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True Health New Mexico Producer Update

June 6, 2019

The top five things to tell your clients about True Health New Mexico

1. **Medical Management.** Our medical management approach is one of our top differentiators. We care about our members' health, and we combine technology and personalized outreach to improve health outcomes and reduce unnecessary hospitalizations and emergency room visits.
2. **Mental Health.** Our health plans (except for HDHP) offer a \$0 copay for behavioral health office visits, including substance-abuse treatment. As a physician-led plan, we understand how vital good mental health is to overall health. Our \$0 copay benefit helps members achieve "true health" – that is, not merely an absence of disease, but a state of complete mental, physical, and social well-being.
3. **\$0 Drug List.** Our list of [\\$0 copay generic drugs](#) goes above and beyond the Affordable Care Act preventive drug requirements. When financial barriers are lessened or removed, members are better able to take the medications they need to manage chronic health conditions.
4. **Access to Providers.** Our provider network is strong – more than 9,500 primary care providers, specialists, medical groups, and facilities around the state of New Mexico and in the border communities of Amarillo, El Paso, Lubbock, and Muleshoe, TX.
5. **Value for value for New Mexicans.** As a locally grown and operated health plan with a local sales force, leadership with a deep understanding of New Mexico's unique health care needs, early intervention from our medical management team to improve health and lower costs, and benefits and programs that meet members where they are on their journey to better health, True Health New Mexico understands the New Mexico market and our communities to bring the best in value in health care.



Why behavioral health is so important to us

In honor of **National Mental Health Month** last month, we'd like to remind you of some behavioral health benefits True Health New Mexico offers to our members and why.

Just as it is important to get an annual physical exam, it's also important to check on your mental health regularly. With mental health issues, there are no visible signs to

alert you that your mental state is suffering – it's not as apparent as a broken bone or heart attack. Often, people don't know they're having mental health problems until they present themselves as physical problems, and many common mental health issues such as anxiety, depression, or stress can lead to chronic physical conditions later in life such as heart disease, diabetes, and cancer. Giving your mental and physical health proper attention can help prevent serious health problems down the road.

To make sure our members have access to quality behavioral health care, True Health New Mexico offers a **\$0 copay for all outpatient behavioral health visits**, including substance abuse treatment, on most plans. Also, most of our plans offer a **\$0 copay for generic behavioral health medications**. This makes it easier for members with behavioral health conditions to stay on their medication and get the support they need regularly.

24/7 Care Connect Nurse Advice Line 1-844-308-2552

Our **toll-free, 24-hour nurse advice line** is available exclusively to True Health New Mexico members where experienced registered nurses give expert guidance and education for non-urgent illnesses and injuries. Depending on the member's needs, the nurse can end the call with a telephonic consultation with an MDLIVE® doctor in our Virtual Clinic. If necessary, doctors are able to call in a prescription to the member's pharmacy. MDLIVE doctors in our Virtual Clinic are board-certified in New Mexico and are in the True Health New Mexico network.

Get your Fitbit in time for summer

Our **Fitbit True Wellness program** offers your employees and their dependents ages 18 and older discounted pricing and a credit toward the Fitbit device of their choice when they take a Health Risk Assessment through our secure online member portal. Fitbit True Wellness helps you to increase activity, track your progress, and participate in fun group challenges.



To get started, visit our [Fitbit True Wellness page](#). If you have any questions or would like to receive Fitbit posters and other promotional materials for your workplace, reach out to your [Account Manager](#).

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- [May 2, 2019](#)
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