



Oct. 28, 2020

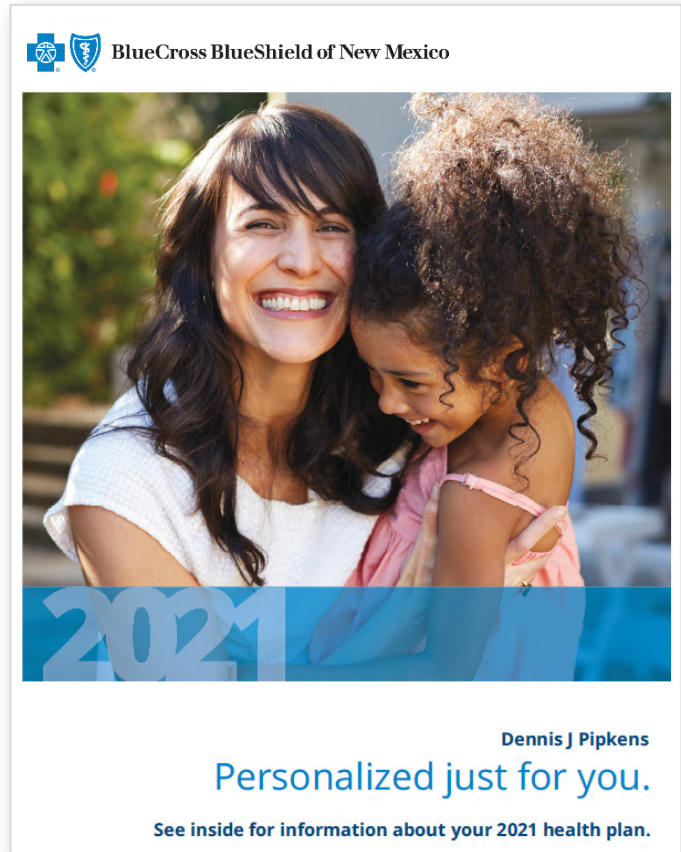
Renewal Packets Arriving by Nov. 1

This week, active members of Blue Cross and Blue Shield of New Mexico (BCBSNM) qualified health plans (QHPs) in the individual ACA market will begin receiving their renewal packets.

On- and Off-Exchange Renewal Packets include the following:

- Notice that health plan will be continuing
- Instructions on keeping current plan or finding a new one
- Changes to coverage
- Summary of Benefits and Coverage: What the current plan covers and what it costs
- Dental plan renewal letter (if applicable)
- Important updates to the pharmacy benefits

Here is an example of an [On-Exchange](#) and [Off-Exchange](#) Qualified Health Plan Packet. Members attached to producers receive packets with their producers' name and instructions to call their agents for support. Members without producers are instructed to call us for assistance.



See Renewal Packages in the Retail Producer Portal

You can access your client's renewal package in the Retail Producer Portal (RPP). Once you find your client from the **Home** or **Client Info** tab, select the **Correspondence** section and click on the **View Letter** link next to the Renewal Package description, "Information on Your 2021 Plan".

Register and Use the RPP to Manage Your Book

The [Retail Producer Portal](#) is a comprehensive business management and client service tool. With the portal, you can send customized proposals and quotes, track sales, generate reports and much more. If you aren't an active user, it's easy to register. Our detailed [Retail Producer Portal Guide](#) provides step-by-step instructions on using all portal features; Pages 3-6 have details on registering for the portal.