



2021 Individual Plan Portfolio

Blue Community HMOSM

- Statewide



What's new

- Member access to covered benefits through providers with telemedicine services



Why Blue Cross and Blue Shield of New Mexico (BCBSNM)?

Access

- Health plans on and off exchange in every county
- Comprehensive, year-round coverage
- High-quality, efficient networks with focus on preventive care

Affordability

- Affordable plan options
- Monthly payments as low as \$0 for qualified on-exchange applicants

Stability

- Serving New Mexico communities for 80 years

New Mexico Plans On and Off Marketplace

Health

Blue Community HMO: 4 Bronze, 4 Silver, 2 Gold

- 4 Bronze, 4 Silver, 2 Gold
- Network: Blue Community HMO NetworkSM (CNN)
- Approximately 39 hospitals, 8,000+ professional providers*
- New bronze plan: Blue Community HMO BronzeSM 502
- Blue Community HMO Bronze 201 and Blue Community HMO GoldSM 205 are now a copay for all visits (previously, a copay for a set number of PCP visits, then coinsurance for remaining PCP visits)
- Helps keep costs lower and more predictable

Dental

BlueCare DentalSM

- Coverage for cleanings, preventive services and much more
- Preventive dental services deductible does not apply

Prescription and Pharmacy

- Six prescription payment level tiers for all ACA plans — generic, brand and specialty drugs have preferred and non-preferred benefit levels
- All plans include a drug list and Preferred Pharmacy Network¹
- \$0 preferred generics on select plans

Helpful Resources 24/7

- 24/7 Nurseline (English and Spanish)
- Cost Estimator Tool on Blue Access for MembersSM
- SmartER CareSM Options — member education campaign on choices for non-emergency care

Mobile Site

- Easy to use — find a doctor, see payment options, access electronic member ID card and more

Blue365[®]

- Blue365 member discount program — members save on health club and gym memberships, weight loss programs, dental products and much more

Contacts for Retail Producers

Presale Support

Product information and sales assistance

866-446-5685

9 a.m. to 5 p.m. MT, Mon.- Thurs.

9 a.m. to 4:30 p.m. MT, Fri.

Postsale Support^{**}

Application status, billing and payments, Retail Producer Portal and policy changes renewing/transitioning clients

888-222-0572

9 a.m. to 5 p.m. MT, Mon.- Thurs.

9 a.m. to 4:30 p.m. MT, Fri.

^{**} Some issues can only be addressed by Producer Services if the member gave authorization to the producer of record.

*Estimates as of 9/15/2020

1. A "preferred" or "participating" pharmacy has a contract with BCBSNM's pharmacy benefit manager (Prime Therapeutics) to provide pharmacy services at a negotiated rate. A pharmacy benefit manager administers prescription drug benefits for a health plan. The terms "preferred" and "participating" should not be construed as a recommendation, referral or any other statement as to the ability or quality of such pharmacy.

The relationship between Blue Cross and Blue Shield of New Mexico and contracting pharmacies is that of independent contractors, contracted through a related company, Prime Therapeutics LLC. Prime Therapeutics LLC is a separate pharmacy benefit management company. Blue Cross and Blue Shield of New Mexico contracts with Prime Therapeutics to provide pharmacy benefit management and other related services. Blue Cross and Blue Shield of New Mexico, as well as several independent Blue Cross and Blue Shield Plans, has an ownership interest in Prime Therapeutics LLC.

Blue365 is a discount program only for BCBSNM members. This is NOT insurance. BCBSNM does not guarantee or make any claims or recommendations about the program's services or products. BCBSNM reserves the right to stop or change this program at any time without notice. The relationship between the Blue365 vendors and BCBSNM is that of independent contractors.