

Dual-Option PPO and Blue Preferred EPO Plans

NMPSIA's Medical Plan offers you versatile options — High Option, Low Option and Blue Preferred EPO Option



**BlueCross BlueShield
of New Mexico**

For more information call
1-888-966-7742

Or go to **bcbsnm.com**, and under **Large Groups** select *New Mexico Public Schools Insurance Authority* from the drop-down menu.

Blue Cross and Blue Shield of New Mexico, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association

NMPSIA's comprehensive and versatile Dual-Option PPO and Blue Preferred EPO Plans administered by Blue Cross and Blue Shield of New Mexico (BCBSNM) let you choose any physician without a referral and give you the security of a health plan that is recognized around the world.

When choosing the High-Option or Low-Option Plan

- Both feature In-Network and Out-of-Network benefits with no required referral.
- Both include In-Network preventive health benefits with no copays or deductibles.
- Both include Virtual Visits through MDLIVE® at no cost
- The Low-Option Plan offers a lower premium with a deductible and coinsurance for most benefits.
- You'll have access to our nationwide network of providers.

When choosing the Blue Preferred EPO

- Features a wide range of benefits to help control your costs with no referrals required.
- Blue Preferred EPO offers an exclusive statewide network of providers but at a lower cost when compared to the larger PPO network.
- Select a primary care provider (PCP) and you may benefit from PCP-guided care.
- You must use Blue Preferred EPO providers to receive benefits (except in a medical emergency).
- Includes Virtual Visits through MDLIVE at no cost.
- The Blue Preferred EPO network includes more than 25,000 quality healthcare providers such as Lovelace Hospitals and Medical Group, and UNM Hospitals and Physicians.

The telehealth program from MDLIVE, an independent company, is offered to you by your employer as a participant in your employer's group health plan, and is neither insured through or underwritten by BCBSNM.

MDLIVE, an independent company, provides virtual visit services for Blue Cross and Blue Shield of New Mexico. MDLIVE operates and administers the virtual visit program and is solely responsible for its operations and that of its contracted providers.

MDLIVE and the MDLIVE logo are registered trademarks of MDLIVE, Inc. and may not be used without written permission.

MDLIVE is not an insurance product nor a prescription fulfillment warehouse. MDLIVE operates subject to state regulations and may not be available in certain states. MDLIVE does not guarantee that a prescription will be written. MDLIVE does not prescribe DEA-controlled substances, non-therapeutic drugs and certain other drugs that may be harmful because of their potential for abuse. MDLIVE physicians reserve the right to deny care for potential misuse of services.

Blue Cross®, Blue Shield® and the Cross and Shield Symbols are registered service marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.

bcbsnm.com

The Value of Blue— Meeting your Health Care Needs

Take advantage of health and wellness programs, such as:

- **Blue365® Member Discount Program*** The Blue365 Discount Program offers health and wellness deals to BCBSNM members, including discounts from top national and local retailers on fitness gear, family activities, healthy eating options and much more.
- **Fitness Program** The Fitness Program gives you unlimited access to a nationwide network of more than 10,000 fitness locations.
- **Blue Points** Members can earn points for completing healthy activities like taking a Health Assessment, enrolling in a self-management program, joining the Fitness Program or using a fitness tracker. They can then redeem those points for merchandise.

BlueCard®: Coverage around the world

This innovative benefit—available to only Blue Cross and Blue Shield members—helps you access more than 97 percent of hospitals and 92 percent of physicians throughout the United States contracted with BCBS Plans, plus those in over 200 countries when you need medical care.

You can find a contracted provider online at bcbs.com or by calling the BlueCard program directly at **1-800-810-BLUE (2583)**. Present your member ID card at the provider's office and you'll have the same benefits that you have when you see a contracted provider in your hometown. In the United States you'll pay the same deductible, copayments, and coinsurance amounts and won't have to file claims. (In some foreign countries, you may have to pay for services and then file a claim.)

Blue Access for MembersSM: Your online resource

Blue Access for Members (BAMSM) is the secure, online member account and information area of our website just for our members.

You can log in to BAM and:

- Check your claim status
- View your explanation of benefits (EOBs)
- Confirm who is covered under your plan
- Locate a doctor, hospital, or pharmacy in your plan's network with the Provider Finder®
- Access health and wellness information, including preventive health guidelines, news, and health-related web tools to help you manage your health
- Request a replacement ID card or print a temporary ID card

Access new and improved tools in Provider Finder®

- Estimate your costs: Use the member liability estimator to research the cost of a provider's procedures, treatments, and tests and help evaluate your out-of-pocket expenses.
- Use the robust search engine: Find a network primary care physician, specialist, or hospital.
- Filter results: Narrow your search results by doctor, specialty, ZIP code, language, and gender.
- Learn more about providers: View certifications and recognitions for doctors. Also, view feedback or add your own review for a provider.

24/7 Nurseline

Health happens – good or bad, 24 hours a day, seven days a week.

That is why we have registered nurses waiting to talk to you whenever you call our 24/7 Nurseline. Our nurses can answer your health questions and try to help you decide whether you should go to the emergency room or urgent care center or make an appointment with your doctor. You can also call the 24/7 Nurseline whenever you or your covered family members need answers to health questions about:

- Asthma
- Dizziness or severe headaches
- Diabetes
- A baby's nonstop crying
- High fever
- Sore throat
- Cuts or burns
- And much more
- Back pain

Plus, when you call, you can access an audio library of more than 1,000 health topics – from allergies to surgeries – with more than 500 topics available in Spanish.

Call the 24/7 Nurseline with any health questions.

Toll-free: **800- 973- 6329** Hours of Operation: **Anytime**

No cost Virtual Visits Powered by MDLIVE® On-demand health care at your fingertips

Getting sick is never convenient and finding time to get to the doctor can be hard. MDLIVE's telehealth program provides you and your covered dependents access to care for non-emergency medical and behavioral health needs.

Whether you're in the city, a rural area or you're on a weekend camping trip, access to a board-certified MDLIVE doctor is available 24 hours a day/seven days a week. You can speak to a doctor immediately or schedule an appointment based on your availability. Virtual Visits can also be a better alternative than going to the emergency room or urgent care.** Activate your account online or by phone:

MDLIVE.com/nmpsia or **(800) 770-4622**.

*Blue365 is a discount program only for BCBSNM members. This is NOT insurance. Some of the services offered through this program may be covered under your health plan. Please check your benefit booklet or call the customer service number on the back of your ID card for specific benefit facts. Use of Blue365 does not change your monthly payment, nor do costs of the services or products count toward any maximums and/or plan deductibles. Discounts are only given through vendors who take part in this program. BCBSNM does not guarantee or make any claims or recommendations about the program's services or products. You may want to talk to your doctor before using these services and products. BCBSNM reserves the right to stop or change this program at any time without notice.

**In the event of an emergency, this service should not take place of an emergency room or urgent care facility. Proper diagnosis should come from your doctor and medical advice is between you and your doctor.



Care When and Where You Need It Just Got Easier

Virtual Visits

Convenient health care at your fingertips

\$0 Copay



Powered by **MDLIVE**[®]

Getting sick is never convenient, and finding time to get to the doctor can be hard. Blue Cross and Blue Shield of New Mexico (BCBSNM) provides you and your covered dependents access to care for non-emergency medical issues and behavioral health needs through MDLIVE.

Whether you're at home or traveling, access to an independently contracted board-certified doctor is available 24 hours a day, seven days a week. You can speak to a doctor immediately or schedule an appointment based on your availability. Virtual visits can also be a better alternative than going to the emergency room or urgent care center.

MDLIVE doctors or therapists can help treat the following conditions and more:

General Health

- Allergies
- Asthma
- Nausea
- Sinus infections

Pediatric Care

- Cold
- Flu
- Ear problems
- Pinkeye

Behavioral Health

- Anxiety/depression
- Child behavior/learning issues
- Marriage problems



Connect

Computer, smartphone, tablet or telephone



Interact

Real-time consultation with a board-certified doctor or therapist



Diagnose

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



Website:

Visit the website

MDLIVE.com/nmpsia

- Choose a doctor
- Video chat with the doctor
- You can also access through Blue Access for MembersSM



Mobile app:

- Download the MDLIVE app from the Apple App StoreSM or Google PlayTM Store
- Open the app and choose an MDLIVE doctor
- Chat with the doctor from your mobile device



Telephone:

- Call MDLIVE **(800) 770-4622**
- Speak with a health service specialist to schedule a consultation
- Use website or mobile app to video chat with a doctor

Chat services available for hearing impaired.

Get connected today!

To register, you'll need to provide your first and last name, date of birth and BCBSNM member ID number.

Internet/Wi-Fi connection is needed for computer access. Data charges may apply. Check your cellular data or internet service provider's plan for details. Non-emergency medical service in Idaho, Montana and New Mexico is limited to interactive audio/video (video only), along with the ability to prescribe. Non-emergency medical service in Arkansas is limited to interactive audio/video (video only) for initial consultation, along with the ability to prescribe. Behavioral health service is limited to interactive audio/video (video only), along with the ability to prescribe in all states. Service availability depends on location at the time of consultation.

Virtual visits, powered by MDLIVE, may not be available on all plans. Virtual visits are subject to the terms and conditions of your benefit plan, including benefits, limitations, and exclusions. MDLIVE operates subject to state regulations and may not be available in certain states. MDLIVE is not an insurance product or a prescription fulfillment warehouse. MDLIVE does not guarantee that a prescription will be written. MDLIVE does not prescribe DEA-controlled substances, non-therapeutic drugs and certain other drugs that may be harmful because of their potential for abuse. MDLIVE physicians reserve the right to deny care for potential misuse of services.

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App Store is a service mark of Apple Inc.

Google Play Store is a trademark of Google Inc. ("Google").

Windows is a registered mark of Microsoft™

Clinically-proven weight loss without counting calories

Now you can lose weight, gain energy, sleep better, and improve your mind and body—all while eating your favorite foods. NMPSIA has partnered with Wondr Health™ to help you improve your health at no cost to you.*

Go to wondrhealth.com/NMPSIA



What is Wondr?

No points, plans, or counting calories.

Forget eating kale salads 24/7; Wondr is a skills-based digital weight loss program that teaches you how to enjoy the foods you love to improve your overall health. Our behavioral science-based program was created by a team of doctors and clinicians (which is why we left out the “e” in Wondr) and is clinically-proven for lasting results.

*Eligibility info can be found at wondrhealth.com/NMPSIA

Questions? Visit support.wondrhealth.com

LET'S TALK RESULTS


In as little as 10 weeks:

84% 
LOST WEIGHT

61% 
HAVE MORE ENERGY

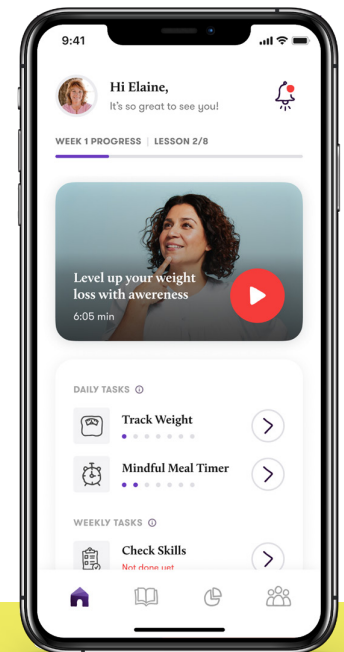
68% 
ARE MORE PHYSICALLY ACTIVE

62% 
FEEL MORE CONFIDENT

85% 
FEEL MORE IN CONTROL OF THEIR WEIGHT

57% 
FEEL THEIR MOOD HAS IMPROVED

*Based on Wondr Health Book of Business



“I love the whole idea of the psychology of things. I like to look in the why’s and how it works. You can eat whatever you want. You just need to retrain your brain into thinking about how you need to eat your food.”

—Brad M.
WONDR PARTICIPANT

LOST
70 lbs

GAINED
Confidence





Be Your Healthiest Self...We'll Help

Online...on the phone...on the go. However you choose to fit good health into your daily life, you've got tools to help you. Follow these simple steps to sign up for Blue Access for MembersSM (BAMSM) – where you can access all the health and wellness programs included with your plan.



Go to bcbsnm.com.



Sign up for BAM.



Click the My Health tab.



A Path to Wellness

Complete self-management online programs to help reach your wellness goals with Well onTarget®. Plus earn rewards for healthy activities.¹

Commit to Be Fit

Get unlimited access to a national network of fitness centers, so you can exercise wherever life takes you.²

Quick Answers to Health Questions

Should you go to the emergency room? Urgent care? Wait to see your doctor? 24/7 Nurseline can help you decide – any day, any time.³

Behavioral Health Support

Your mental health is vital to your wellbeing. Your plan gives you access to treatment options to help with anxiety, depression, substance use and more.

Guidance for Your Growing Family

Check out apps from Ovia Health® for expert advice to support you through all the stages of planning for and having a baby.⁴



Get healthy reminders and tips for using your benefits.

Text **MYCONTACTNM** to **33633** or go to **upp.bcbsnm.com** to let us know how we should contact you.⁵

1. Blue Points Program Rules are subject to change without prior notice. See the Program Rules on the Well onTarget Member Wellness Portal at wellontarget.com for further information. 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.
 2. Individuals must be at least 18 years old to purchase a membership. The Fitness Program is provided by Tivity Health™, an independent contractor that administers the Prime Network of fitness centers. The Prime Network is made up of independently owned and operated fitness centers.
 3. For medical emergencies, call 911. This program is not a substitute for a doctor's care. Talk to your doctor about any health questions or concerns.
 4. Ovia Health is an independent company that provides maternity and family benefits solutions for Blue Cross and Blue Shield of New Mexico.
 5. Message and data rates may apply. Terms and conditions and our privacy policy are available at bcbsnm.com/mobile/text-messaging.
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Here's One Call You Don't Want to Miss

If you get a call from Blue Cross and Blue Shield of New Mexico (BCBSNM), we're calling to help you take good care of your health. Please answer or call us back.

Your health plan includes support for you and your covered family members from nurses and other professionals called health advisors. This extra help is available at no added cost to you.

BCBSNM may call to help you:

- Get the care you need for serious illnesses or injuries
- Have a healthy pregnancy and baby
- If you have been in the hospital or have had a major surgery

BCBSNM health advisors* are licensed health professionals located in the United States. Calls from health advisors are not sales calls.

We may ask you for information, like your name, date of birth or home address, to make sure that we are talking to you. Any information you provide to BCBSNM is confidential, as required by law. We will not share it with your employer.



If we miss you, ring us back. We're here for you!

* Health advisors do not replace the care of a doctor. You should talk to your doctor about any medical questions or concerns.

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