



BlueCross BlueShield
of New Mexico



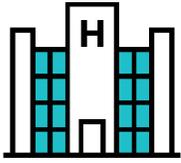
**New Mexico
Public Schools
Insurance
Authority**

**WELCOME
to Switch Enrollment**

2026



Why Use Blue?SM



**More Doctors
and Hospitals**



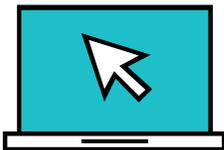
**Coverage
Everywhere You Go**



**Personalized
Customer Service**



**Health and
Wellness Programs**



**Tools and
Resources**



**Digital
Capabilities**

The strength of BlueSM



NUMBER 1
brand in health care



OVER 117 MILLION
members



**MORE THAN
2 MILLION**
unique, in-network providers



98%
of claims paid at in-network rates



Why Benefits Value Advisor (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 24 hours a day, 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)

E-TREATMENT NOW AVAILABLE!

Another option to get care without video. Submit a symptom assessment questionnaire and receive a response with your diagnosis and treatment plan



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**



NEW!

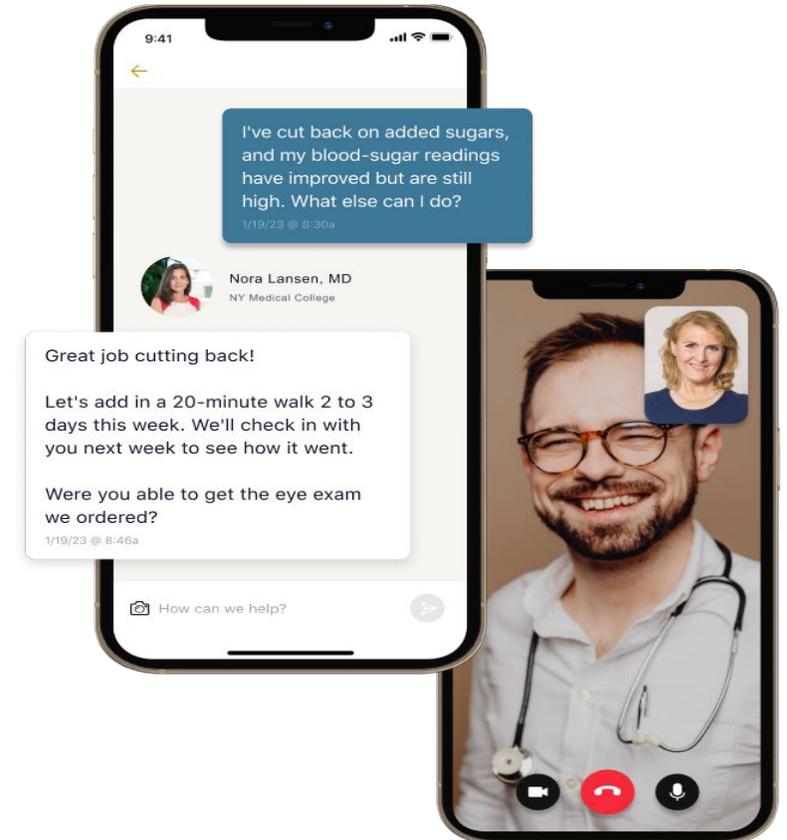
galileo

Bring the Doctor's Office to You – On Your Schedule

Galileo offers a smarter way for you and your family to get the care you need, from the medical team you deserve.

All in a single app.

- Care for most conditions, from colds and UTIs, to diabetes and depression
- 24/7, ongoing access to expert providers with national expertise
- Manage your health questions and conditions with the app
- The cost of care from Galileo depends on the type of services rendered
- Visit galileo.health/bcbsnm or download the Galileo app from the Google Play Store or Apple App Store



Galileo is part of the BCBSNM PPOSM Network



Blue Access for MembersSM Tools at Your Fingertips

- View, print, download or re-order your member ID card
- Confirm your coverage and eligibility information
- Find in-network doctors, hospitals and other health care providers
- Review claims for medical, and dental services* all in one place
- Log in anytime. **Secure access is available 24/7.***

Sign Up for Blue Access for MembersSM

1

2

Step 1 of 3
Please fill out your policy information

First Name
Last Name
Date of Birth
MM / DD / YYYY
Identification Number

Your identification number is listed on the left side of your ID card below your name.

BlueCross BlueShield of New Mexico	
Subscriber Name: JOHN DOE	Plan: PPO
Identification Number: ABC123456789	Office Visit: \$20
	Specialty Copay: \$20
	Emergency: \$100
	Emergency: \$100
Group Number: 123456	BNL: 01234
	Bolebb Plan: H10PT

Are you a Legal Guardian?
 I am a Legal Guardian

Continue

Go to bcbsnm.com or download the BCBSNM App to get started

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

OR

Get the App: text BCBSNMAPP to 33633* for a download link

*Message and data rates may apply.

Screen images are for illustrative purposes only.

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



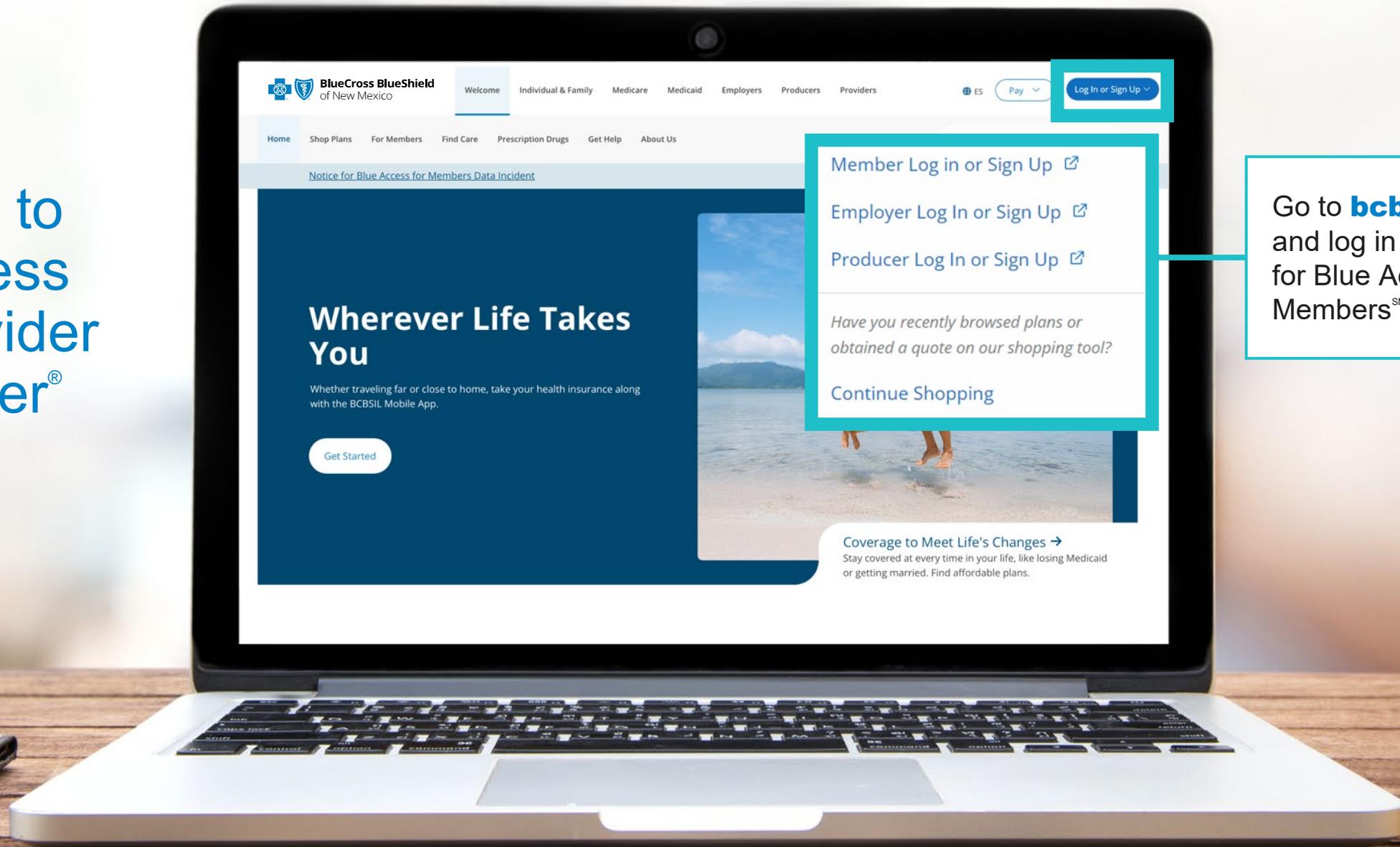
Read or write reviews for providers and facilities



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



How to Access Provider Finder[®]



Go to **bcbsnm.com** and log in or sign up for Blue Access for MembersSM

How to Access Provider Finder[®]

BlueCross BlueShield of New Mexico

PPO+ Messages My Account

Dashboard Claims Coverage Spending My Health Pharmacy Support

Hello!

Find Care Member ID Cards

Coverage

PPO
Plan Type: PPO+
Additional Benefits: Pharmacy, Dental, Vision

Effective Date: 07/01/2022 End Date: -
ID Number: BCS123456789 Group Number: 019850
Subscriber: John Doe

[View All Coverage >](#)

Find Care

Medical
Access doctors and specialists at hospitals and health care facilities in your network >

Behavioral Health
Find in-network counselors and programs >

Dental Care
Find in-network dentists >

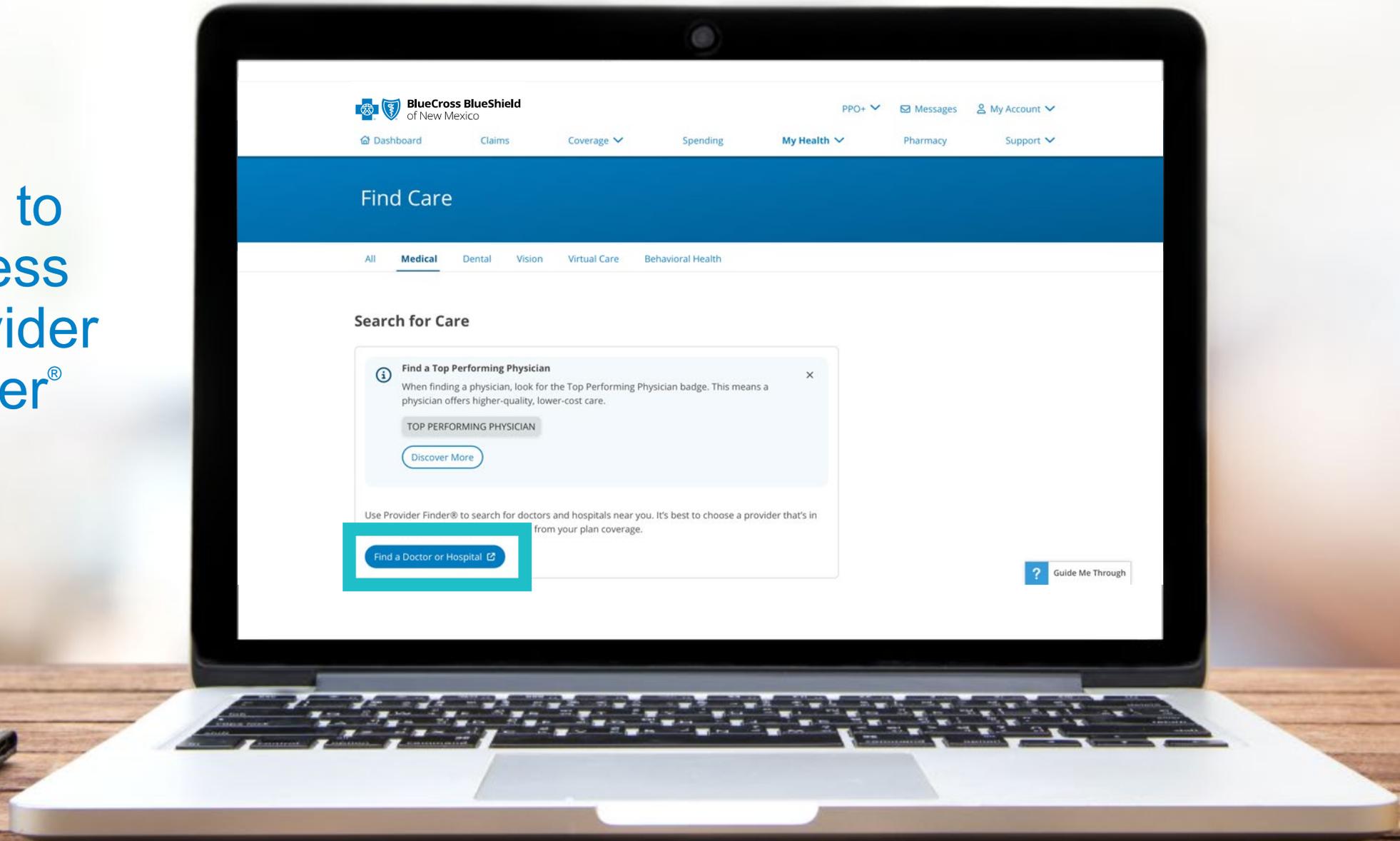
Most Recently Updated Claims

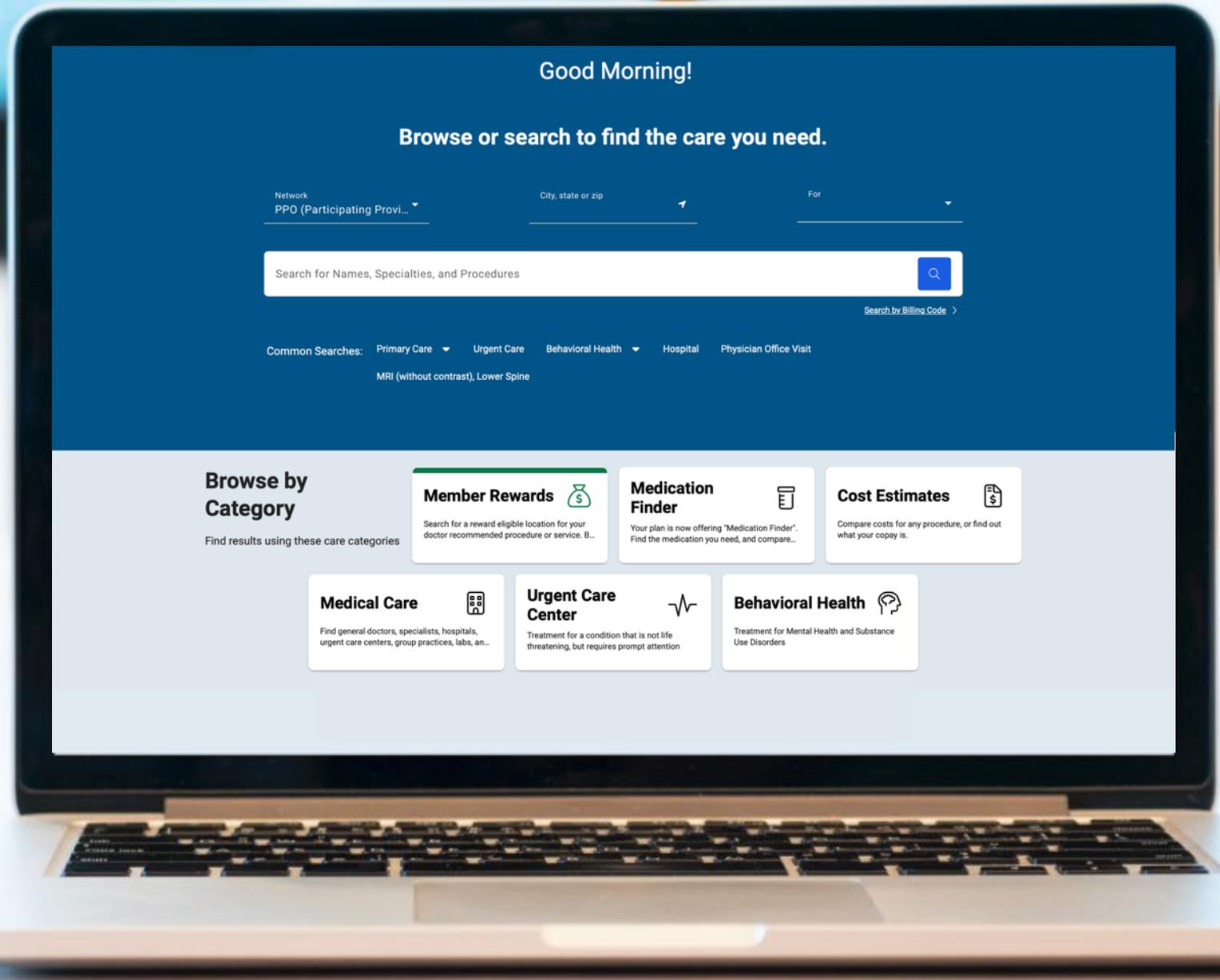
Provider	Your Responsibility	Visited on	Last Updated on	Status
HALSTED STREET	40.00	Jul 10, 2025	Jul 13, 2025	Submitted

[? Guide Me Through](#)

Select the **Medical** tile

How to Access Provider Finder®





Provider Finder[®] **HOMEPAGE**

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

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)

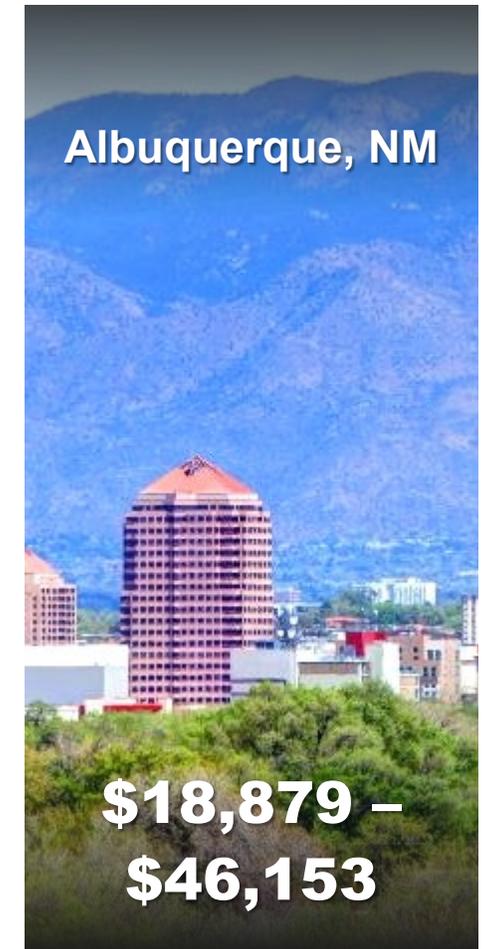
CONTACT INFORMATION
Phone: 505-727-2000
[Website](#)

Compare up to four search results

View full cost breakout of the procedure

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 to access these resources and more.



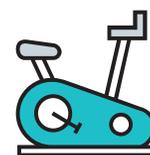
Well onTarget® helps you reach your health and wellness goals through online self-management programs and rewards.



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.

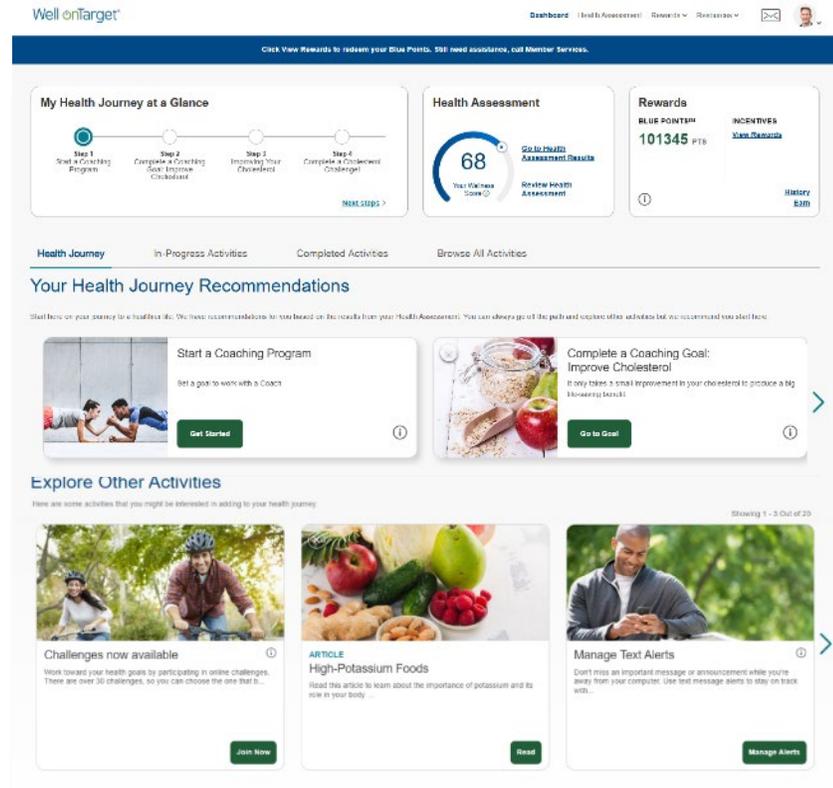


Digital coaching programs help you manage your weight, diabetes, high blood pressure and joint and spine issues.

Member Wellness Portal

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 PointsSM *
- Fitness Program
- Tracking for fitness, nutrition and device integration
- Personal wellness challenges
- Mobile app (AlwaysOn)
- Health and Wellness content



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

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.

*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.

Wellness Information, Right at Your Fingertips

Digital self-management programs on a range of wellbeing topics

The screenshot shows the Well onTarget user interface. At the top, there's a navigation bar with 'Well onTarget' logo, 'Dashboard', 'Health Assessment', 'Rewards', and 'Resources'. Below this is a banner with the text 'Click View Rewards to redeem your Blue Points. Still need assistance, call Member Services.' The main content area is divided into three sections: 'My Health Journey at a Glance' showing a progress bar with four steps (Start a Coaching Program, Complete a Coaching Goal, Improve Your Cholesterol, Complete a Cholesterol Challenge); 'Health Assessment' showing a score of 68 and a 'Go to Health Assessment Results' button; and 'Rewards' showing 'BLUE POINTS 101345 PTS' and 'INCENTIVES VIKOR Rewards'. Below these are tabs for 'Health Journey', 'In-Progress Activities', 'Completed Activities', and 'Browse All Activities'. The 'Your Health Journey Recommendations' section features two cards: 'Start a Coaching Program' and 'Complete a Coaching Goal: Improve Cholesterol'. The 'Explore Other Activities' section shows three cards: 'Challenges now available', 'ARTICLE High-Potassium Foods', and 'Manage Text Alerts'.

Interactive

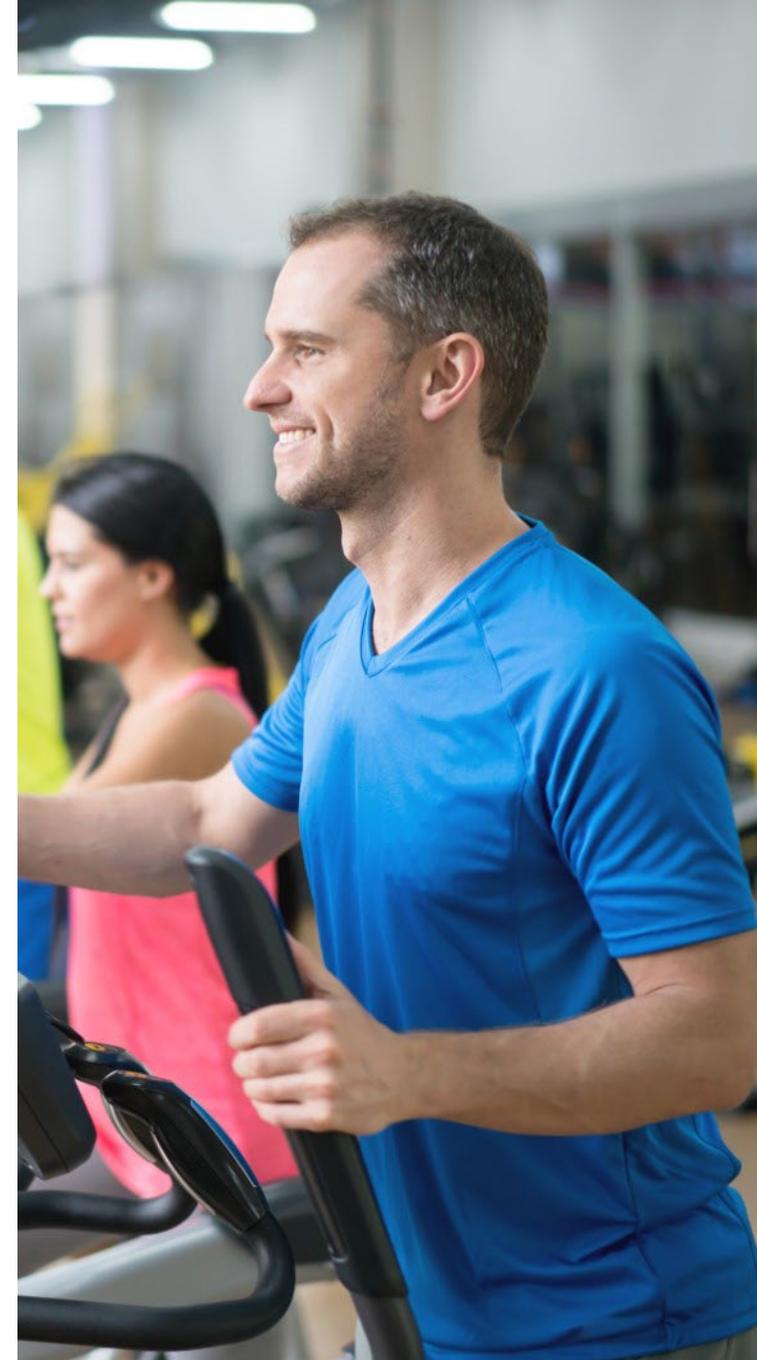
- Enhancing Your Physical Activity
- Managing Your Stress
- Improving Your Sleep
- Living With Diabetes
- Quitting Tobacco
- Staying Tobacco-Free
- Achieving Your Healthy Weight
- Maintaining Your Healthy Weight
- Nutrition for Better Health
- Improving Your Blood Pressure
- Financially Fit
- Improving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

Our Fitness Services

- Flexible and budget-friendly gym network options from \$19 to \$129 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
- Studio Class Network: Boutique-style classes and specialty gyms with pay-as-you-go option and 30% off every 10th class
- 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 MembersSM and through the Well onTarget Fitness Program mobile app
- Easy online enrollment (or by phone) plus fitness location finder



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. The Fitness Program is provided by Tivity Health™, an independent contractor that administers the Prime Network of fitness locations. The Prime Network is made up of independently owned and operated fitness locations.

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						
Studio Class Rewards: 30% off every 10 th Class						

- **Studio Class Network:** Boutique-style classes and specialty gyms are pay-as-you-go with 30% off every 10th class.
- **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.

*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.

Taxes may apply. Individuals must be at least 18 years old to purchase a membership.

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.



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

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

Log in to **Blue Access for Members**SM at **bcbsnm.com** or call the number on the back of your member ID card to find a counselor, psychiatrist, treatment facility or other behavioral health provider.



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**



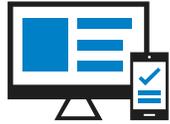
RESOURCES TAILORED to your needs

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



Digital Mental Health

Delivered by  learntolive



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



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**SM
- Choose **My Health** then **Wellness**, then find **Digital Mental Health**

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.

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

Women's and Family Health

No matter what stage you are at in life's journey, you should prepare as much as you can. We have tools to help — at no extra cost to you.

- **Well onTarget**[®] offers self-guided courses that help you plan for a healthy pregnancy and baby.
- Plus, if your pregnancy is high-risk, BCBSNM will provide support from **maternity specialists** to help you care for yourself and your baby.

Prepare for your life-changing journey.



*Check your benefits booklet or call the number on the back of your member ID card to see what benefits are available to you.

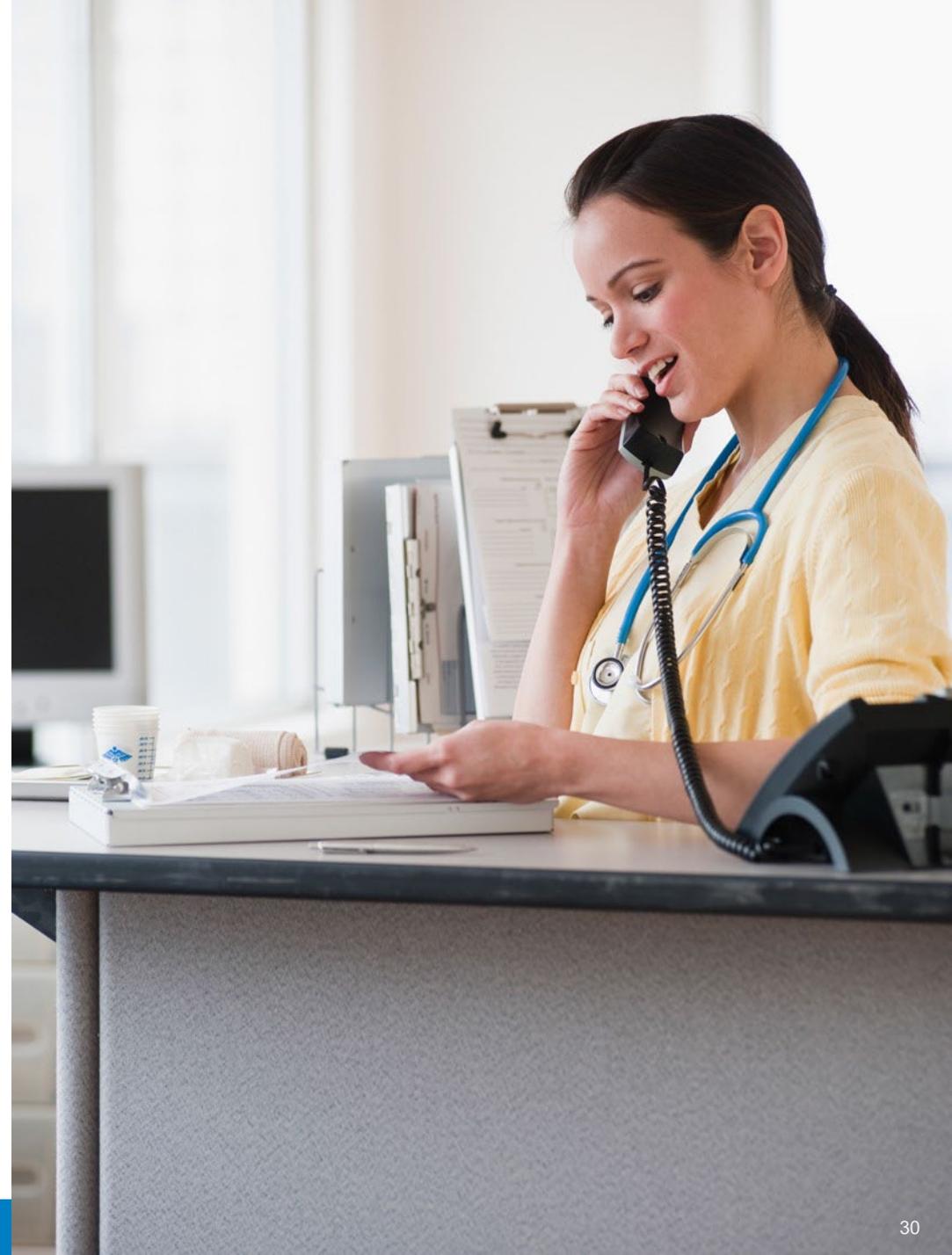
Cancer Services and Support

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



Stay Engaged In Your Health Care

