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BOARD OF DIRECTORS

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June 28, 2024

RE: WILDFIRE EMERGENCY ORDER – LINCOLN COUNTY AND MESCALERO APACHE RESERVATION

Dear NMPSIA Members,

In response to the horrific fires the state is experiencing, the New Mexico Superintendent of Insurance has issued an Emergency Order to assure affected individuals in these areas 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 the areas for which Governor Michelle Lujan Grisham has declared an emergency.

Effective June 18, 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 due to evacuations.

NMPSIA's contracted carriers will be providing the following support to members who have been displaced and need assistance in Lincoln County and the Mescalero Apache Reservation. Members in the noted areas will be provided with the following support until the duration of the Governor's Wildfire Order expires. This Wildfire Emergency Order is currently in place for 120 days or through October 17, 2024.

Medical Services

- Waive member cost sharing and deductibles for 120 days;
- Permit replacement of covered disposable medical supplies and durable medical equipment (DME) during the duration of this Order. Frequency limits are waived; and
- 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 the pendency of this Order, waiving frequency limits.

Prescription Services

- Waive member early-refill time limits on active prescriptions and allow replacement of lost or damaged medication for 120 days.

Dental Services

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

Vision Services

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

If you have been displaced and are in need of assistance, please visit the following link: <https://nmpsia.com/wildfire-relief.html> also via the NMPSIA website at: <https://nmpsia.com/> to request a waiver of cost sharing as outlined above.

You will be asked to provide minimal information, agree, and attest to the terms. After your information is submitted you will be contacted by an Erisa or NMPSIA representative to verify eligibility. After eligibility is verified a waiver of claims cost sharing and services outlined above will be processed. If any expenses are incurred during the time between the submission at the approval of your waiver, expenses will be reimbursed.

Sincerely,

NMPSIA Benefits Team