



True Health New Mexico Provider Connection

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- Pharmacy benefit updates, preventive health guidelines, cultural diversity resources, and more in this issue!
- Please forward this newsletter to all healthcare providers and administrative staff in your office.

Collectively accountable: A message from Mark Epstein, MD, Chief Medical Officer

It's a great understatement to say that healthcare in the U.S. has not reached "homeostasis." Given the federal government's lack of clarity; growing complexities in healthcare regulations, financing, and delivery; and aging populations of both patients and providers; providers and health plans may feel overwhelmed by the challenge of managing it all.

Yet at the heart of all we do, stories of individuals, families, and communities compel us to continued action and renewed compassion. When we bear witness to these inspiring stories – some tragic yet heroic, others mundane yet personal – we touch our patients and communities in ways that few others in the world are privileged to do. And what we are hearing from our communities, our government, and our patients is: "Do more, but please do it less expensively" – often without the "please."

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How to obtain pharmacy utilization management criteria sets

Providers who are contracted with True Health New Mexico may request a copy of our utilization management (UM) criteria sets from True Health New Mexico Pharmacy Services by calling **1-866-823-1606**.

Important pharmacy information for True Health members on large-group plans

If you have patients who are on True Health New Mexico large-group plans (their True Health member ID card states whether they are on a large-group or a small-group plan), please note that our large-group formulary does **not** cover these products:

- Proton pump inhibitors (such as esomeprazole, lansoprazole, omeprazole, and pantoprazole)
- Nasal steroids (such as Flonase®/fluticasone, Nasacort®, Nasonex®, and Rhinocort®)



Your patients now can buy these drugs over the counter (OTC). In some cases, the OTC drugs will cost less than a prescription copay. The following table lists the non-covered drugs, the conditions they treat, and some OTC alternatives.

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Free adult-immunization guide available

The Immunization Action Coalition (IAC) has published a new book, [Vaccinating Adults: A Step-by-Step Guide](#). This is IAC's long-awaited update to its 2004 guide and provides easy-to-use, practical information covering important how-to activities to help you enhance your existing adult immunization services or introduce them into any clinical setting, including:

- setting up for vaccination services.
 - storing and handling vaccines.
 - deciding which people should receive which vaccines.
 - administering vaccines.
 - documenting vaccinations (including legal issues).
 - understanding financial considerations and billing information.
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Not just a health plan, but a plan for health

True Health New Mexico believes in the concept of patient-centered coordinated care. Our priorities are keeping our members healthy, lowering premium costs, and ensuring that the delivery of care is appropriate for the level of need and at the right time. As much as possible, we want to keep members working and productive and out of the emergency room or hospital. Our team of care coordinators, case managers, and medical directors are busy using claim and encounter data from our many sources to find out about members who need our help the most. We have many success stories and receive compliments every day from our members—your patients.

Following is a list of programs that we make available to your patients as our insured members. Call us at **1-844-691-9984** for more information, to add someone to one of our programs, or to learn more about these resources.

1. A benefit design that allows for zero-dollar generic medications for common chronic conditions. On average, **9,000 members per month use the zero-dollar generic benefit.**
 2. Remote home tele-monitoring, primarily for congestive heart failure and chronic obstructive pulmonary disease.
 3. One-to-one disease management RN coaching for asthma, diabetes, and hypertension.
 4. High-risk maternity case management.
 5. New-to-fill and late-to-fill communications for chronic-condition medications.
 6. Intensive care coordination post-discharge to prevent hospital readmission.
 7. Integrated nurse triage line and case management follow-up for high-risk issues.
 8. An excellent compendium of online consumer self-management tools from [A.D.A.M.](#), our online health resource, that includes a no-cost health risk assessment and the A.D.A.M. Online University.
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New preventive health guidelines booklet available for you

Patients may become confused about the preventive care services they need, at what age they need to have them, and whether those



services will be covered by their health plan. We have created a new layperson's guide for our members and contracted providers to use. *Preventive Healthcare: What It Is and What Your Health Plan Covers* addresses:

- what preventive care is and why it is important to one's overall long-term health.
- which preventive care services are covered, which are not, and what is not considered preventive care.
- a comprehensive list of wellness exams, immunizations, pediatric preventive screenings, and health screenings and interventions for men, women, and children.
- links to additional information.

Find this handy guide at truehealthnwmexico.com/provider-resources.aspx under the *Forms, Lists, & More* heading.

Cultural diversity and inclusion resources for providers

Cultural diversity and inclusion in healthcare describes the ability to provide care to patients with diverse values, beliefs, and behaviors, including tailoring healthcare delivery to meet patients' social, cultural, and linguistic needs. While doing this is challenging with all patients, for diverse patient populations it can be even more difficult due to language barriers, health literacy gap, and cultural differences in communication styles. Providers and health systems that strive to implement a cultural awareness of the people they serve often see improved health outcomes, increased respect, and mutual understanding from patients.

Visit truehealthnewmexico.com/provider-resources.aspx (scroll down to the bottom) for a collection of cultural diversity resources that could be valuable to your practice.

Customer service for our large employer groups

If you have patients who receive their True Health coverage via Albuquerque Public Schools, New Mexico Retiree Health Care Authority, or New Mexico Public Schools Insurance Authority, please note that we have unique customer service numbers, customer service email addresses, and websites for these members.

Albuquerque Public Schools

Customer service email: aps@truehealthnewmexico.com

Customer service phone: **1-877-210-8339**

Website: truehealthnewmexico.com/aps

New Mexico Retiree Health Care Authority

Customer service email: nmrhca@truehealthnewmexico.com

Customer service phone: **1-877-210-8239**

Website: truehealthnewmexico.com/nmrhca

New Mexico Public Schools Insurance Authority

Customer service email: nmpsia@truehealthnewmexico.com

Customer service phone: **1-877-210-8213**

Website: truehealthnewmexico.com/nmpsia

Please do not call our main customer service number with questions pertaining to these members. Thank you for your cooperation.

How can I tell if my patient is one of these members?

When you look at the patient's True Health ID card, the following information will tell you which large employer group they belong to.

- Group ID numbers on ID card:
 - APS: NMHCAPS
 - NMRHCA: NMHCNMRHCA
 - NMPSIA: three-digit ID number beginning with "D"
- Subscriber number on ID card: All of the above members will have a subscriber ID beginning with "I."

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