

UnitedHealthcare of New Mexico, Inc.

PY2026

Timothy Patterson, Agency Manager
Meeting recording can be found [here](#).
Password: UHCNMPY26!



Who We Are...

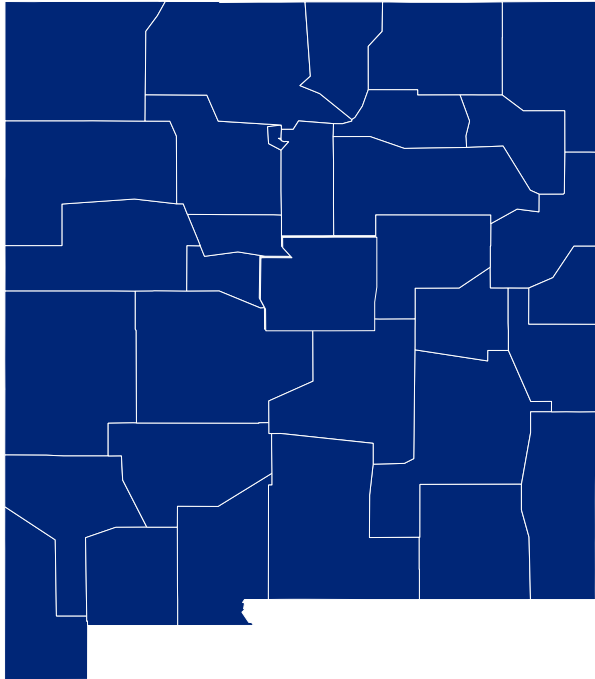
Our Mission

Help people live healthier lives and make the health system work better for everyone.

Our Vision

Deliver affordable coverage; simple experience; and high quality, supported care.

Service Areas



In 2026, UnitedHealthcare will continue to cover all 33 counties in New Mexico, which includes the following rating areas:

- Albuquerque (Rating Area-1)
- Farmington (Rating Area-2)
- Dona Ana (Rating Area-3)
- Santa Fe (Rating Area-4)
- Rural New Mexico (Rating Area-5)

Also continuing in 2026, cross-border coverage in:

- Maricopa county in AZ
- La Plata county in CO
- El Paso, Lubbock, and Potter counties in TX

IHS Facilities and Tribal Clinics



Provider Site Name	Organization Name	Address	City	State	County	In-Network
Acoma-Canoncito-Laguna Hospital	Acoma-Canoncito-Laguna Hospital	80b Veterans Blvd	Acoma	NM	Valencia	Yes
First Nations Community HealthSource	First Nations Community HealthSource	5608 Zuni Rd SE	Albuquerque	NM	Bernalillo	Yes
Albuquerque Indian Health Center	Indian Health Service	801 Vassar Dr NE	Albuquerque	NM	Bernalillo	Yes
Sandia Health Center	Pueblo of Sandia	203 Sandia Day School Rd	Bernalillo	NM	Sandoval	Yes
Jemez Pueblo Comprehensive Health Center	Pueblo Of Jemez	110 Sheep Springs Rd	Jemez Pueblo	NM	Sandoval	Yes
Pine Hill Health Center	Pine Hill Health Center	Bia Rt 125 Mp 12.5	Pinehill	NM	Cibola	Yes
Zia Health Center	ASU/Indian Health Service	155 Capitol Square Dr	San Ysidro	NM	Sandoval	Yes
Santa Ana Health Center	ASU/Indian Health Service	02-C Dove Rd	Santa Ana Pueblo	NM	Sandoval	Yes
Santa Fe Indian Hospital	Santa Fe Service Unit	1700 Cerrillos Rd	Santa Fe	NM	Santa Fe	Yes
Taos Picuris Health Center	Taos Picuris Health Center	1090 Goat Springs Rd	Taos	NM	Taos	Yes

This policy has exclusions and limitations. For costs and complete details of the coverage, call or write your insurance agent or the company, whichever is applicable

PY 2026 Offerings

Value

Lower premium with higher deductible and cost shares at time of service
Mix of copays and coinsurance

Advantage

Mid-Range premium with lower deductibles and cost shares at time of service
Copay cost shares for many services

Clear Cost

Standardized health insurance offerings on New Mexico's BeWell Marketplace. All insurers must use the same cost structure (copays, deductibles, out-of-pocket limits), which makes comparing plans straightforward.

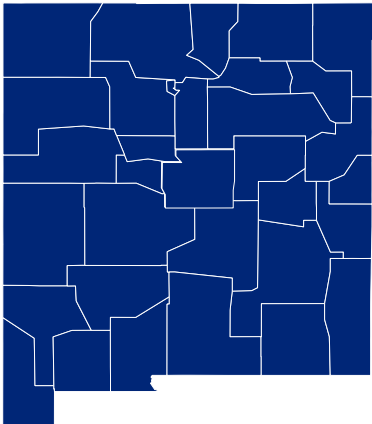
Note: Per the budget reconciliation bill (OBBA) all on-exchange Bronze plans are now HSA eligible regardless of High-Deductible Health Plan (HDHP) status. Bronze off-exchange only plans will not be considered HSA eligible



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All plan designs, benefits, cost shares, and service area expansions for plan year 2026 are pending regulatory approval and subject to change.

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2026 Individual Exchange New Mexico



Quick State Facts

- Statewide Service Area
- Non-gated HMO plans: must use in-network providers, but you don’t need a referral to see a specialist
- Broad network
- Cross-border coverage in Maricopa county in AZ, La Plata county in CO, and El Paso, Lubbock, and Potter

Network Changes from 2025 to 2026

- No significant changes

The availability of a provider in the network can change. This means that providers may be added or removed from the network at any time. It’s advisable to verify provider participation at the time of service.

Market Area	Counties	Hospitals and Employed Providers
Albuquerque	Bernalillo, Sandoval, Torrance, Valencia	Lovelace: Lovelace Medical Center, Lovelace Westside Hospital, Lovelace Women’s Hospital, Presbyterian: Presbyterian Kaseman Hospital, Presbyterian Hospital, Presbyterian Rust Medical Center, University of New Mexico: University of New Mexico Health Sciences Center, University of New Mexico Hospital, University of New Mexico Sandoval Regional Medical Center, Carrie Tingley Hospital
El Paso (TX & NM)	Dona Ana	Memorial Medical Center, Mountainview Regional Medical Center, Three Crosses Regional Hospital
Farmington	San Juan	San Juan Regional Medical Center
Rural New Mexico	Catron, Chaves, Cibola, Colfax, Curry, De Baca, Eddy, Grant, Guadalupe, Harding, Hidalgo, Lea, Lincoln, Los Alamos, Luna, McKinley, Mora, Otero, Quay, Rio Arriba, Roosevelt, San Miguel, Sierra, Socorro, Taos, Union	Lincoln County Medical Center, Cibola General Hospital, Union County General Hospital, Gila Regional Medical Center, Nor-Lea Hospital District, Gerald Champion Regional Medical Center, Miners Colfax Medical Center, Dan C Trigg Memorial Hospital, Guadalupe County Hospital, Mimbres Memorial Hospital, Eastern New Mexico Medical Center, PHC-Los Alamos Medical Center, Artesia General Hospital, Presbyterian Espanola Hospital, Holy Cross Hospital, Clovis Plains Regional Medical Center, Socorro General Hospital, Rehoboth McKinley Christian Hospital, Carlsbad Medical Center, Sierra Vista Hospital, Roosevelt General Hospital, Covenant Health Hobbs Hospital, Alta Vista Regional Hospital, Lovelace Regional Hospital
Santa Fe	Santa Fe	Christus St Vincent Regional Medical Center, Presbyterian Santa Fe Medical Center

Providers: check out additional information regarding NM Exchange plans on UHCprovider.com/Exchanges

This policy has exclusions and limitations. For costs and complete details of the coverage, call or write your insurance agent or the company, whichever is applicable



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Note: Information up to date as of 07/02/2025

Additional Benefits

Condition Management Services

\$0 formulary medication expansion to additional condition classes

- Hypoglycemia (low blood sugar), Opioid Overdose
- NEW! Mental Health* — expanded \$0 formulary coverage for certain commonly prescribed medications within selective serotonin reuptake inhibitors (SSRIs)
- NEW! Heart Conditions* — expanded \$0 formulary coverage for certain commonly prescribed medications within ACE inhibitors, ARBs, beta blockers, calcium channel blocker, diuretics, and statins

\$0 Diabetes Management Services

- No cost for key diabetes management services
- HbA1c screening, kidney health evaluation, diabetic retinal eye exam, urinalysis panel, metabolic panel, lipid panel, routine footcare, nutritional counseling
- NEW! (test strips, lancets & devices, peroxide, sharps container)
- NEW! Oral Medication* — expanded \$0 formulary coverage for certain commonly prescribed medications within sulfonylureas, biguanides, and thiazolidinediones

This policy has exclusions and limitations. For costs and complete details of the coverage, call or write your insurance agent or the company, whichever is applicable

* Formulary medications only. Certain strengths or dosage forms are not \$0. \$0 cost-share is operationalized by formulary tier placement on the \$0 Preventive tier or through a \$0 drug list (SDL). See PY26 formulary for full list of \$ medications



\$0 Diabetes Management Benefits

Benefit ¹	Year Introduced
Hemoglobin A1c screening	2024
Kidney Health Evaluation for Diabetes	
Metabolic Panel	
Urinalysis Panel	
Lipid Panel	
Diabetic retinal eye exams	2025
Routine Footcare	
Nutritional Counseling (<i>newly marketed</i>)	
New! Pharmacy-Provided Supplies²: Glucometers, test strips, control solutions, alcohol peroxide, sharps container, lancets & devices, glucose tablets, ketone and urine test strips, and insulin administration aids	2026
New! Oral Medication³: glimepiride, glipizide/ER, metformin/ER, pioglitazone	



\$0 Formulary Insulin for Tier 1 only
Includes HSA plans

¹ \$0 benefit is limited to specific CPT codes associated with diabetes management. HSA plans only offer pharmacy-provided supplies and oral medications diabetes management benefits.

² Supplies covered under medical benefit is subject to diabetic cost share

³ Formulary medications on the \$0 Cost-Share Preventative Tier only. Certain manufacturers, strengths, or dosage forms are not \$0

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Product Incentives

Product Incentives

PCP Visit

PCP incentive is increasing to further incentivize members to complete an annual exam



Account Related Actions

Completing the following four steps unlocks incentives:

- Create a **myUHC account**
- Turn on **autopay**
- Sign up for **all text message communications**
- Sign up for all **paperless communications**

All incentives will be loaded to a VISA card for members to redeem upon completion of a PCP visit, account related actions, and a Health Risk Assessment.

Health Risk Assessment

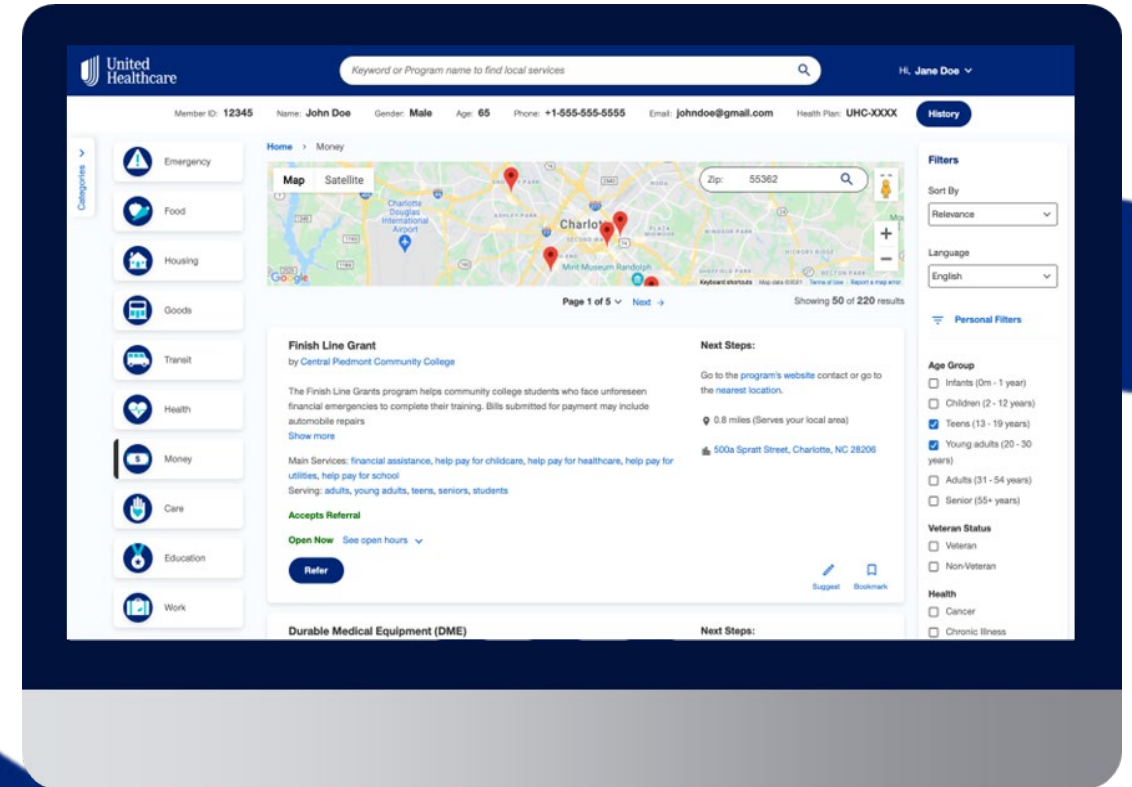
NEW! Health Risk Assessment (HRA) survey data can help identify members' needs and be used to connect them to services including care management.



Community Resources

Community Resources is a social care tool integrated with myUHC that **connects members to community-specific resources** relevant to their needs such as housing, food, etc.

Members can access support from this tool through a screening that is either self-initiated or conducted by a UHC advocate or care manager. Screenings identify if the member has an unmet social need and connects them with local resources.





Continuing Strategies



Virtual Care

- Virtual Urgent Care visits generally \$0 cost share
- Virtual Primary Care and Behavioral Health visits match brick-and-mortar cost share



Fitness

- Free digital fitness for members 18+ through One Pass
- Member-funded physical gym buy up for members 18+ through One Pass



Walgreens Discount

- Discount Card provided to members which offers 20% discount on Walgreens branded OTC health and wellness products at Walgreens retail stores.

value added products and services are not insurance benefits and may be discontinued at any time

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Premium Billing Process

Billing questions can be directed to customer service.

- Invoice + Premium Payment Questions: 1-800-691-0021, TTY 711

Premium billing timeline:

- Premiums due on the 1st of every month
- Notices sent 3rd or 4th of the month prior to the due date

Resources for Assistors

Jarvis (Broker-Specific Portal):

- Access plan & carrier flyers
- Plan materials and member resources
- Explore other resource links
- Commission statements

Point of contact:

- PHD: 1-866-235-4095 or email acabrokersupport@uhc.com
- Tim Patterson – timothy_Patterson@uhc.com

Point of Contact for Assisters



Preferred point of contact assisters could reach out to for help with complex accounts. It should be made clear if they can share these contacts with consumers. Suggested contacts:

- **Broker Inquiries:**
 - PHD: Call 1-866-235-4095 or email acabrokersupport@uhc.com
- **Member Inquiries:**
 - UHC Online Account: myuhc.com/exchange
 - 24/7 Member Services + Care Support: 866-569-3491
 - Invoices + Premium Payment Questions: 1-800-691-0021, TTY 711

Navigator and Assister Resources:

- <https://www.uhc.com/individuals-families/aca-marketplace/aca-plan-navigators-assisters>

Questions?

Reminder: Brokers are encouraged to be contracted and appointed with all carriers offering health plans through BeWell for Plan Year 2026.



Bewell

New Mexico's
Health Insurance
Marketplace