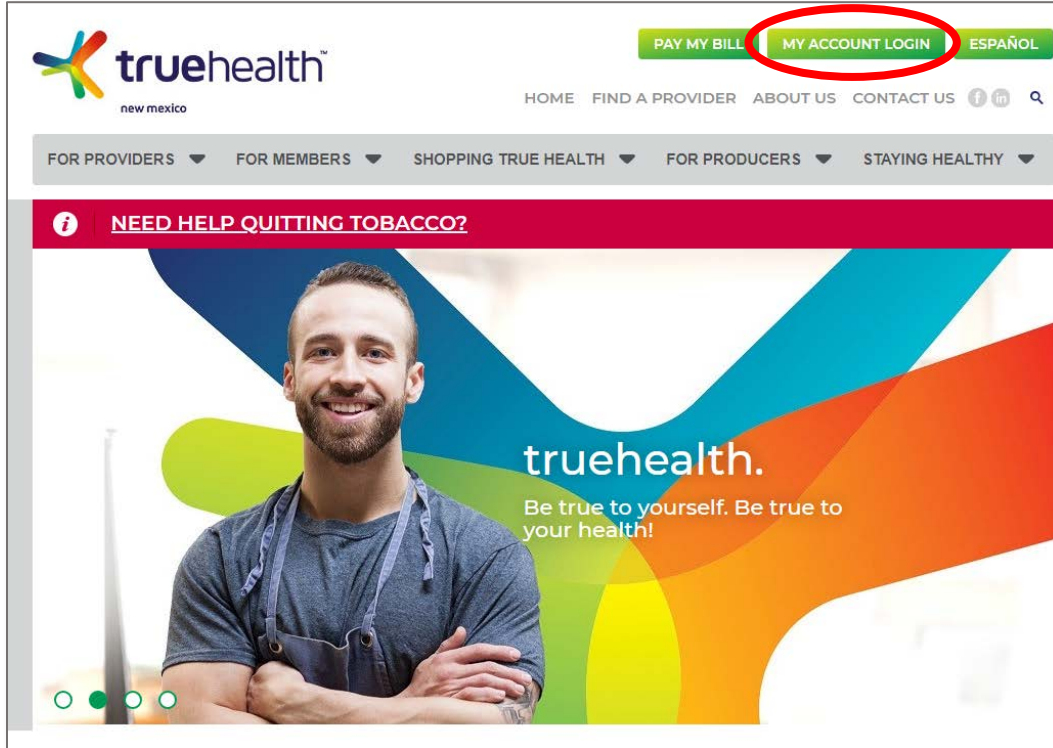
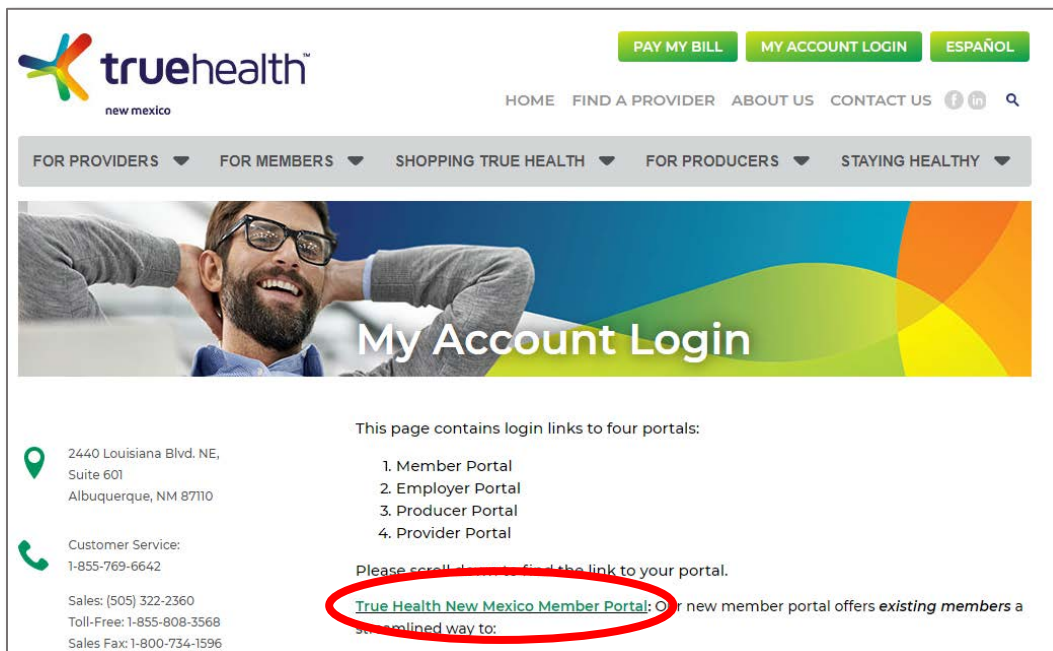


Go to [truehealthnewmexico.com](http://truehealthnewmexico.com).

Click *My Account Login* in the upper right corner.



Click the link for the True Health New Mexico Member Portal.



If you previously set up a True Health New Mexico member portal account, log in to your account. If you need to register, click *Register* and then continue to page 5 of this document for registration instructions. After you finish registration, log in.

**truehealth™**  
new mexico

### Login

Username  
[input field]

Password  
[input field]

**Submit**

[Forgot your username or password?](#)

**Register**

### Welcome to the True Health New Mexico Member Portal. You can use this portal to:

- View / print an ID card
- Find a provider
- Review your claims status, plan details and authorizations
- Link to other resources

Register or log in now to get started.

If you need help registering your account or resetting your password, please call Customer Service at 1-855-769-6642.

Once you are on the home screen of the member portal, click on the *A.D.A.M. Health Risk Assessment* link on the left side of the screen.

Home Coverage & Benefits Claims Authorizations Find A Provider

### Welcome

Welcome to your personalized online health plan resource. You will find information about your enrollment benefits information, coverage, claims, providers, and personal wellness. You can also download forms, view / print ID cards, and more!

#### Coverage Summary

<b>Subscriber ID:</b>	<b>Member Name:</b>
[redacted]	[redacted]
<b>Effective Date:</b>	<b>Coverage Status:</b>
[redacted]	[redacted]
<b>Group Name:</b>	<b>Group Number:</b>
[redacted]	[redacted]

*If you want to see your family members' information, click on your name at the top of the screen, and you will see a drop-down list.*

**Address:**  
[redacted]

*If you need to update information, please contact Customer Service at 1-855-769-6642.*

#### Quick Links

- ✳ Provider Directory
- 🗋 Frequently Asked Questions
- 📄 View / Print ID Card
- ☑ Allow / Deny Access to My Account
- 👤 **A.D.A.M. Health Risk Assessment**
- 👤 Personal Health Records (requires separate user ID and password)
- 💳 Pay My Bill (requires separate user ID and password)
- 👤 Make Changes to My Plan

CVS/caremark (requires separate user ID and password)

**Contact Customer Service**

The next screen will show information on the Health Risk Assessment (HRA) and how the information is used. If you wish to continue with taking the HRA and consent to sharing the information with True Health New Mexico, click *Continue*.



## True Health New Mexico General Health Risk Assessment

The True Health New Mexico general **Health Risk Assessment (HRA)** is a questionnaire (health survey) that we use to give our members an evaluation of any health risks they might have. The HRA also helps identify behaviors that might put members at risk for developing a chronic disease.

An HRA usually has four key elements:

1. A questionnaire
2. A calculation (score) of your health status
3. An automatic online report
4. Links to articles and other resources to promote health

True Health New Mexico encourages all members to take the HRA. However, True Health New Mexico members are not required to take it. Members will not be penalized in any way for not taking the HRA.

### How True Health New Mexico may use the health information in your HRA

The information you share with us in your HRA is private. Only True Health New Mexico employees within the Medical Management division, including care managers, have access to the detailed results of each member's HRA. Our care managers can use your HRA information to help you find resources for specific conditions or healthcare needs that they identify. True Health New Mexico cannot give any other individual or organization your HRA information unless you give us consent to do so. Completing an HRA does not affect where or from whom you can seek healthcare services.

### Consent to use the information in your HRA

**Please note that by accessing and completing the HRA, you give True Health New Mexico your consent to use your health information for the intended purposes noted above.** If you do give True Health New Mexico consent to share your HRA information, your information may be shared with our Medical Management employees.

### We're here to help you stay healthy

The HRA is not a substitute for a checkup or physical exam that you get from a doctor, nurse, or other healthcare provider. It only gives you some ideas for lowering your risk of getting sick or injured in the future. You can also contact the True Health New Mexico Medical Management department at any time to learn about resources available to you to help you stay healthy. [Contact us online](#) or call us tollfree at 1-844-691-9984. We are available Monday through Friday, 8:00 a.m. to 5:00 p.m.

[Continue](#)

You are now on the home page for the A.D.A.M. HRA. Click *Start* to begin. You will be taken through a series of questions.

### Why You Should Take This Assessment

Completing your General Health Assessment means you are concerned about your well-being and motivated to make the most of your health. The goal for this health survey is to assess your likelihood of developing common medical problems or injuries in the future. Understanding these risks will help you to make active, informed decisions about your health.

You will gain a better sense of your overall physical, mental, and emotional health and learn how to improve your health habits.

### How Much Time This Assessment Will Take

10 minutes

### How To Prepare

Before starting, you should gather the following information, if you have it:

- [Total cholesterol](#)
- [HDL cholesterol](#)
- [Blood pressure numbers](#)

However, you can still benefit from this assessment, even if you don't have this information.

### What You'll Get At The End

- An explanation of your important risks
- Recommended action steps for reducing your risks
- Links to additional reading


Privacy Note: The assessment tool is not intended for shared or public computers. [Read More.](#)

[Start](#)

Once you have completed all questions in the HRA, you will see the following page.

**You Have Completed the General Health Assessment!**

Thank you for completing your Health Risk Assessment. You now may be eligible to receive a promo code to use toward the purchase of a Fitbit. Scroll to the bottom of the page for instructions on how to receive your promo code.



Please note: You must be 18 years or older to receive a promo code. The promo code is for one-time use and only one is available per unique member ID number. If you have other family members on your plan who are at least 18 years of age, encourage them to take the HRA to claim their Fitbit credit.

Now that you have taken the time to do this assessment, here are our personalized results and recommendations. The messages below are based on the questions you chose to answer. You may have other risks beyond what is covered in this assessment. Therefore, this assessment should not be considered a definitive assessment of your health. Be sure to see your physician for recommended checkups and health evaluations.

Scroll down for information on how to obtain your **Fitbit promo code**. You may print this page if you want to reference it later, or write down your promo code. The link to the storefront will be visible to you, click the link or copy and paste the URL into your browser.

**Fitbit Eligibility**

Not all True Health New Mexico members are eligible for this promotional credit toward a Fitbit. To find out if you are eligible to receive the promo code, talk to your employer's benefit administrator. If you are eligible, please follow the instructions below to claim your promo code.

**How to claim your Fitbit promo code**

1. Have your True Health New Mexico ID card ready.
2. Go to the Fitbit storefront: [\[Redacted URL\]](#) *This is a third-party site. True Health New Mexico accepts no responsibility for, and has no control over, the content on this site.*
3. Enter your promo code, which will be [\[Redacted\]](#) (see image below). Enter this information with no spaces or dashes. [\[Redacted\]](#)
4. In the store, you will be able to select a Fitbit; to make an upgrade, if you already own a Fitbit; or to purchase an accessory.

**Important!** Once you close this page, you will need to take the HRA again to obtain your promo code. You can print or email this page by selecting one of the buttons below if you are unable to go directly to the Fitbit storefront.

## Registering for the Member Portal

After clicking *Register* on the Member Portal login page, you will be directed to the License Agreement. If you wish to continue with Registering, check the *Accept* box and click *Next*.

### License Agreement

Please read the License Agreement. Click "Next" to continue or "Cancel" to go back to the login page.

Need help? Contact us at 1-855-769-6642.

#### License Agreement

License Grant. This is a legal Agreement between you and the producers of this website. The terms of this Agreement govern your use of and access to this website. By using this website, you are agreeing to be bound by this Agreement. In consideration of your agreement to these terms and for other valuable consideration, you are granted a nonexclusive, non-transferable, limited, terminable license to access and use the website under the laws of the United States. The producer of this website, Healthx Inc., reserves all rights not expressly granted in this Agreement.

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Term and Termination. This license is effective until terminated by either you or the producers of this website. This license will automatically terminate without notice if you fail to comply with any provisions of this Agreement. The provisions of this Agreement which by their nature extend beyond the termination of this Agreement shall survive termination of this Agreement, including but not limited to the sections relating to Restrictions, Content of the Website, Links to Third Party Websites, Disclaimer of Warranties, Limitation of Liability, and Governing Law.

Content of the Website. The insurance products, data, and other information referenced in the website are provided by parties other than the producer of the website. We make no representations regarding the products, data, or any information about the products. We are not liable for errors in data or transmission or for lost data. Any questions, complaints, or claims regarding the products or data must be directed to the appropriate provider or vendor.

Accept

Cancel Next

Enter your member information found on your True Health New Mexico member ID card and click *Next* to complete your registration. Follow the instructions on the screen.

Please refer to your ID card to assist you in completing the steps on this screen. Enter the **Subscriber ID number** exactly as it appears on your ID card, followed by the three digit number that appears before the Subscriber name (001), with no spaces in between. Then enter the Subscriber's **First Name, Last Name, and Date of Birth**.

Please eliminate any dashes or spaces when entering Subscriber ID.

Click "Next" at the bottom of the page when complete.

Need help? Contact us at 1-855-769-6642.

Are you a dependent? (spouse or child)

\*Subscriber ID (include the 001 at the end of the ID)


\*Subscriber Date of Birth

Format mm/dd/yyyy

\*Subscriber First Name

\*Subscriber Last Name

Cancel Previous Next



The image shows a True Health New Mexico member ID card. It includes the True Health logo, the member's name (John Doe), and their ID number (G400000001). Red arrows point to the ID number and the name on the card. The card also lists the member's primary care physician (PCP) and other services like Specialist, Urgent Care, and Emergency Room. At the bottom, it lists the RX Bin, PCN, and RX Group.

**Note: Subscriber/Member ID includes the 10 digit Subscriber ID# and the 3 digits before the subscriber's name (001).**  
**Sample: 640000001001**