



## TRUE HEALTH NEW MEXICO PLAN DISCONTINUATION

### Important Notice for True Health New Mexico Providers

In 2023, Bright Health is refining and optimizing its strategy to deepen its presence in markets where it can have the greatest impact, achieve long-term success, and drive differentiated value with its Fully Aligned model of care. For that reason, Bright Health has decided to exit its Individual and Family Plan (IFP) business and discontinue its Employer Group segment after 2022 in some markets, including New Mexico.

This means that, as a wholly owned subsidiary of Bright Health, True Health New Mexico will discontinue health insurance coverage in the state of New Mexico for both individual and family plans and employer group plans after 2022.

True Health New Mexico is privileged to offer health insurance coverage in New Mexico, and we appreciate your partnership in bringing valued healthcare coverage to New Mexicans.

Below are some important FAQs to assist you and your practice through this transition.

#### 1. How will this impact True Health New Mexico's provider network?

There is no impact to True Health New Mexico's provider network. True Health New Mexico will continue normal claims payment, prior authorization, utilization management, and case management operations during the wind-down period.

#### 2. How can I verify which of my patients still have True Health New Mexico coverage?

True Health New Mexico's provider portal and HealthxNet eligibility portal will remain active throughout our coverage for all members. Individual and family plans will have membership through December 31, 2022, and group plans will have membership through June 30, 2023.

#### 3. When will impacted members be notified?

We are working with regulatory bodies in New Mexico to ensure we notify members in a timely manner so they can select a new plan during the 2023 open enrollment period.

#### 4. What will happen to my contract with True Health New Mexico?

Contracts will remain active unless terminated by either party, as per terms of the agreement.

#### 5. What if I have an appeal or disputed claim?

Providers may submit a payment dispute within 180 days of the original explanation of payment unless your contract states differently.

**6. How long do I have to submit claims?**

Due to the multiple lines of business ending at different intervals, please continue to read your provider newsletter for updates and submit claims based on member eligibility status.

**7. Who can I speak with at True Health New Mexico if I have questions or need additional information?**

Please contact your provider services representative. Contact information is found on our website, <https://www.truehealthnewmexico.com/providers/>.