



BlueCross BlueShield of New Mexico



Welcome to the Blue High Performance Network[®]

Understanding a few things about the Blue High Performance Network (BlueHPN[®]) coverage will make a big difference in how much you pay and ensure that you are getting high-quality care.



Remember to Stay In-Network

In order for a service to be covered under your plan, you must receive care within the BlueHPN. Health care services from out-of-network, non-BlueHPN health care providers will only be covered for urgent and emergency care. Of course, if you're ever in an emergency situation, please seek medical attention immediately. NOTE: In BlueHPN service areas, urgent care must be received at in-network urgent care providers. In non-BlueHPN service areas, you can use any urgent care provider.



Find a Network Doctor

You can search from your computer, smartphone or other mobile device. Log in to Blue Access for MembersSM (BAMSM) at **bcbsnm.com/member**. To register for a BAM account, all you need are your group and identification numbers, found on your member ID card. BAM is secure and easy to use. When you search for providers in BAM, it will take you directly to network providers only.

By logging in to BAM you can also use Provider Finder[®] to:

- Estimate the cost of hundreds of procedures, treatments and tests and your out-of-pocket expenses
- View patient reviews or add your review for a provider
- See providers' certifications and recognitions
- Rate your doctor or hospital after your visit



Care While Traveling

If you are traveling away from home but are in another BlueHPN area, you have full benefits with any BlueHPN provider in that area. Use Provider Finder to see if there are BlueHPN providers in your location. If you are outside of a BlueHPN area, you are still covered for emergencies and urgent care. Urgent care is covered if there are no in-network doctors in your location – as is emergency care. Neither require a referral.



Additional Resources

Take advantage of health and wellness programs, such as:

- Blue365[®] Member Discount Program The Blue365 Discount Program offers you health and wellness deals, such as savings from top national and local retailers on fitness gear, family events, healthy eating choices and much more.
- Health and Wellness Resources* Our health and wellness resources give you tools which may help you lose weight, quit smoking or lower your chance of heart disease, stroke or diabetes.



Contact us

You can call the Member Services number on the back of your ID card when you have questions about your plan.

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.

* Our health and wellness resources vary by health plans.