



Dear Provider,

As we near the implementation of our new health plan, **True Health New Mexico**, we would like to share this frequently asked questions document so that you are prepared to service True Health New Mexico members **starting on January 1, 2018**.

**What is the difference between True Health New Mexico and New Mexico Health Connections (NMHC)?**

True Health New Mexico will provide coverage for off-exchange, employer-sponsored large and small group plans that are not purchased through the Exchange. NMHC will provide coverage for all individual policies, both on-exchange and off-exchange, as well as all group policies purchased through the exchange.

**What does this mean for my contract?**

You will now be contracted for both NMHC and True Health New Mexico. There will not be a separate contract that needs to be signed because your current NMHC contract will be assigned over to True Health New Mexico. This means that all terms of your current contract with NMHC will transfer to True Health New Mexico. Your Provider Service Representative will also remain the same for both entities.

In addition, all NMHC credentialing files will also transfer over to True Health New Mexico. This means that you will not have to go through credentialing for the new health plan. If you are due for re-credentialing, that process will resume as normal.

**Where do I access information about True Health New Mexico members?**

True Health New Mexico will have a separate website, [www.truehealthnewmexico.com](http://www.truehealthnewmexico.com). Both the NMHC and True Health New Mexico websites will continue to offer important information regarding prior authorizations, NMHC and True Health New Mexico policies and procedures, your provider manual, and other forms and helpful documents.

**Can I still access claims and eligibility online?**

Our providers will still have access to our secure provider portal. **Beginning January 1, 2018**, you may register for access at [www.truehealthnewmexico.com](http://www.truehealthnewmexico.com). If you currently have access to NMHC's secure provider portal, your login information for the NMHC website will remain the same.

**Where do I submit claims?**

The electronic payor IDs and claims addresses are as follows:

**True Health New Mexico**

P.O. Box 211468  
Eagan, MN 55121  
THNM Payor ID: 82288

**New Mexico Health Connections**

P.O. Box 3828  
Corpus Christi, TX 78463  
Payor ID: 45129

The following payor IDs will remain the same for both True Health New Mexico and NMHC:

Albuquerque Public Schools	Payor ID: 85600
New Mexico Public Schools Insurance Authority	Payor ID: 85036
New Mexico Retiree Healthcare Authority	Payor ID: 85038

2440 Louisiana Blvd. NE, Suite 601  
Albuquerque, NM 87110

ph. 505 633 8020  
web. [truehealthnewmexico.com](http://truehealthnewmexico.com)



**Will members have new ID cards?**

Yes. Members who are enrolled with True Health New Mexico will have a different card than those who will remain with NMHC. Below is an example of the True Health New Mexico ID card.



**Are there any changes for prescription drugs?**

Both NMHC and True Health New Mexico members will continue to be able to use a broad New Mexico pharmacy network as well as a national pharmacy network. Our network includes national chains such as Albertsons, CVS, Walgreens, and Walmart, as well as regional chains and independent pharmacies.

Phone numbers for prior authorization and links to our formularies are listed below. **All the information below takes effect on January 1, 2018.**

Pharmacy Prior Authorizations (PA)	
<p><b>New Mexico Health Connections Members</b> PAs will continue to be processed by OptumRx.</p> <ul style="list-style-type: none"> <li>OptumRx Customer/Provider Services (verbal PA requests/questions): <b>1-855-577-6550</b></li> <li>OptumRx PA fax: <b>1-866-511-2202</b></li> </ul>	<p><b>True Health New Mexico Members</b> PAs will be processed by True Health New Mexico.</p> <ul style="list-style-type: none"> <li>True Health New Mexico Pharmacy Customer Service: <b>1-866-341-8561</b></li> <li>True Health New Mexico Pharmacy Provider Services: <b>1-866-823-1606</b></li> <li>True Health New Mexico PA fax: <b>1-866-718-7938</b></li> </ul>
Formularies	
<p><b>New Mexico Health Connections Members</b> Will use an OptumRx Essential Health Benefits Formulary, accessible at <a href="http://mynmhc.org/Formulary.aspx">mynmhc.org/Formulary.aspx</a>.</p>	<p><b>True Health New Mexico Members</b> Will use True Health New Mexico formularies provided by CVS/caremark.</p> <ul style="list-style-type: none"> <li>There will be two formularies: one for large-group members and one for small-group off-exchange members.</li> <li>The formulary for large-group members is a “commercial” formulary.</li> <li>The formulary for small group off-exchange members provides Essential Health Benefits as required by the Centers for Medicare &amp; Medicaid Services for any small group plans.</li> <li>Accessible at <a href="http://truehealthnewmexico.com/Formulary.aspx">truehealthnewmexico.com/Formulary.aspx</a> on December 18.</li> </ul>