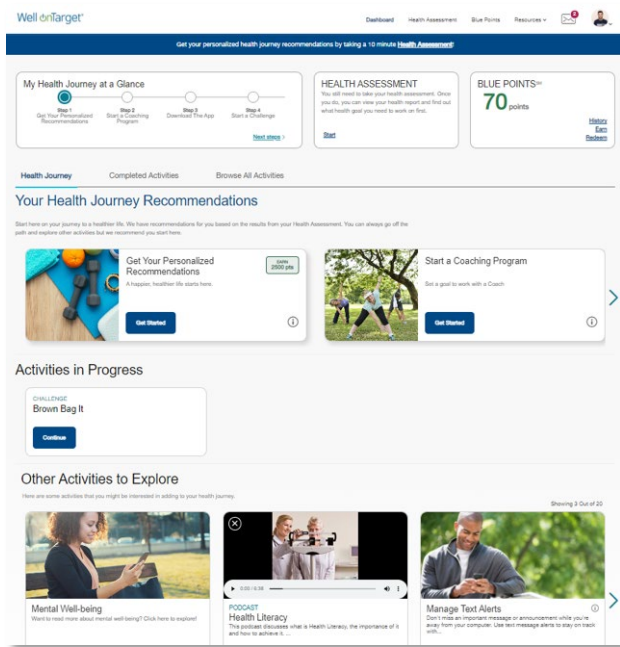




Wellness Resources



Member Wellness Portal



The portal includes recommended activities that make up your Personal Member Journey.

Portal Highlights

- Health Assessment
- Personalized “My Journey” member dashboard
- Digital self-management programs
- Trackers and tools
- “Explore” wellbeing resources
- Coaching program*
- Interactive symptom checker
- Health and wellness content
- Secured messaging
- Blue Points™*SM
- Fitness Program
- Tracking for fitness, nutrition and device integration
- Personal wellness challenges
- Mobile app (AlwaysOn)
- Health and Wellness content

*Blue Points program rules are subject to change without prior notice. Member agrees to comply with all applicable federal, state and local laws, including making all disclosures and paying all taxes with respect to their receipt of any reward.

AlwaysOn is owned and operated by Onlife Health Inc. an independent company that has contracted with Blue Cross and Blue Shield of New Mexico to provide digital health management for members with coverage through BCBSNM.

BCBSNM makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them.

May be included in other packages.
The Fitness Program is provided by Tivity Health™ Services, LLC, an independent contractor which administers the Prime® Network of fitness centers. The Prime Network is made up of independently-owned and managed fitness centers. Prime is a registered trademark of Tivity Health, Inc. Tivity Health is a trademark of Tivity Health, Inc.

Screen images are for illustrative purposes only.



Wellness Information, Right at Your Fingertips

The screenshot displays the Well onTarget website interface. At the top, there's a navigation bar with 'My Dashboard', 'My Health Report', 'My Rewards', and 'Resources'. Below this is a 'Programs' section with a search bar and a 'Search at programs' button. The main content is divided into two sections: 'Interactive Programs' and 'Educational Programs'. Each section contains three program cards. The 'Interactive Programs' section includes a 'Weight Loss Program' and two 'Improving Your Blood Pressure' programs. The 'Educational Programs' section includes three 'Improving Your Blood Pressure' programs. Each card features a 'Start' button and a 'View More' button. A small image of two people is visible in the top right of the program list area.

Digital self-management programs on a range of wellbeing topics

Interactive

- Enhancing Your Physical Activity
- Managing Your Stress
- Improving Your Sleep
- Living With Diabetes
- Quitting Tobacco
- Staying Tobacco-Free
- Achieving Your Healthy Weight
- Maintaining Your Healthy Weight
- Nutrition for Better Health
- Improving Your Blood Pressure
- Financially Fit
- Improving Your Oral Health

Educational

- Managing Your Metabolic Syndrome
- Preventing Diabetes
- Healthy Bones and Joints
- Living With Asthma
- Living With Chronic Obstructive Pulmonary Disease
- Living With Congestive Heart Failure
- Living With Coronary Artery Disease
- Improving Your Cholesterol
- Healthy Pregnancy
- Preventive Health: Reducing Your Risks





Weight loss isn't one-size-fits-all

Meet Wondr, the weight-loss program that fits you.

Wondr is a skills-based digital weight-loss program that teaches you the skills to:

- ✓ Lose weight
- ✓ Increase your energy
- ✓ Improve your sleep

and be your healthiest self—while eating the foods you love. Our program is based on behavioral science and takes a personalized approach that fits into your life—at no cost to you.*



Get started today at wondrhealth.com/BCBSNM



Science-backed video lessons

Every week, experts in diet, exercise, sleep, stress, and more, will teach you behavior-change skills to feel better and live stronger, for life.



Content tailored to YOU

Based on your health profile, we serve up relevant, bite-sized content from our library, that addresses your unique challenges and goals.



Exclusive rewards

Celebrate progress toward your health goals with rewards like exclusive recipes and meal plans to help keep you accountable along the way.



A supportive community

WondrLink is our online community, where our coaches are ready to support and encourage you every step of the way. Plus, you can share and gain tips and tricks from participants like you.

*Employees, spouses and covered dependents age 18 and over enrolled in the BCBSNM medical plan are eligible to apply to the program.





BlueCross BlueShield of New Mexico



Provider Network Update

August 2024

Blue Cross and Blue Shield of New Mexico, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association



Blue Cross and Blue Shield of New Mexico (BCBSNM)

Top Hospital Providers (visit www.bcbsnm.com/nmpsia for a complete listing)

BCBSNM PPO Network Hospital Providers	
Artesia General Hospital	Memorial Medical Center
Carlsbad Medical Center	Mountain View Regional Hospital
Covenant Health Hobbs	Nor Lea General Hospital
Eastern NM Medical Center	PMG Santa Fe Medical Center
Lovelace Medical Center	San Juan Regional Medical Center
Lovelace Regional Roswell	St. Vincent
Lovelace Westside	Three Crosses Regional Hospital
Lovelace Women's	UNM Hospital
BCBSNM Blue Preferred NLP Network Hospital Providers	
Artesia General Hospital	Nor Lea General Hospital
Lovelace Medical Center	PMG Santa Fe Medical Center
Lovelace Regional Roswell	San Juan Regional Medical Center
Lovelace Westside	St. Vincent
Lovelace Women's	UNM Hospital
Memorial Medical Center	

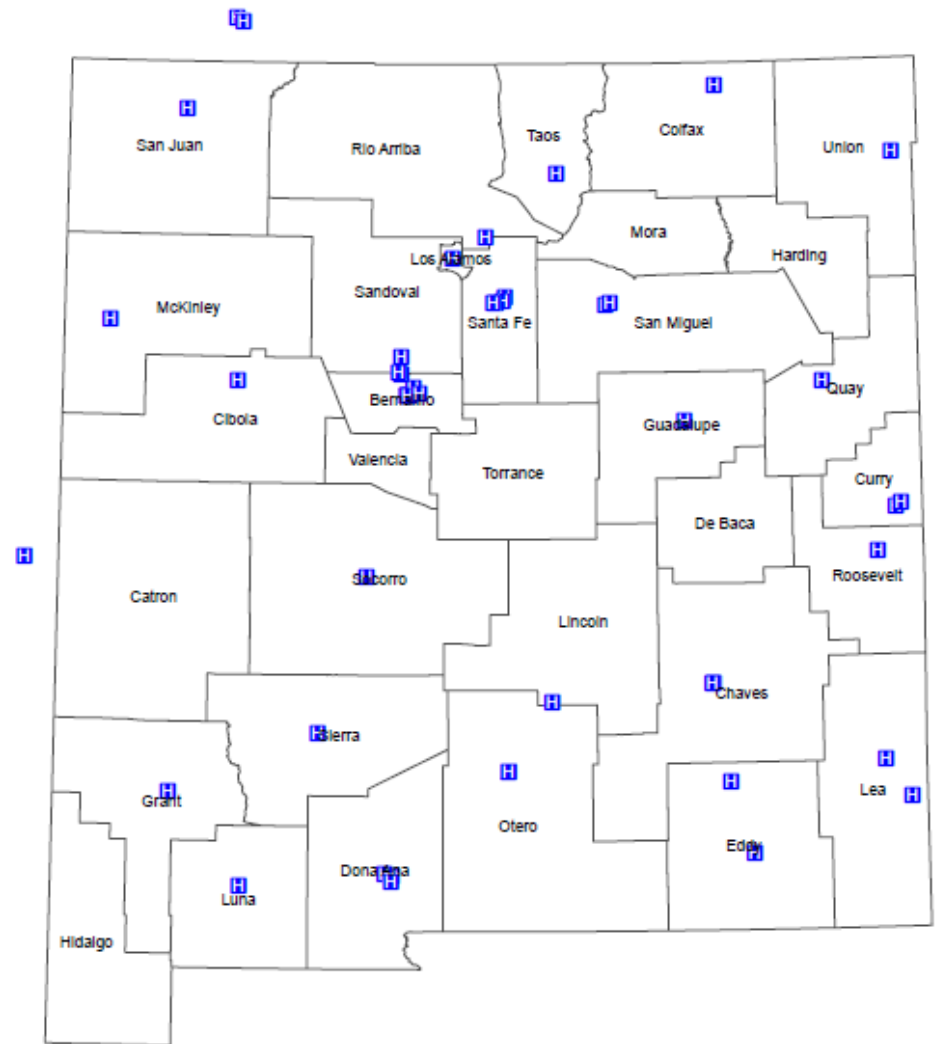



Summary of Provider Locations & Accepting New Patients Status

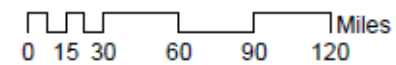
BCBSNM PPO Network Locations		
Total Unique Providers	PCPs	Behavioral Health
Providers	4370	4842
Locations	1133	1645
ANP		
Providers	4163	4723
Locations	1111	1617
BCBSNM Blue Preferred Network Locations		
Total Unique Providers	PCPs	Behavioral Health
Providers	3982	4630
Locations	1116	1457
ANP		
Providers	3821	4559
Locations	1101	1434



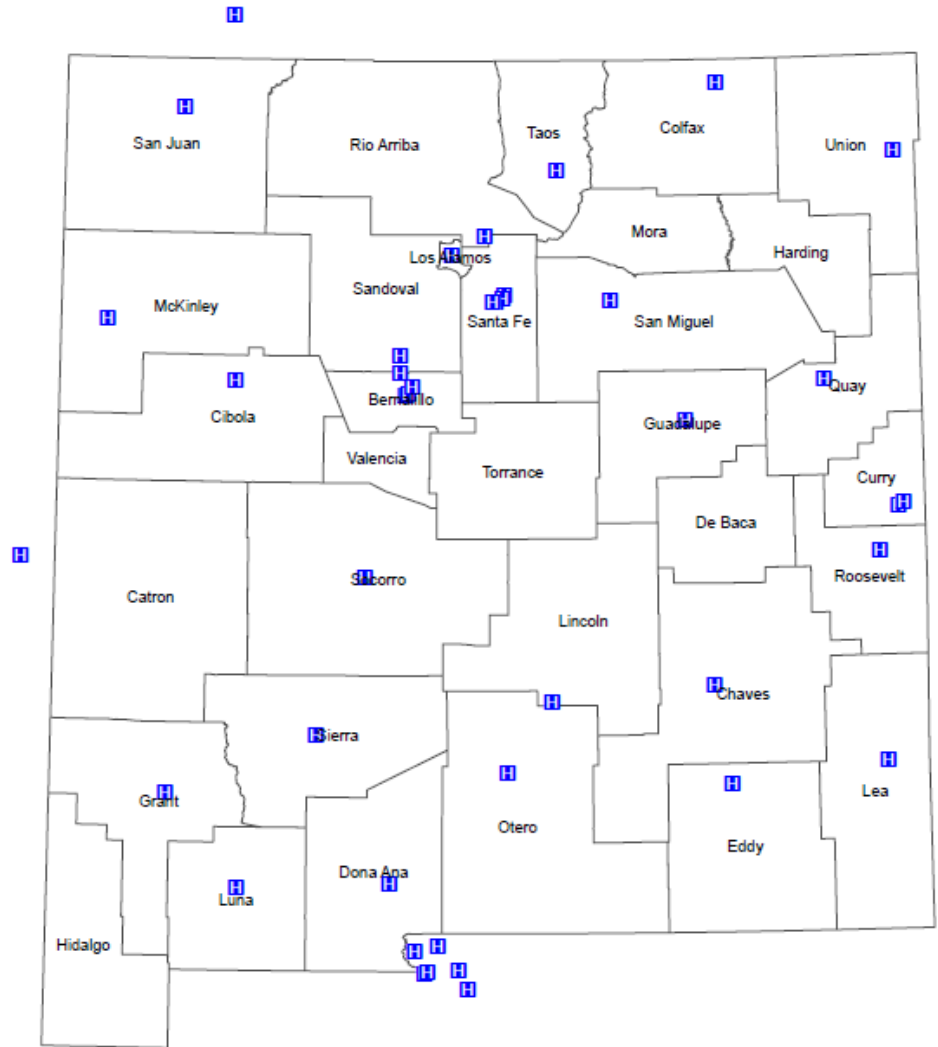
Acute Care Hospital PPO Locations




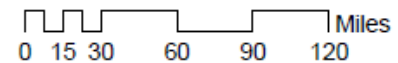
 PPO Hospitals



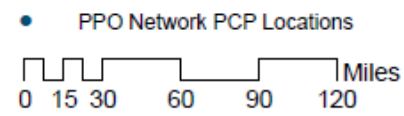
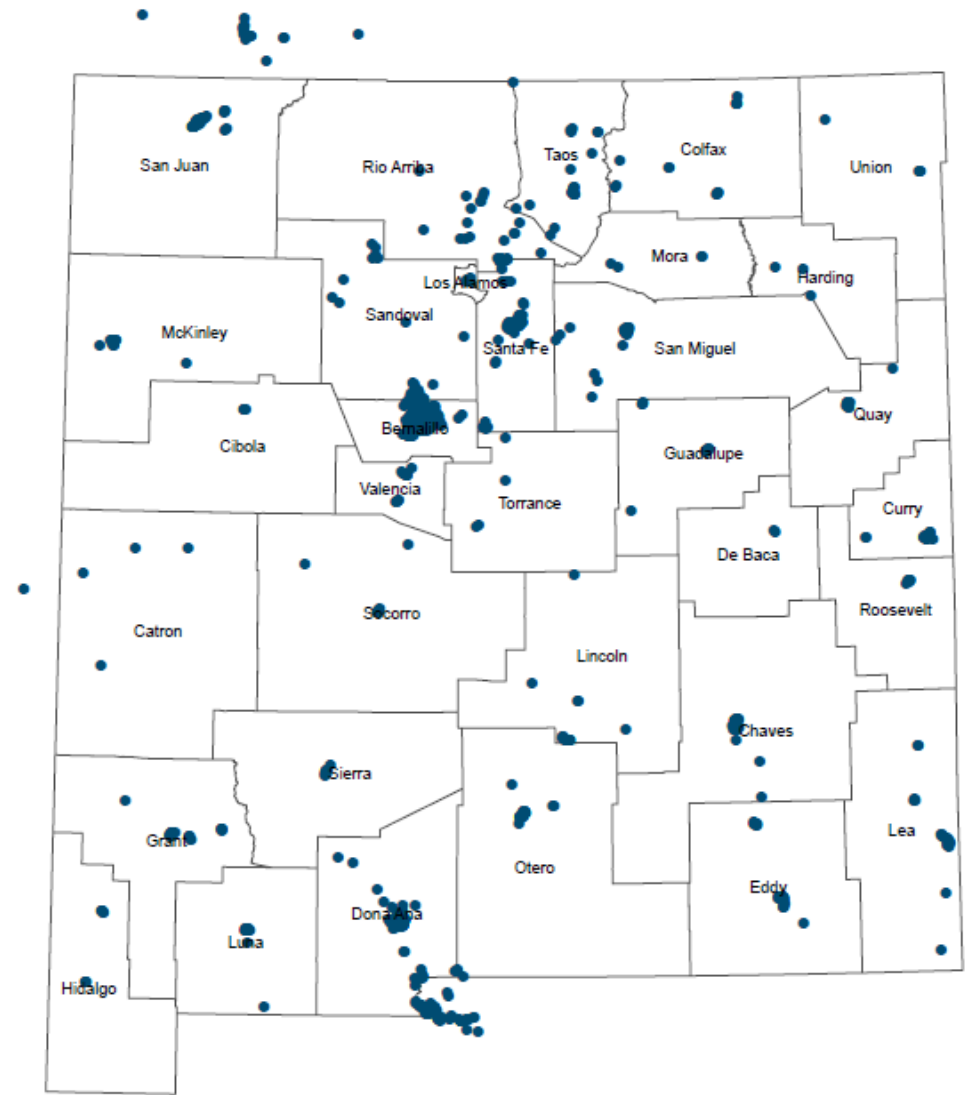
Acute Care Hospital Blue Preferred Locations



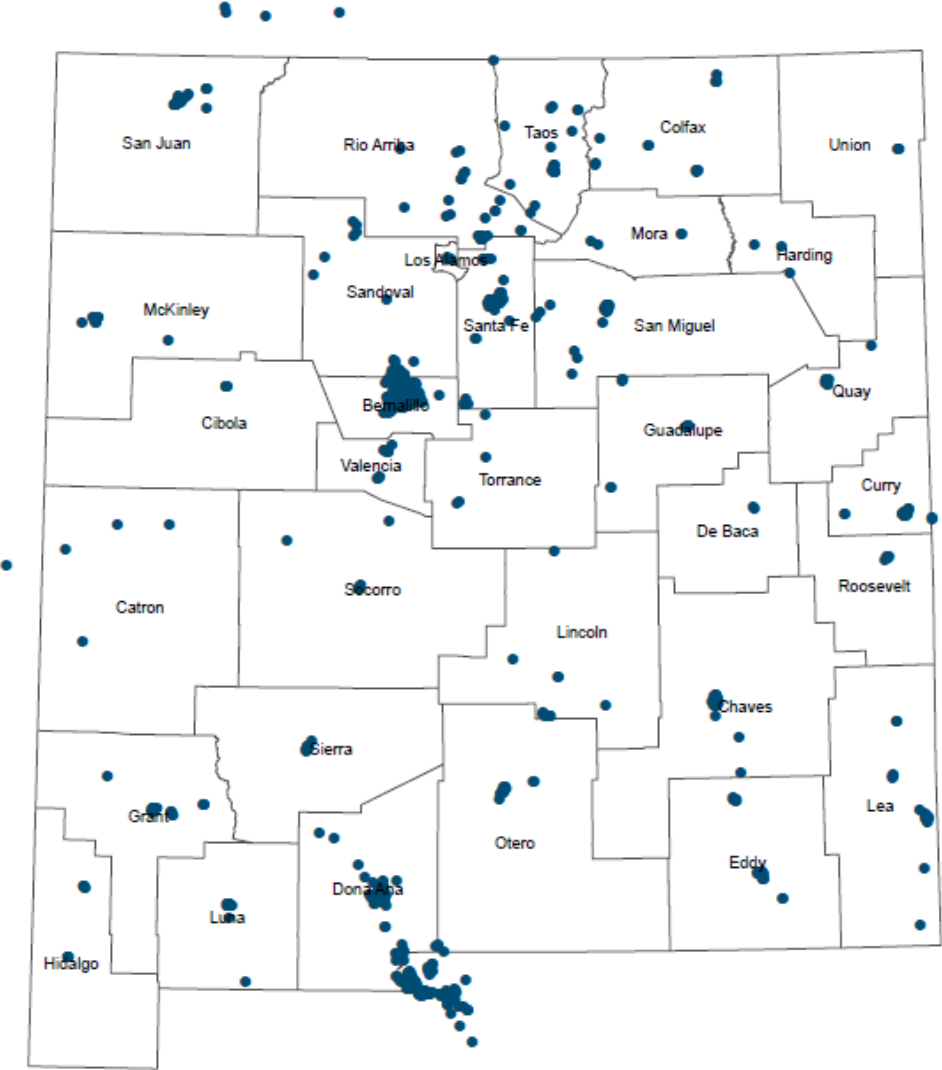
 NLP Hospitals



Primary Care Providers PPO Locations



Primary Care Providers Blue Preferred Locations



● Blue Preferred Network PCP Locations

0 15 30 60 90 120 Miles





Questions

Thank you!

