



## Important Information about Our Provider Directory and Network

The providers listed in the True Health New Mexico online provider directory may not necessarily reflect the full extent of our network of contracted providers. There may be providers or certain specialties not included in this directory that are part of our network. If you do not find the provider you are searching for, you may contact the provider directly to verify participation status with True Health New Mexico. You also can call Customer Service toll-free at 1-855-769-6642.

### **It's your responsibility to verify that your provider/practitioner is in the network!**

**You, not your provider, should verify that the provider you have chosen or are referred to for care is in the True Health New Mexico provider network. It is not the provider's/practitioner's responsibility to verify whether any affiliated providers (e.g., a hospital or laboratory) are in the True Health New Mexico network.**

We also recommend that, before seeing **any** practitioner, including specialists, you call the practitioner's office to verify participation status and availability. Sometimes practitioners work at several different locations, so always make sure he or she is still in our network at the location you're planning to visit.

The hospital affiliation displayed for our network providers does not necessarily mean that the hospital is in the True Health New Mexico network. Please conduct a hospital search of the Provider Directory to confirm the given hospital is in-network for your benefit plan.

### **What information we validate in our Provider Directory**

True Health New Mexico provides the source, frequency of validation, and limitations for each of the following:

- **Name/Address/Phone:** Except where noted, all information about this practitioner's name, gender, hospital affiliation, office location, languages, and acceptance of new patients is self-reported by the practitioner. True Health New Mexico updates this information only upon his or her request. True Health New Mexico validates the accuracy of this information at least once per year.
- **Specialty:** Specialty is self-reported by the doctor and verified when he or she first joins the network. The doctor verifies his or her training in the specialty or his or her board certification status. True Health New Mexico validates the accuracy of this information at least once per year.
- **Additional Locations:** If the provider has additional offices, the directory will list them.
- **Board Certification:** Board certification is voluntary. A board-certified doctor, after completing residency training in his or her specialty, has passed an exam and met all the requirements established by the board. The American Board of Medical Specialties or the American Osteopathic Association verifies this information when the doctor first joins the network and at least every three years thereafter. You can verify the doctor's current board status by visiting [www.abms.org](http://www.abms.org). True Health New Mexico verifies the accuracy of this information at least once per year.
- **Hospital Affiliation:** True Health New Mexico verifies the accuracy of this information at least annually. Hospital affiliation displayed on this page doesn't indicate that the hospital is in-network for this plan. Please conduct a hospital search to confirm the hospital is in-network for your benefit plan.
- **Medical Group Affiliation (if applicable):** True Health New Mexico verifies the accuracy of this information at least annually.