

Carrier Presentation Blue Cross and Blue Shield of New Mexico

PY2027



BlueCross BlueShield
of New Mexico



Before we get started...

- This presentation focuses on topics related to the individual market and on-exchange plans.
- This presentation, and the information contained within it, is current as of **October 5**. It is subject to change based on subsequent federal and state laws, regulations and guidance.
- This presentation, and the information contained within it, is being shared for informational purposes only. It does not constitute legal, compliance or tax advice. If brokers, agents, or enrollment counselors have questions, they should contact their legal, compliance or tax professionals.
- This information is preliminary in nature and is being shared for educational and training purposes only. It may not be used for any other purposes, including marketing.

This presentation is for educational and training purposes only. The policies mentioned contain exclusions, limitations, and terms under which they may be continued in force or discontinued. For costs and complete details of the coverage, please contact your broker or Blue Cross and Blue Shield of New Mexico.

Who We Are...



- Blue Cross and Blue Shield of New Mexico has been serving New Mexico communities for more than 85 years
- We offer statewide HMO plans
- We have 48 of New Mexico's hospitals in our HMO network

We're not going anywhere and we're not standing still

- When it comes to change, Blue Cross and Blue Shield of New Mexico has the **infrastructure**, **expertise** and **personnel** to assess plan design, analyze the market and competition, meet consumer needs and implement regulations when needed.
- What guides Blue Cross and Blue Shield of New Mexico through change? Our **dedication** to our members to help them make the best health care decisions for themselves and their families.
- Since Blue Cross and Blue Shield of New Mexico is **customer owned**, we can approach the critical issues affecting health care financing, access and delivery with a balanced, **long-term perspective**.

Our Commitment to the Community



We are investing in programs and partnerships that expand access to care and strengthen communities.

- **\$2.8M invested** in community grants and sponsorships supporting local organizations
- **653K+ people served** through Blue ImpactSM grant program
- **15 local organizations supported** through Blue Impact grants
- **12.7K+ residents reached** through Care Van[®] mobile health events
- **10.8K+ immunizations and health services provided** via Care Van clinics

Source: <https://www.bcbsnm.com/about-us/impact-report>

Community Programs Making an Impact

Blue ImpactSM Community Grants

- Invests in nonprofit organizations addressing local health needs
- Supports programs focused on economic opportunity and stability, nutrition, neighborhood and built environment, locally defined health solutions, and optimal health outcomes

Care Van[®] Mobile Health Program

- Provides immunizations and preventive health services directly in communities
- Participated in more than 180 community events reaching thousands of residents

Blue Door Neighborhood CenterSM

- Community hub offering classes, health screenings and wellness programs
- Connects residents with local resources and health education

Special Beginnings[®]

- Programs supporting healthier pregnancies and postpartum care
- Partnerships helping improve outcomes for moms, babies, and families.

Source: <https://www.bcbsnm.com/about-us/impact-report>

2027 Highlights

ALL PLANS ARE RENEWING

- All of our existing Qualified Health Plans will be renewed

NEW PROGRAM

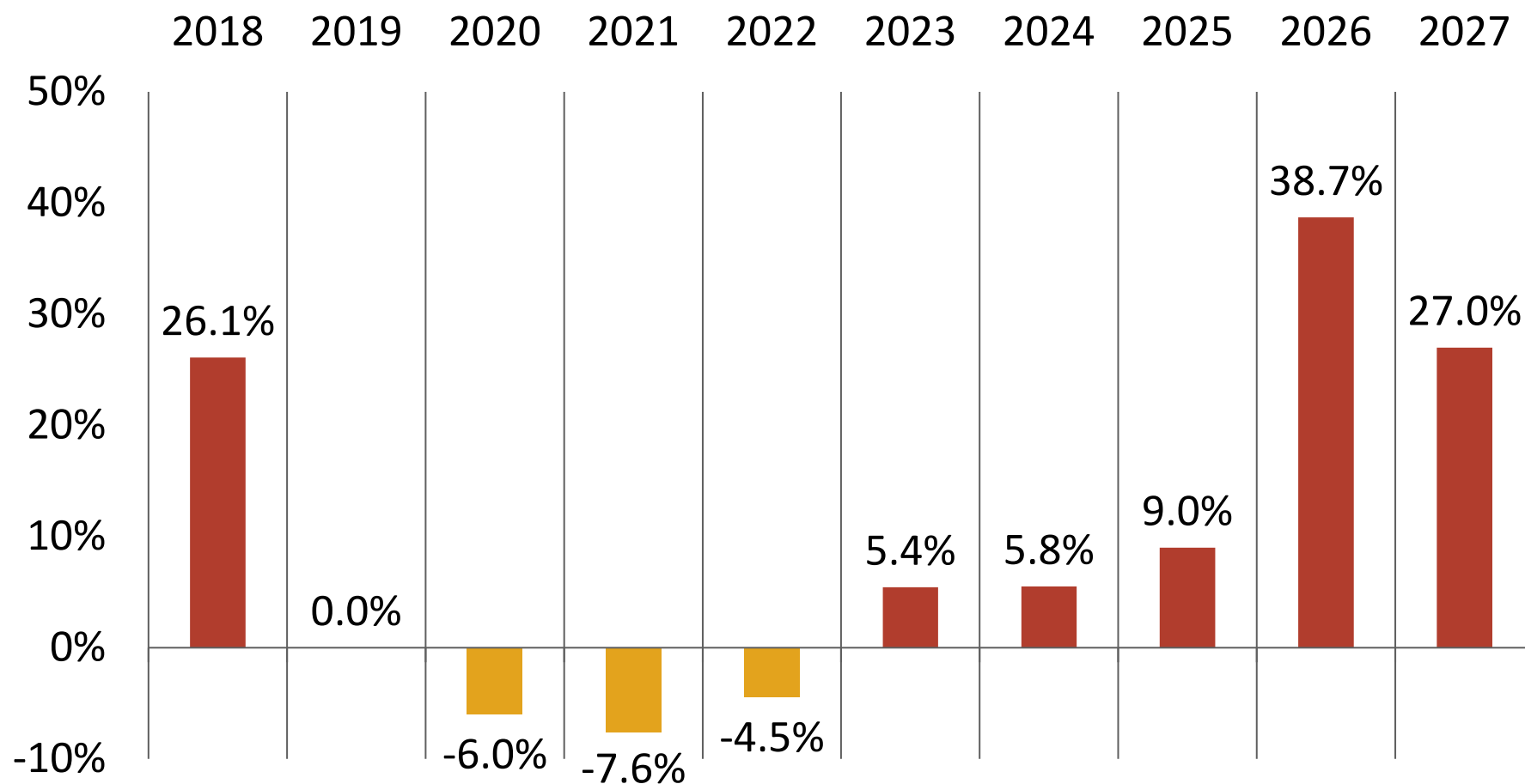
- Beginning Jan. 1, 2027, **GO Wellbeing, powered by Sharecare and GO Points** will become the new wellness and rewards program for Individual & Family Markets members. Members can earn and redeem Living Well Rewards, a virtual Visa® card that can be used for groceries, doctor copays and more. The program replaces Well onTarget® and Blue PointsSM, which end Dec. 31, 2026.

Actuarial Expertise in the Market



- BCBSNM remains steadfast in its commitment to a stable health insurance market with a competitive plan choices in the individual market.
- The approved rates for 2027 coverage include both new and existing ACA-compliant individual plans and reflect factors impacting BCBSNM's individual market experience and projected costs
- Plans are priced to reflect anticipated health care needs. Medical Loss Ratio rules require that for individual plans, no less than 80% of premiums are spent on medical care and quality improvement.

PY2018-PY2026 Rates



PY 2026 Source: 2027 Final State Approved Rates of August 21, 2026.

2027 On-Exchange Plans

Blue Community Silver HMO SM	Blue Community HMO SM	Blue Community Gold HMO SM
- Silver Plan deductibles range from \$0 to \$4,750 - Primary Care office visit copayments range from \$0 to \$70 - Virtual Visits powered by MDLIVE^{***} at no added cost	- Deductibles range from \$6,000 to \$8,000 - Primary Care office visit copayments range from \$40 to \$45 - Virtual Visits powered by MDLIVE^{***} at no added cost - No clear cost offering on bronzes.	- Gold Plans deductibles ranging from \$350 to \$3,850 - Primary Care Office visit copayments range from \$5 to \$35 - Virtual Visits powered by MDLIVE at no added cost
Clear Cost Silver		Clear Cost Gold
On Exchange Clear Cost offerings include Base Silver On-Exchange, Turquoise 1, and Turquoise 2 Plans		On Exchange Clear Cost offerings include Base Gold On Exchange, Turquoise 3, and Turquoise 3 Native American Limited Cost Sharing

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Blue Community HMO NetworkSM



- Statewide network in all 33 counties
- On and Off Exchange
- BCBSNM offers Bronze plans on the exchange
- Hospitals include: acute care, behavioral health, rehabilitation, skilled nursing and long-term acute care hospitals
- Professionals include: PCPs, behavioral health providers, and specialists.
- 17,105+ includes contracted providers within 100 miles of NM border (updated OSI guidelines)

Source: Network status as of 6/17/2026. Hospitals: contracted facilities in NM and contiguous Counties within 100 miles of the NM border (include acute care, BH, long-term acute care, skilled nursing, and rehabilitation); Providers: PCPs, BH, and specialist in NM and contiguous Counties within 100 miles of the NM border. Professional counts reflect unique providers only.



Hospital and provider counts current as of 6/17/2026.

Blue Community HMOSM Hospitals



Market	Key Hospitals
Albuquerque	Lovelace (Downtown/Westside/Women's) UNM Hospitals
Rio Rancho	UNM Sandoval Regional Medical Center
Santa Fe	CHRISTUS St. Vincent Regional Medical Center
Farmington	San Juan Regional Medical Center
Las Cruces	Memorial Medical Center Mountainview Regional Hospital Three Crosses Regional Hospital
Roswell	Eastern NM Medical Center Lovelace Regional Hospital

* Presbyterian Hospital is in network in Clovis, Ruidoso, Tucumcari, Socorro, and Santa Fe counties depending on member residency location (*subject to change*)

Not all participating network health systems represented in this analysis. Does not include contracted independent hospitals (non-integrated facilities).

Not all hospital facilities are in-network within a given health system listed above. Network information confirmed on 6/17/26. Health system participation subject to change.

Blue Community HMOSM Hospitals



Additional Hospitals

Alamogordo Otero County Hospital Association Dba Christus Southern	Lovington Nor Lea General Hospital
Artesia Artesia General Hospital	Portales Roosevelt General Hospital
Carlsbad Carlsbad Medical Center	Raton Miners Colfax Medical Center
Clayton Union County General Hospital	Ruidoso Lincoln Co Medical Center
Clovis Plains Reg Medical Center	Santa Rosa Guadalupe County Hospital
Gallup Rehoboth McKinley Hospital	Silver City Gila Regional Medical Center
Grants Cibola General Hospital	Taos Holy Cross Hospital
Las Vegas Alta Vista Regional Hospital	Truth or Consequences Sierra Vista Hospital
Los Alamos Los Alamos Medical Center	Tucumcari Dan C. Trigg Memorial Hospital

Network participation status current as of 6/17/26. Participation is subject to change.

Prescription and Pharmacy

Preferred Pharmacies

Albertsons
Walgreens
Walmart
Sam's Club
Select
Independent
Pharmacies

Pharmacies in the Preferred Network are subject to change
Select Independent Pharmacies may be included in the Preferred Pharmacy Network

5-Tier and 6-Tier prescription benefit structure drives utilization toward preferred generic, preferred brand and preferred specialty prescriptions

- Generic, brand and specialty drugs each have preferred and non-preferred benefit levels
- Pharmacies fall into 3 categories:
 1. **Preferred pharmacies** (listed to the left): Over 200+ throughout NM
 2. **Non-Preferred Pharmacies**: Still in network. Member cost share may be higher when using a Non-preferred pharmacy than when using a Preferred pharmacy.
 3. **Out of Network Pharmacies**: There is no benefit applied when members use out of network pharmacies.

5-Tier and 6-Tier Design

Offered with Clear Cost Plans

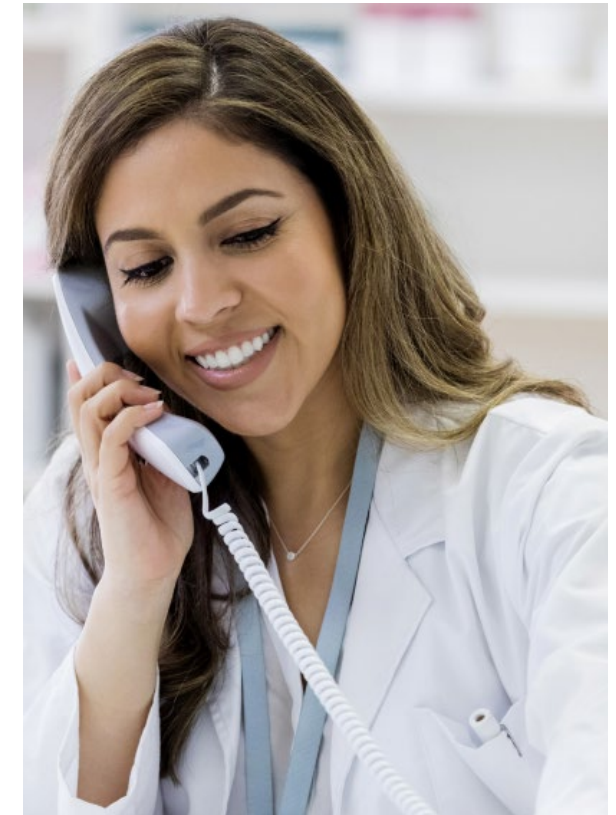
5-Tier Drug Plans	
1	Generic
2	Brand: Preferred
3	Brand: Non-Preferred
4	Specialty: Preferred
5	Specialty: Non-Preferred

Offered with Non-Clear Cost Plans

6-Tier Drug Plans	
1	Generic
2	Generic: Non-Preferred
3	Brand: Preferred
4	Brand: Non-Preferred
5	Specialty: Preferred
6	Specialty: Non-Preferred

Specialty Medications

- **30-day supply:** Medications are limited to a 30-day supply to prevent waste
- Self-administered products are usually covered under the pharmacy benefit while physician-administered products are covered under the medical benefit
- **Pharmacy Match Specialty Program** – We deliver savings on specialty drugs for our clients and members.
 - Expands the network of participating pharmacies to leverage the unique purchasing arrangement of each pharmacy on an individual drug level
 - Best-fit pharmacy for a member based on competitive bidding which may lead to reduced costs and better member experience
 - Match pharmacy will contact member and schedule delivery



The relationship between BCBSNM and the specialty pharmacies is that of independent contractors. Pharmacy Match is administered by Prime Therapeutics LLC, an independent company contracted by BCBSNM to provide pharmacy solutions. BCBSNM, as well as several independent Blue Cross and Blue Shield Plans, has an ownership interest in Prime Therapeutics.

Additional Features

Overview: Mental Health Hub



The Mental Health Hub is a provider and treatment information portal that will address member needs ranging from eating disorder treatment to virtual therapy for kids. With four vendors available, Equip, WorkIt, NOCD, and Manatee, members will receive guidance to provider options through a comprehensive assessment and will have access to innovative provider who specialize in treating specific behavioral health conditions.

A Single Destination for ALL Behavioral Health Needs!

	Equip	WorkIt	NOCD	Manatee
Description	Virtual Family-based Therapy and Peer Mentoring and Support for those with eating disorders. Each vendor has multiple available service for member that best fit their needs!	Virtual and in person solutions for substance use disorders with a focus on medication-assisted treatment	Virtual and in person therapy program for obsessive compulsive disorders	Personalized virtual therapy and coaching to help children experiencing anxiety and mood disorders
Services	Dedicated 5-person care team - Physician/Psychiatrist - Dietician - Therapist - Peer Mentor - Family Mentor	- Group Therapy - Individual Therapy - Support Groups - Digital Platform and Self-Directed Tools - Care Coordination	- Therapy Sessions - Care Coordination - Weekly Support Groups - Asynchronous Messaging with Therapist and Member Advocates	- Child Therapy - Combination of Child Therapy and Parent / Caregiver Coaching

Members who have access to additional wellness tools such as Mental Health Hub, can receive traditional in-person behavioral health services.

Equip is an independent company that has contracted with Blue Cross and Blue Shield of New Mexico to provide Member Health Platform and Tools, Care and Disease Management, Mental Health Administration/Network, Health Information Content, Provider Networks, Telehealth for members with coverage through BCBSNM.

WorkIt Health, NOCD and Manatee are mental health providers contracted with NovaOne. The Mental Health Hub is administered by NovaOne. NovaOne is an independent company that has contracted with Blue Cross and Blue Shield of New Mexico to provide member health platform and tools, mental health administration network and health information content for members with coverage through BCBSNM.

The Mental Health Hub is not an insurance benefit and may be discontinued at any time.

Telemedicine Benefits

- Member cost share for telemedicine visits are the same as in-person visits.
 - For example, if a member's cost share is \$35 for a PCP office visit, the telemedicine services cost share would be the same.
- Members will be able to access their medically necessary, covered benefits through local network providers who deliver services through telemedicine.
- Members will have to contact providers to determine if they offer telemedicine visits.
- Telemedicine visits are not limited to any particular provider type.

Telemedicine is not an insurance benefit and may be discontinued at any time.



Overview: MDLIVE

MDLIVE is a digital healthcare platform that offers reliable 24/7 health care by phone or video. Our board-certified doctors, pediatricians, dermatologists, psychiatrists, and therapists provides personalized care for hundreds of medical and mental health needs. The program is convenient for members to receive care digitally any time and any where! Physicians are available to speak with patient in English, Spanish and more (other languages available via translation services).

	Urgent Care	Virtual Primary Care	Behavioral Health	Dermatology
Conditions	• Cold & Flu • Covid • Allergies • Earache • Fever • Headache • UTI (adult females only) • Insect Bites • Nausea • Pink eye • Yeast Infections • Sore Throat	MDLIVE can act as your PCP and be responsible for coordinating members' care	Members have access to a licensed Behavioral Therapist that provides care for those in need of mental health support	Members have access to dermatologist providers who can assist them with any skin related issue

MDLIVE E-Treatment services are not available. Members may access MDLIVE Urgent Care services through live phone or video visits, where available under their plan.

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MDLIVE is not an insurance benefit and may be discontinued at any time.



Overview: Blue365[®]



Blue365 is a discount program that provides easy access to premier health and wellness products and services to help members build a path to live a healthy life. Members can achieve their best health with exclusive discounts across multiple wellness categories and purpose-driven educational content to support members in living healthy for less.

After registering for an account, members can browse deals by category or use a keyword to find deals for:

- Fitness gear
- Family activities
- Gym memberships
- Healthy eating
- Dental
- Vision
- Hearing aids
- And more from top national and local retailers

Members should read the redemption instruction and redeem online on our partner's site

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.

Blue365 is not an insurance benefit and may be discontinued at any time.

Blue PointsSM Rewards Program Ending Dec. 31, 2026



Well onTarget[®] and the Blue PointsSM Program will sunset on Dec. 31, 2026. Members should redeem any remaining points before this date, as unused points will not be available after the program ends.

What clients need to know:

- Tell your clients to log in and review their Blue Points balance
- Encourage them to redeem points for gift cards before Dec. 31, 2026
- Suggest taking action early to avoid losing unused rewards

What happens to unused points?

- Any points that are not redeemed by Dec. 31, 2026, will be forfeited and cannot be recovered

Blue Points Program Rules are subject to change without prior notice. See the Program Rules on the Well onTarget Member Wellness Portal at wellontarget.com for further information. The Well onTarget member rewards redemption service is provided by an independent third party.

The Blue Points Program is not an insurance benefit and may be discontinued at any time.

NEW!

GO WellbeingSM & GO Points



Our new digital wellness platform offers engaging, personalized wellness resources for all members, regardless of their stage on the journey to lifelong wellbeing. The GO WellbeingSM, powered by Sharecare also known as GO Points Rewards program helps them turn healthy choices into tangible treats. **Members may earn rewards annually by completing qualifying activities, subject to program terms and conditions.**

Sharecare Platform Highlights

- **Health and Wellness Content:** Our digital library offers reader-friendly articles that reflect latest evidence-based information on a wide variety of health conditions and medicines.
- **Step Trackers:** Members can connect many types of medical & fitness trackers and earn points once you connect and enable step tracking .
- **RealAge Test:** Members answer question from the RealAge which is clinically evaluated health-risk assessment that estimates how old your body is based on your lifestyle, genetics, and medical history
- **Enroll into Administrative Activities:** Streamline your administrative experience with stress-free, fully digital solutions—enroll in paperless billing, set up autopay, and access your digital ID cards anytime, anywhere
- **Members can earn GO Points rewards by reaching goals and completing healthy activities.** Through the program, members could earn Livingwell Rewards, which is a visa gift card that can be used toward first aid, copays for doctor visits, grocery stores and more!

GO Wellbeing and all associated digital programs and services are powered by Sharecare, Inc. Sharecare is contracted by Blue Cross and Blue Shield of New Mexico to deliver a select collection of lifestyle programs, tools, and apps.

GO Wellbeing and all associated digital programs and services are not an insurance benefit and may be discontinued at any time.

Overview: GO Points



Earn Rewards Every Year by completing these actions!

- Autopay**
- Stay Prepared – Find Urgent Care near you
- Understanding the differences: Urgent Care vs Emergency Room
- Complete the RealAge Test (Health Assessment)
- Add a PCP to your Sharecare Profile
- Connect a Device and Enable Step Tracking
- Enroll into Digital ID and Paperless
- Complete your Sharecare Registrations
- Follow a Health Topic ranging from stress, sleep and more!
- Watch one Health Topic

*Please note: NM, MT and IL have all these activities, TX and OK do not have enroll into Digital ID and Paperless. Grandfather and Legacy do not have enrolling into autopay, paperless and digital ID.

** Autopay activity members who complete this activity will earn the total reward amount after 4 months

GO Points is not an insurance benefit and may be discontinued at any time.

Overview: Learn to Live



Learn to Live, offers around-the-clock mental health assessments and online cognitive behavioral therapy for mild to moderate mental health conditions. The platform offers initial assessments, with standardized screenings for depression and anxiety and some additional questions. Depending on results, it may recommend online lessons, computer-based therapy or virtual coaching. The platform directs members toward case managers and more formal treatment when needed.

Members can receive one-on-one coaching via phone, text or email to reach their goals and have continuous support.

An online assessment can help pinpoint to the right programs for members. Our list of programs is continually growing, addressing topics such as:

- Social Anxiety
- Depression
- Insomnia
- Stress and Substance Use
- Worries and Anxiety
- Panic
- Resilience

Learn to Live provides educational behavioral health programs. Members considering further medical treatment should consult with a physician. Learn to Live, Inc. is an independent company that provides online behavioral health programs and tools for members with coverage through Blue Cross and Blue Shield of New Mexico.

Learn to Live is not an insurance benefit and may be discontinued at any time.



2027 Stand-alone Dental QHPs



- Members changing health plans for 2027 with a dental policy need to re-enroll for dental
- When enrolling or re-enrolling a member in medical coverage, review dental coverage carefully
- Our BlueCare DentalSM 1D plan features the lowest rates of all our plan options

BlueCare Dental 1A & BlueCare Dental 4 KidsSM 1A features:

- A member pays 0% on most preventive services with in-network dentists
- Low \$25 deductible for in-network services
- Savings on all dental procedures up to annual \$1,500 max for adults; unlimited annual max on BlueCare Dental 4 KidsSM 1A

BlueCare Dental 1B & BlueCare Dental 4 Kids 1B features:

- Lower monthly premium (compared to 1A plans)
- A member pays 0% on most preventive services with in-network dentists
- \$50 deductible for in-network services
- Savings on all dental procedures up to annual \$1,000 max for adults; unlimited annual max on BlueCare Dental 4 Kids 1B

BlueCare Dental 1C features:

- Lower monthly premium (compared to 1A & 1B plans)
- A member pays 20% on most preventive services provided by in-network dentists
- \$50 deductible for in-network services
- Savings on all dental procedures up to annual \$1,000 max for adults

BlueCare Dental 1D features:

- Lowest monthly premium (compared to 1A, 1B & 1C plans)
- A member pays 0% on most preventive services provided by in-network dentists
- \$50 deductible for many services
- Savings on procedures up to the annual \$1,000 max for adults

2027 Standalone Dental QHPs: In-Network Benefits



Benefits ²	BlueCare Dental 1A ³	BlueCare Dental 4 Kids 1A	BlueCare Dental 1B ³	BlueCare Dental 4 Kids 1B	BlueCare Dental 1C	BlueCare Dental 1D
Individual Deductible (family deductible = 3x individual)	\$25	\$25	\$50	\$50	\$50	\$50
Annual Maximum	\$1,500 ⁴	N/A	\$1,000 ⁴	N/A	\$1,000 ⁴	\$1,000 ⁴
Diagnostic Evaluations	0% ⁵	0% ⁵	0% ⁵	20% ⁵	20% ⁵	0% ⁵
Preventive	0% ⁵	0% ⁵	0% ⁵	20% ⁵	20% ⁵	0% ⁵
Diagnostic Radiographs	0% ⁵	0% ⁵	0% ⁵	20% ⁵	20% ⁵	0% ⁵
Miscellaneous Preventive Services	20%	20%	0% ⁵	20% ⁵	20% ⁵	0% ⁵
Basic Restorative	20%	20%	40%	50%	50%	50%
Non-Surgical Extractions	20%	20%	40%	50%	50% ⁶	50% ⁶
Non-Surgical Periodontal	20%	20%	40%	50%	50% ⁶	50% ⁶
Endodontics	20%	20%	50%	50%	50% ⁶	N/A

2. In-network coverage. 3. If choosing family coverage, for BlueCare Dental 1A please refer to BlueCare Dental 4 Kids 1A for plan details for dependents under age 19. If choosing BlueCare Dental 1B, refer to BlueCare Dental 4 Kids 1B for plan details for dependents under age 19. 4. Annual maximum does not apply to members up to age 19. 5. Deductible is waived. 6. Six month waiting period from date of purchase applies before any services are allowed

2027 Standalone Dental QHPs: In-Network Benefits



Benefits ²	BlueCare Dental 1A ³	BlueCare Dental 4 Kids 1A	BlueCare Dental 1B ³	BlueCare Dental 4 Kids 1B	BlueCare Dental 1C	BlueCare Dental 1D
Oral Surgery	20%	20%	50%	50%	50% ⁶	N/A
Surgical Periodontal	20% ⁷	20%	50% ⁷	50%	50% ⁷	N/A
Major Restorative	50% ⁷	50%	50% ⁷	50%	50% ⁷	N/A
Prosthodontics	50% ⁷	50%	50% ⁷	50%	50% ⁷	N/A
Misc. Restor. & Prosthodontics Services	50% ⁷	50%	50% ⁷	50%	50% ⁷	N/A
Orthodontics ⁸ (up to age 19)	50% ⁵	50% ⁵	50% ⁵	50% ⁵	50% ⁵	N/A
Out-of-Pocket Maximum (no out-of-pocket maximums for adults)	Applies to Pediatric Plans Only \$450 for 1 child // \$900 for 2+ children					

2. In-network coverage. 3. If choosing family coverage, for BlueCare Dental 1A please refer to BlueCare Dental 4 Kids 1A for plan details for dependents under age 19. If choosing BlueCare Dental 1B, refer to BlueCare Dental 4 Kids 1B for plan details for dependents under age 19. 5. Deductible is waived. 6. Six month waiting period from date of purchase applies before any services are allowed. 7. Twelve month waiting period from date of purchase applies before any services are allowed. 8. Unlimited maximum for medically necessary orthodontia for members up to age 19.

Waiting Period Policy

A dental waiting period is a specific amount of time after purchasing a dental plan when select services are not covered. We have recently updated our waiting period policy. This applies to the 1A, 1B, 1C and 1D plans in all states.

For New Members: We will no longer accept Letters of Credible Coverage or Certificates of Coverage as a reason to waive the waiting period from prospects looking to purchase our Dental plans. No exception for new members from another carrier.

For Current Members: We will waive the waiting period only if members meet their previous waiting period, more than 12 months, prior to the plan change or did not have a lapse in coverage.

We market family dental plans that cover adults as well as the pediatric dental plans as required under ACA (if applicable). These dental plans can be purchased with or without medical plans.



QHP Pediatric Vision Coverage



Pediatric vision coverage is a benefit that provides eye care for children. It ensures children up to 19 have access to essential vision care, which is crucial for their development.

- Plan offers coverage for yearly comprehensive vision exam at \$0 copay
- Provides vision benefits for dependents up to age 19
- Plan also offers coverage for other vision services and materials including retinal imaging, contact lens fit and follow up, frames, lenses and more
- Pediatric Vision isn't a separate plan but is embedded in medical coverage

QHP Pediatric Vision: Highlights



- \$0 copay for eye exam with dilation
- Up to \$39 for retinal imaging
- \$150 allowance for frames, with 20% off balance over \$150
- \$0 copay for some lenses — single, bifocal, trifocal and lenticular
- Other progressive lenses have varying copays
- \$0 copay for medically necessary contact lenses
- Benefit frequency is once every 12 months



Premium Billing Process



Sign up for Auto Bill Pay – Automatically schedule your monthly payments, safely and on-time.

Auto Bill Pay – [Log in to sign up for Auto Bill Pay](#)
or call Customer Service at [1-866-236-1702](tel:1-866-236-1702)



First Payment or Renewal?

The [payment process](#) differs for new and renewing members. Knowing which option to use can help prevent payment issues and coverage delays.



First Premium Payment

New Members

New coverage starts here.
Pay the first premium to
activate coverage.



One-Time Payment

Renewing Members

Already covered?
Use this option to make a
monthly premium payment.

Resources for Brokers and Enrollment Counselors

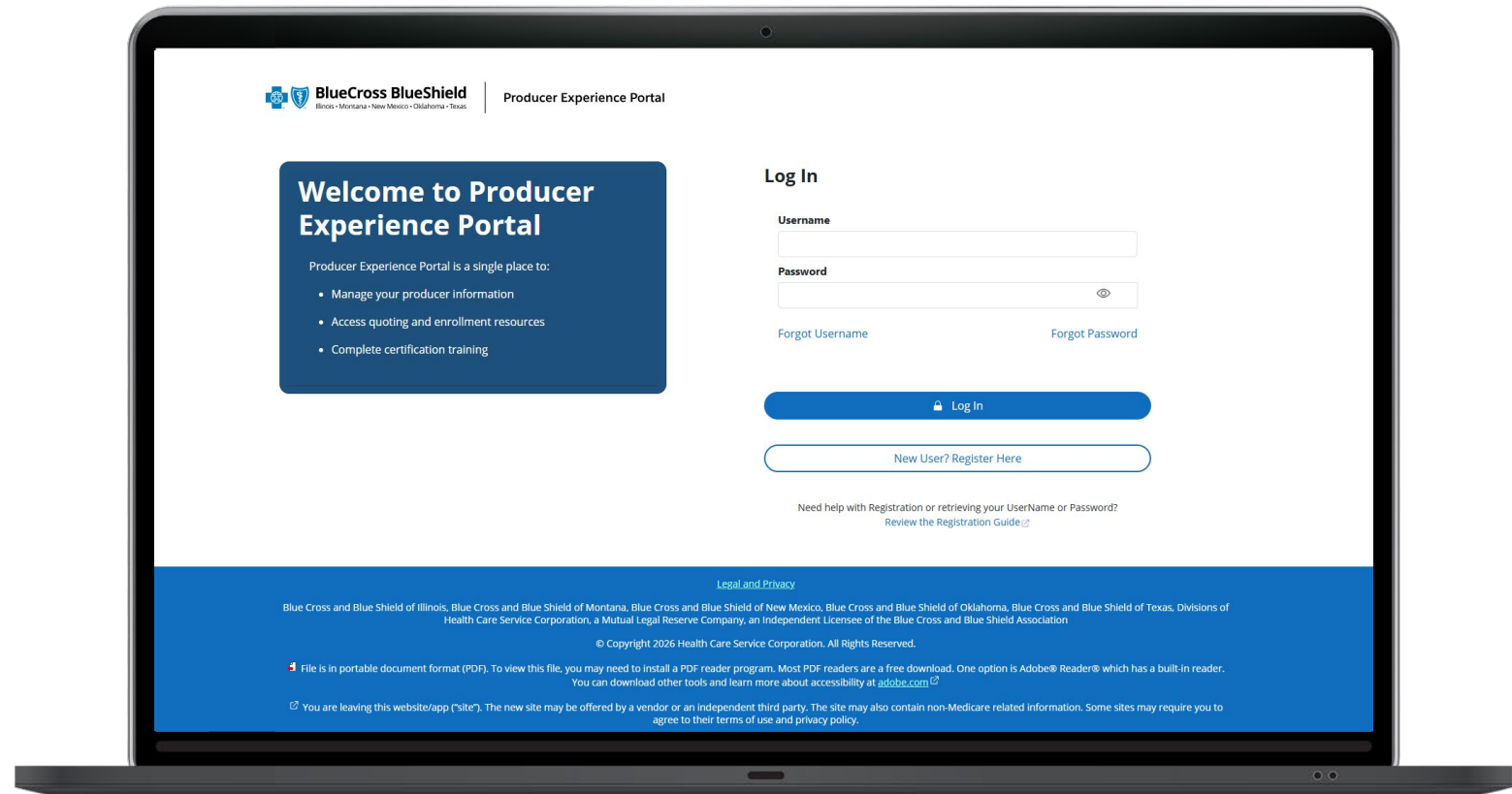


Producer Experience Portal



Enables you to:

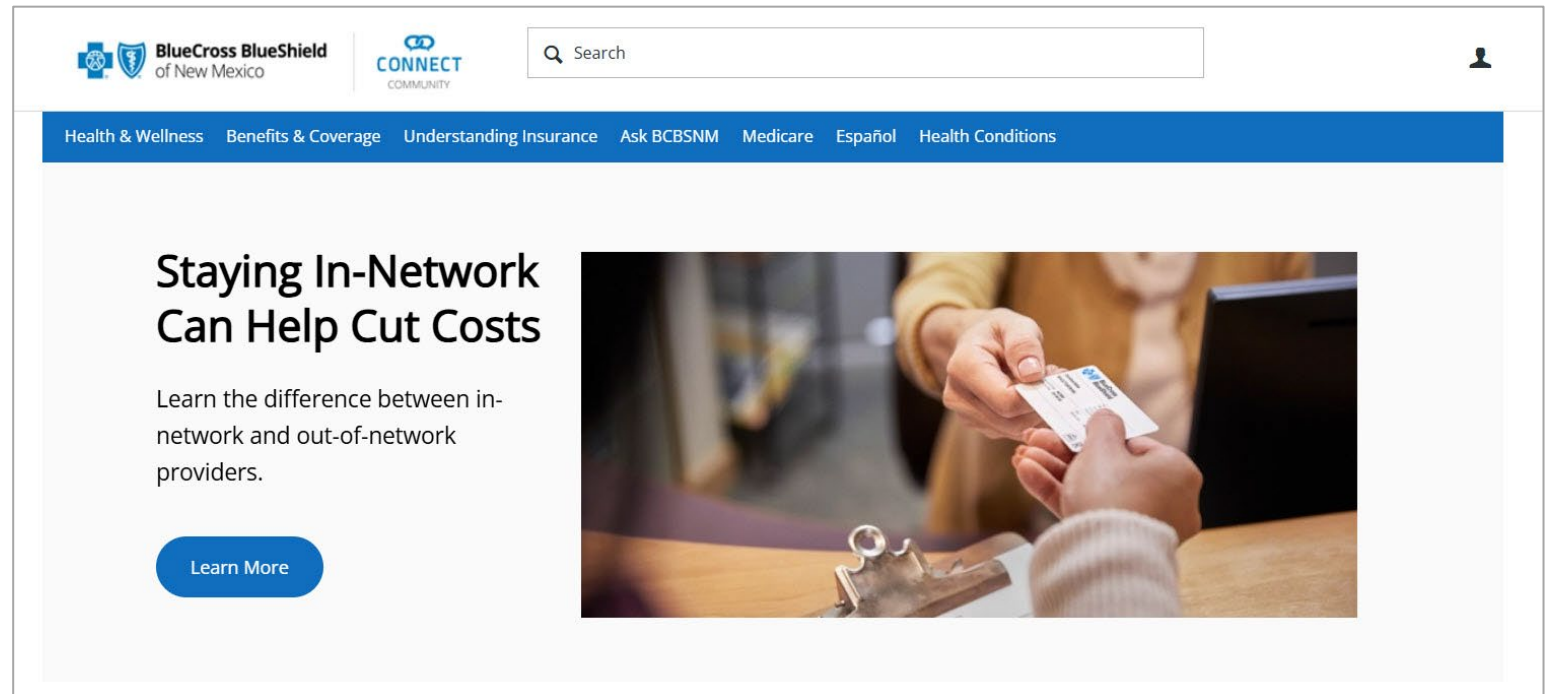
- Deliver quotes
- Enroll and renew members
- Manage Book of Business
- Serve and support active clients
- Assist with payments
- Request ID cards
- Submit PCP changes
- Update member emails and phone numbers



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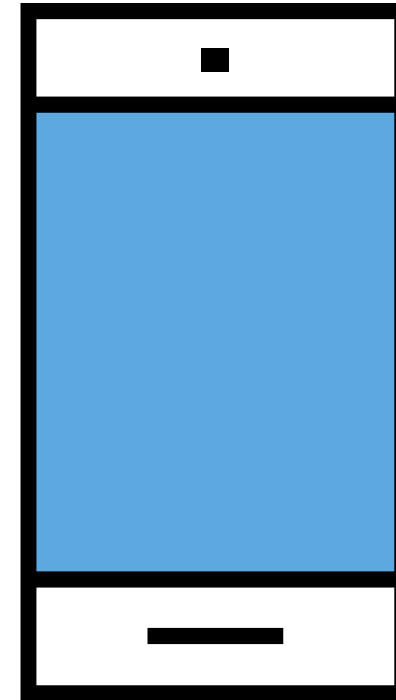
GO MOBILE WITH BLUESM



If you are an iPhone or Android user, you can easily download our BCBSNM App to your phone.

Text BCBSNMAPP to 33633.

- Find in-network doctors or hospitals
- Access and download your digital BCBSNM ID card
- Review your claims and coverage information
- Cost estimator tool via Find Care
- Make payments



Point of Contact for Brokers/ECs

Point of Contact for Brokers/ECs



For any questions, please reach out to
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Debra Gassoway.

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Contacts for Producers	
Pre-Sale Support (Eligibility Questions)	1-866-446-5685
Post-Sale Support	1-888-222-0572
Producer Service Center	1-855-782-4272
Customer Service	1-866-236-1702
beWellnm Help Desk	1-833-862-3935
Medicaid Member Services	1-866-689-1523
Turquoise Care for Native Americans	Website

Please do not share contact details with consumers.

Questions?

