



BlueCross BlueShield
of New Mexico



**New Mexico
Public Schools
Insurance
Authority**

WELCOME to BCBSNM Open Enrollment

2027



Why Use Blue?SM



More Doctors
and Hospitals



Personalized
Customer Service



Tools and
Resources



Coverage
Everywhere
You Go



Health and
Wellness Programs



Digital
Capabilities

The strength of BlueSM



NUMBER 1
brand in health care



OVER 115 MILLION
members



MORE THAN 2.2 MILLION
unique, in-network providers



98%
of claims paid at in-network rates



Why BVA?

Without good health, you can't live a fulfilled life. Only you are responsible for your wellbeing!

But, the world of health care has become a confusing place where you'll need answers about:

- What do my benefits cover?
- Where can I go for a procedure my doctor orders?
- What are my deductibles and copays?

What Can a BVA Do for You?

**Make it easier to use your health plan,
while helping you save time and money**

They can help you:

- Find a doctor or facility
- Get cost estimates for procedures and services
- Schedule appointments
- Set up prior authorizations (if needed)

Benefits Value Advisors offer cost estimates for procedures and services from various providers and facilities. Lower pricing and cost savings are dependent on the provider or facility selected by the member. Benefits Value Advisors do not give medical advice. Members should talk to their doctor or health care professional about any health questions or concerns.



**BVAs are available with
Extended Hours Support,
7 days a week* via phone
or live chat to help you.**

*Excludes major U.S. holidays

Get Care When and Where You Need It

- 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.
- MDLIVE doctors can help treat many non-emergency conditions.
- A Virtual Visit may be a better alternative to the emergency room or urgent care center.

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.



How Virtual Visits Work

CONNECT

Access where mobile app, online video or telephone service is available

INTERACT

Real-time consultation with an independently contracted, board-certified doctor or therapist

DIAGNOSE

Prescriptions sent to a pharmacy of your choice (when appropriate)



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.

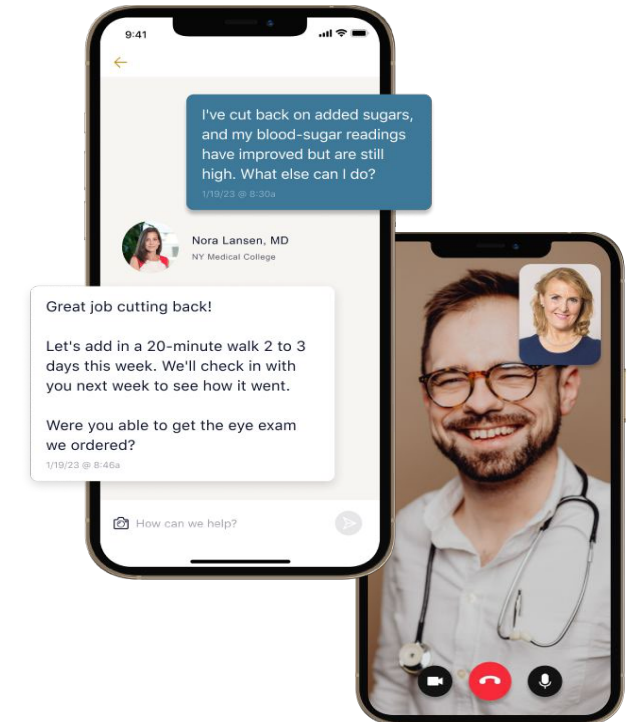


Stay healthy
by getting
regular check-
ups

High-Quality Primary Care That's Always Available

How Galileo Works

- Connect with real doctors anytime via video or chat on the Galileo app (available in English & Spanish).
- Get care for almost any health concern, from everyday issues like acne and colds to ongoing conditions like anxiety and diabetes.
- Prioritize your health with an annual wellness visit over video.
- Feel heard, not rushed. Galileo providers take their time and listen to your questions and concerns.



Enroll Now:



Scan the QR code with your phone camera
or visit: galileo.health/bcbsnm

Need help?
Call: (855) 648-8859
Email:
support@galileohealth.com



Galileo is an independent company that has contracted with Blue Cross and Blue Shield of New Mexico to provide care and disease management, health information content, member health platform and tools, mental health administration/network and wellness 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.



Tools at Your Fingertips

- View, print or download your member ID card
- Confirm your coverage and eligibility information
- Find in-network doctors, hospitals and other health care providers
- Review claims for medical, pharmacy and dental services* all in one place

Sign Up for Blue Access for MembersSM

BlueCross BlueShield of New Mexico

Welcome | Individual & Family | Medicare | Medicaid | Employers | Producers | Providers

Home | Shop Plans | For Members | Find Care | Prescription Drugs | Get Help | About Us

Update on Conduent Cyber Incident

Health Coverage Wherever Life Takes You

Whether traveling far or close to home, take your health with the BCBSIL App.

Get Started

Identify Member

Step 1 of 3

Let's grab a few details about you.

*First Name

*Last Name

*Date of Birth

MM / DD / YYYY

*Member ID

BlueCross BlueShield of New Mexico

Subscriber Name	JOHN DOE	Plan	PPO
Identification Number	ABC123456789	Other Visa	\$20
		Specialty Copay	\$20
		Emergency	\$100
		Emergency	\$100
Group Number	123456	BN	01234
		Branch Plan	H10PT

☐ This account is being created on a member's behalf by a legal guardian. What's that?

☐ * I have read, understood, and agree to the Web and Mobile Terms of Use

Continue

Getting Started is Easy!



Online: Go to
mybam.bcbsnm.com/NMPSIA
to log in or create an account

OR

Get the App: Scan the QR code
or text BCBSNMAPP to 33633*
for a download link

*Message and data rates may apply.

What Members Can Do in Our **PROVIDER FINDER**[®]

[Earn Rewards](#) | [View Rx Costs](#) | [Access other health benefits](#)



Quickly find in-network doctors, medical groups, hospitals and urgent care



Search for providers by ZIP code, gender, specialty, languages spoken and more



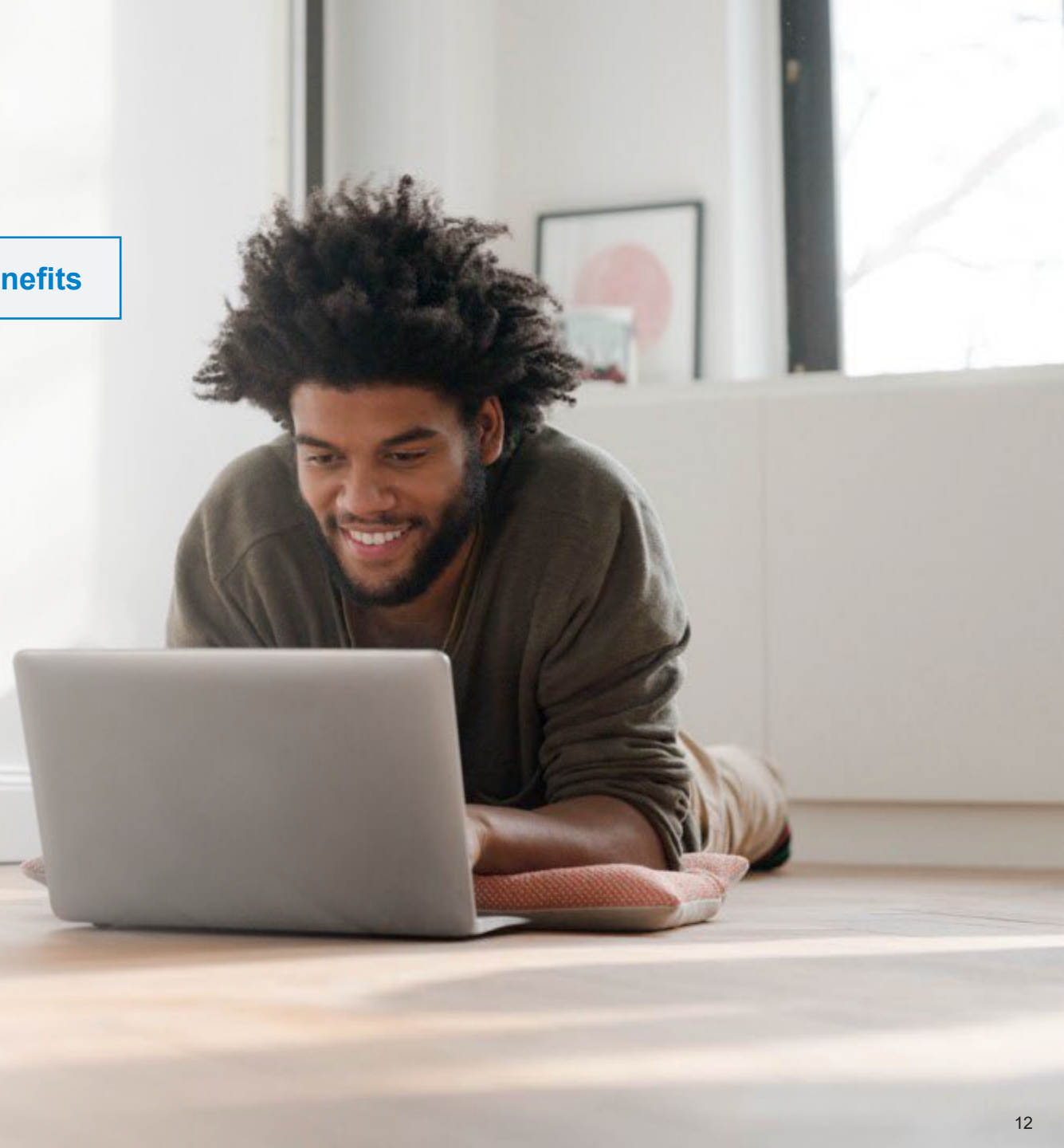
Compare quality ratings for providers and facilities



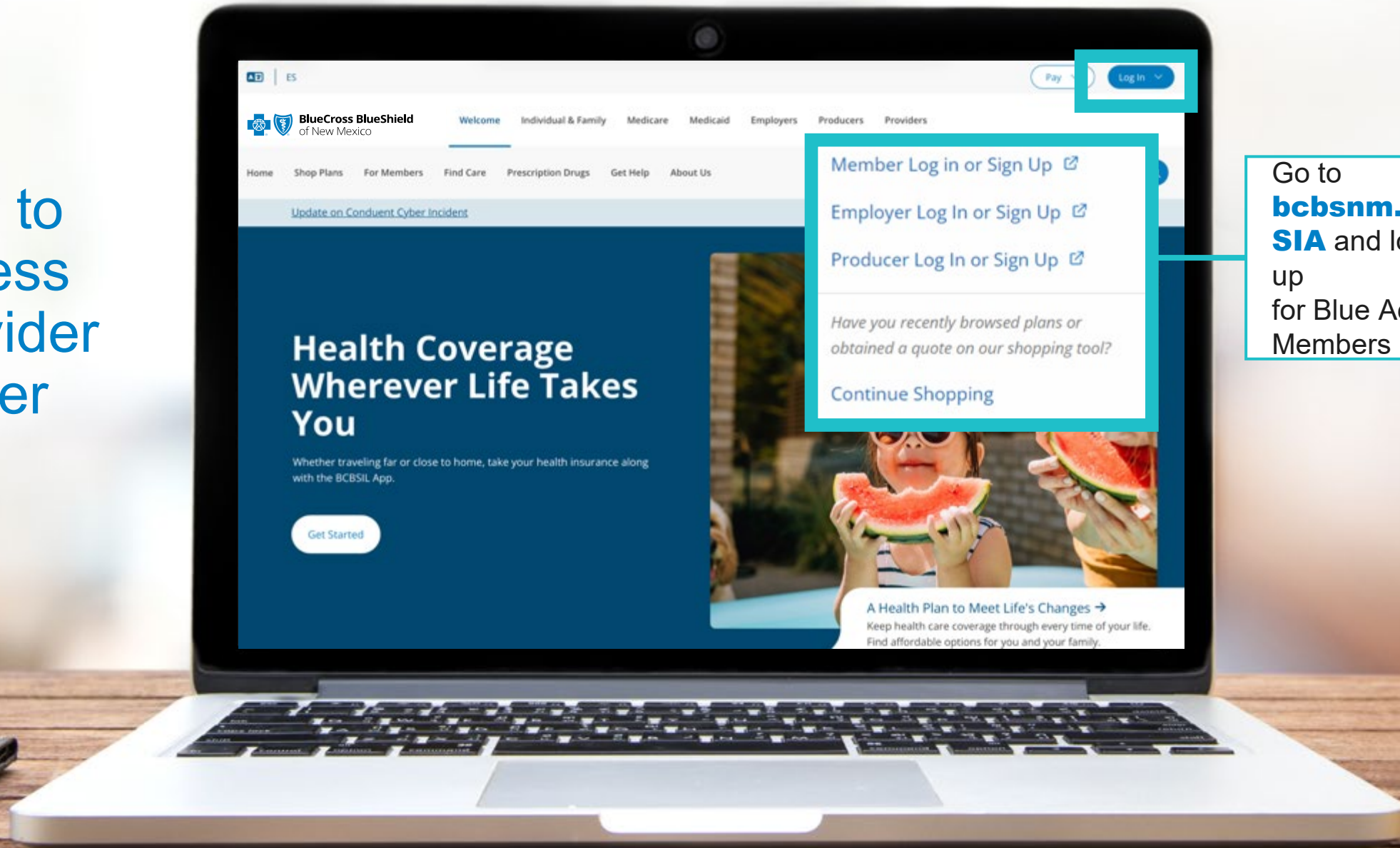
Read or write reviews for providers and facilities



See and compare your out-of-pocket cost estimates for more than 1,700 medical procedures and services*

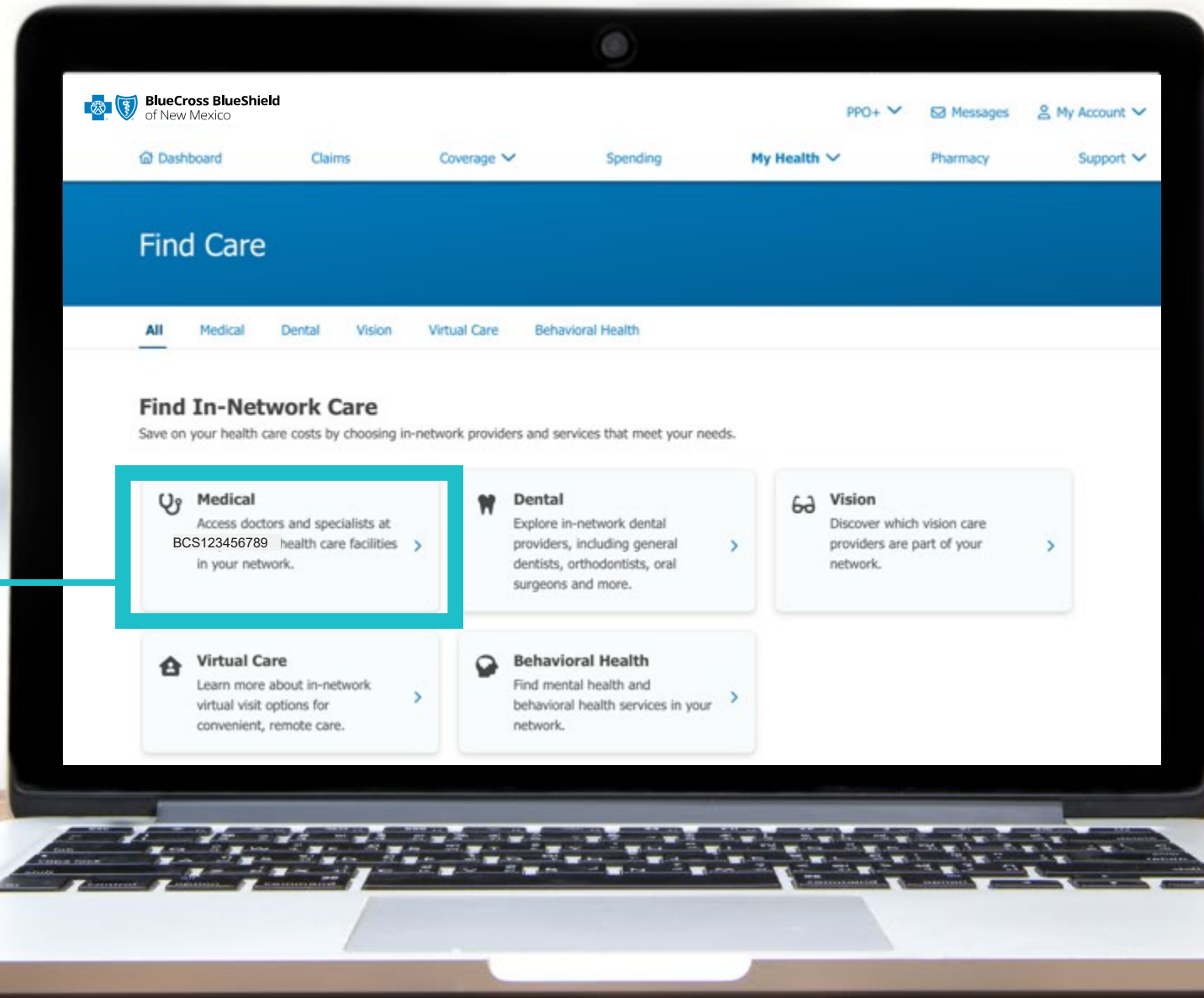


How to Access Provider Finder

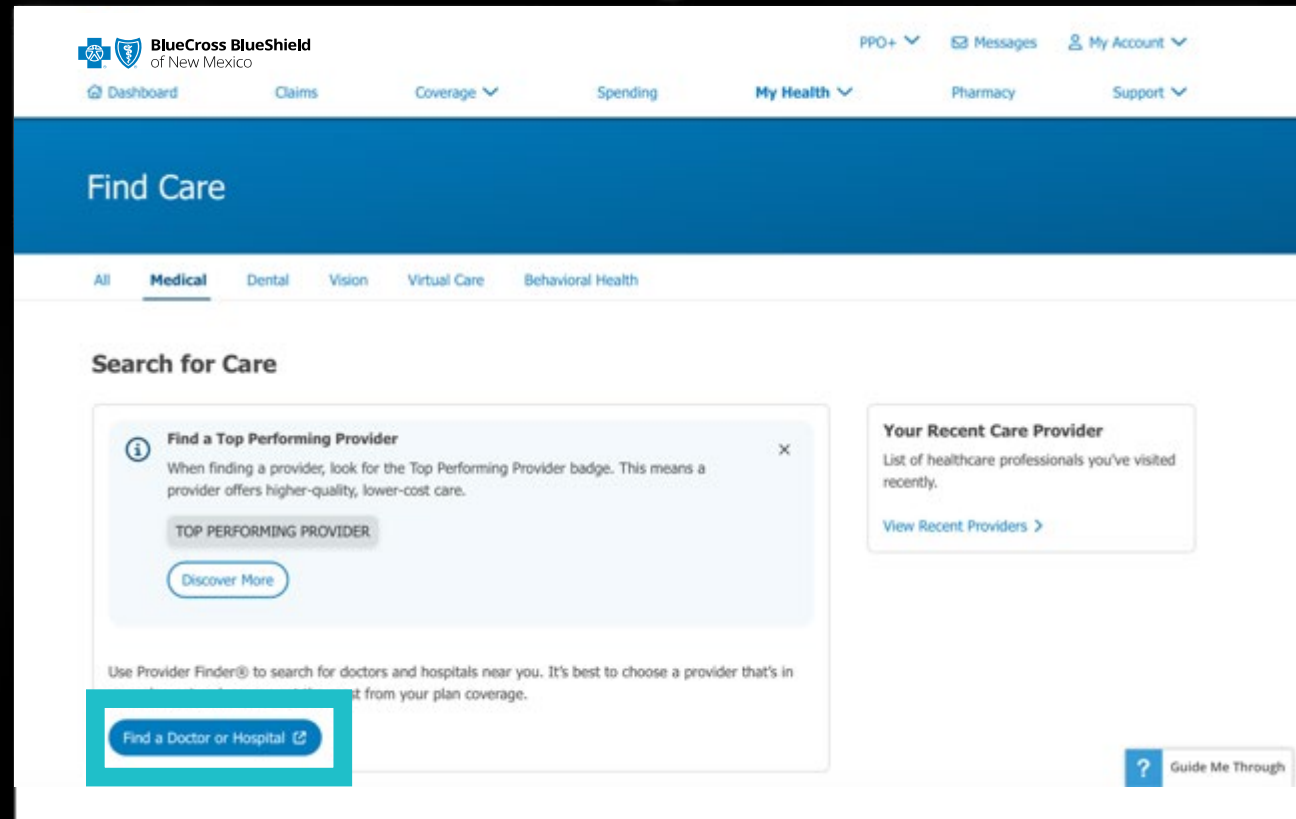


How to Access Provider Finder

Select the
Medical tile

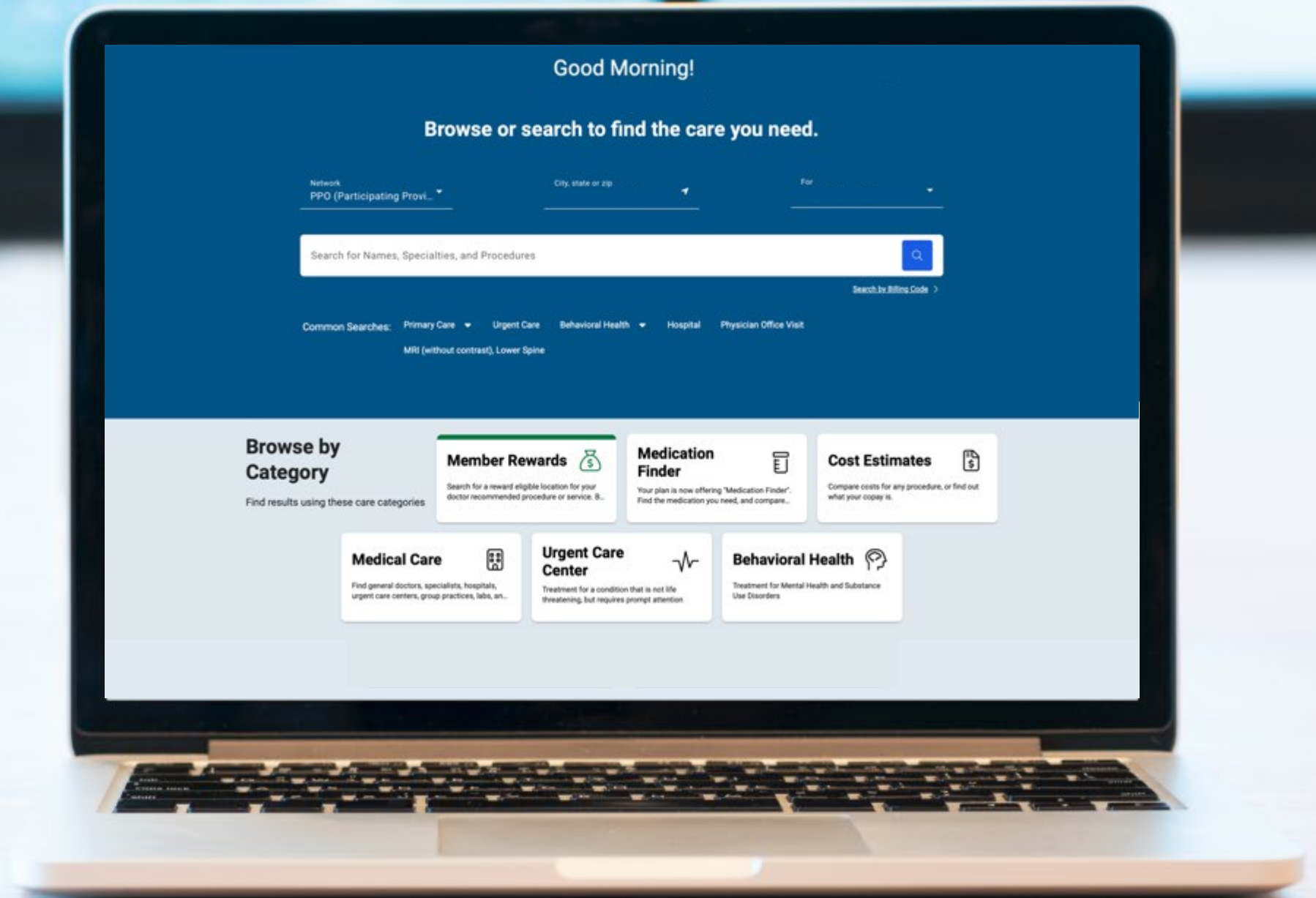


How to Access Provider Finder



Provider Finder **HOMEPAGE**

Easy-access tiles help you
find what you are looking for



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

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

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](#)

4.5

[View 350 ratings](#) >

1 Location Amenity

Blue Distinction Plus + 1 More Award

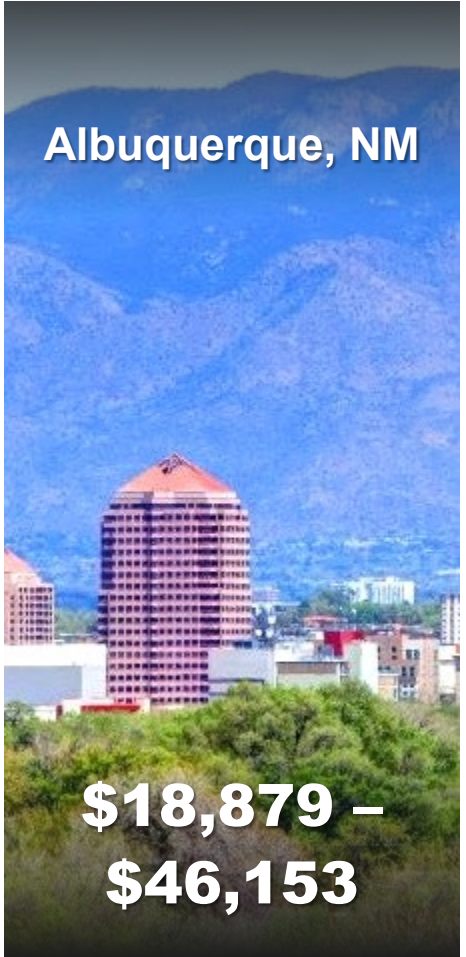
Your Estimated Cost

\$5,500

[Cost Details](#)

In your network

Did you know? Cost Range for a Knee Replacement



Top Hospital Providers

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

Visit www.bcbsnm.com/nmpsia for a complete listing.

Your Health and Wellbeing Programs

FIT BETTER HEALTH INTO YOUR SCHEDULE

Log in at bcbsnm.com/NMPSIA to access these resources and more.



GO WellbeingSM, powered by Sharecare, offers the RealAge[®] Test to help you set health and wellness goals, health device and app integration, personalized wellbeing content and rewards for taking healthy actions.



Digital Mental Health supports your mental wellbeing with programs for stress, depression, sleep problems, panic and substance use.



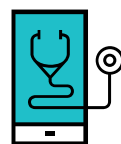
24/7 Nurseline conveniently answers your health questions.



Fitness Program gives you access to a network of gyms that fit your budget and lifestyle.



Women's and Family Health provides support for cycle tracking, pregnancy and parenting.



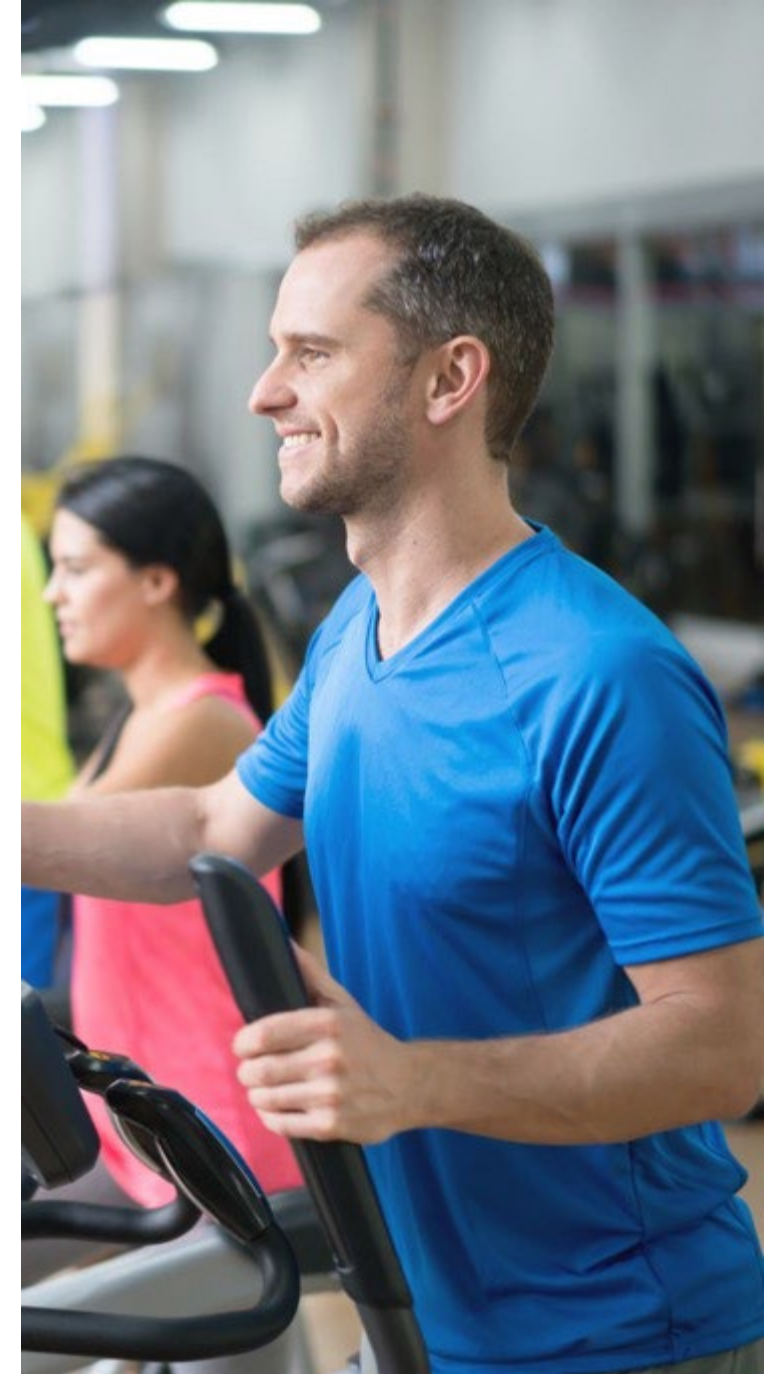
Digital coaching programs help you manage your weight, diabetes, high blood pressure and joint and spine issues.

GO Wellbeing and all associated digital programs and services are powered by Sharecare, Inc. Sharecare is contracted by Blue Cross and Blue Shield of New Mexico to deliver a select collection of lifestyle programs, tools, and apps.

The Fitness Program is provided by Tivity Health, an independent contractor which administers the Prime Network of fitness centers. The Prime Network is made up of independently-owned and managed fitness centers.

Our Fitness Services

- Flexible and budget-friendly gym network options from \$19 to \$239 per month with Well onTarget® Fitness Program by Tivity Health™
- Offered to members (and their dependents) of participating Blue Cross and Blue Shield of New Mexico plans
- Unique program designed to promote health, wellness and activity for adults 18+. Family-friendly — expands gym network access to your covered dependents at a bundled price discount
- Access to multiple fitness locations, nationwide where members live, work and travel. Existing and potential members can search for locations by accessing the Fitness program page through Blue Access for Members and through the Well onTarget Fitness Program mobile app
- Easy online enrollment (or by phone) plus fitness location finder



Flexible Gym Network

*A choice of gym networks to fit budgets and preferences.**

CLASSIC			LUXURY			
Base	Core	Power	Elite	Pro	Signature	Premier
\$19/mo	\$29/mo	\$39/mo	\$129/mo	\$159/mo	\$199/mo	\$239/mo
3,500+ Standard Gyms	8,500+ Standard Gyms	13,000+ Standard Gyms	Access to 1 Luxury Gym + All 13,000+ Standard Gyms (Luxury Gyms differ by tier, 180+ Available)			
Digital Content: Video and Live Stream						

- **Family Friendly:** Expands gym network access to your covered dependents at a bundled price discount. Member pays one enrollment fee for the entire family.
- **Convenient Payment:** Monthly fees are paid via automatic credit card or bank account withdrawals.

Membership Options to Choose From

- Select a plan based on lifestyle and preferences to have access to all gyms included in the plan and lower plans.
- Elite, Pro, Signature and Premier plans include the option to select a Home Gym plus access to all other gyms.
- Members have the option to change their Home Gym monthly.

*Represents possible network locations. Check local listings for exact network options as some locations may not participate. Network locations are subject to change without notice.



Wondr™

Weight Management Program

With Wondr you can lose weight, gain energy, sleep better and improve your mind and body — all while eating your favorite foods

- Online program and mobile app allows members access anywhere at any time
- Wondr is a skills-based digital weight loss program that teaches you how to enjoy the foods you love and improve your overall health

Your employer has partnered with Wondr Health to help you improve your overall health at no cost to you.

Get Started Today at
wonderhealth.com/nmpsia



IF A HEALTH ADVISOR REACHES OUT...

Answer! Your health advisor's goal is to help you get the care you need to get better.

A HEALTH ADVISOR:

- Can help to coordinate your and your family's serious health concerns
- Clinical nurse you can count on when you need help the most
- Works with a team of specialists to help make sure you have the right care for your unique circumstances

Take Care of Your Mental Health

Your plan includes behavioral health benefits so you and your covered family members can get support for:

- Anxiety
- Autism
- Depression
- Substance use disorder
- Eating disorders
- And other mental health conditions

You can also access the Mental Health Hub by visiting **bcbsnm.crediblemind.com/mentalhealthhub** as well as logging into **myhealth.myevive.com** and using Provider Finder.



The Mental Health Hub and the CredibleMind digital platform are administered by NovaOne. NovaOne is an independent company that has contracted with Blue Cross and Blue Shield of New Mexico to provide member health platform and tools, mental health administration network and health information content for members with coverage through BCBSNM.

Evive Health, LLC. is an independent company that has contracted with Blue Cross and Blue Shield of New Mexico to provide health care communications 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.

Mental Health Hub

A One-Stop-Shop for Your Mental Health Needs



FASTER ACCESS to care

Navigation to the **recommended solution(s)** for your behavioral health needs, including **therapy, medication management**, self-led **digital tools** and more



EXPANDED ACCESS to specialty behavioral health providers

Access to behavioral health specialists treating **substance use disorders, pediatric mental illness, eating disorders** and **obsessive-compulsive disorders**



RESOURCES TAILORED to your needs

Links to mental health resources that are **personalized to your needs** and **included with your health plan benefits**





Online programs and services based on proven therapy techniques (English and Spanish); personal coaching is also available by phone, text or email



Private, convenient way to get help for mental health concerns:

- Depression
- Insomnia
- Panic
- Resilience
- Stress, Anxiety and Worry
- Social Anxiety
- Substance Use
- Trauma



Available to employees and family members (13 and older) at no cost to you

GET STARTED WITH A MENTAL HEALTH ASSESSMENT:

- Go to **bcbsnm.com**
- Log in to **Blue Access for Members**
- Choose **My Health** then **Wellness**, then find **Learn to Live**

Less than 50% of people with a mental health condition receive treatment*

*National Alliance on Mental Illness, Mental Health by the Numbers, 2019

Learn to Live provides educational behavioral health programs. Members considering further medical treatment should consult with a physician. Learn to Live, Inc. is an independent company that provides online behavioral health programs and tools for members with coverage through Blue Cross and Blue Shield of New Mexico.

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Cancer Services and Support

A cancer diagnosis can change your life forever. We are here to help.

The Cancer Services and Support program will give you the tools, resources and expert advice to help you before, during and after cancer treatment.

- **Cancer Support:** Our skilled cancer care nurses are on hand to help you prepare for doctor office visits, share treatment information or give emotional support — wherever you are in your cancer journey.
- **Expert Review and Support:** If you are actively undergoing treatment or a cancer survivor, you can ask that a medical expert review your case. This allows you to get expert recommendations and clinical trial matches while staying close to home.
- **Cancer Support Hub:** The Cancer Support Digital Hub is a centralized, simple location in Blue Access for Members to help you navigate cancer needs. The hub includes the ability to engage with BCBSNM, understand benefit support, and additional educational resources.

Cancer care nurse support is available today by calling the number on the back of your ID card.



Stay Engaged In Your Health Care

