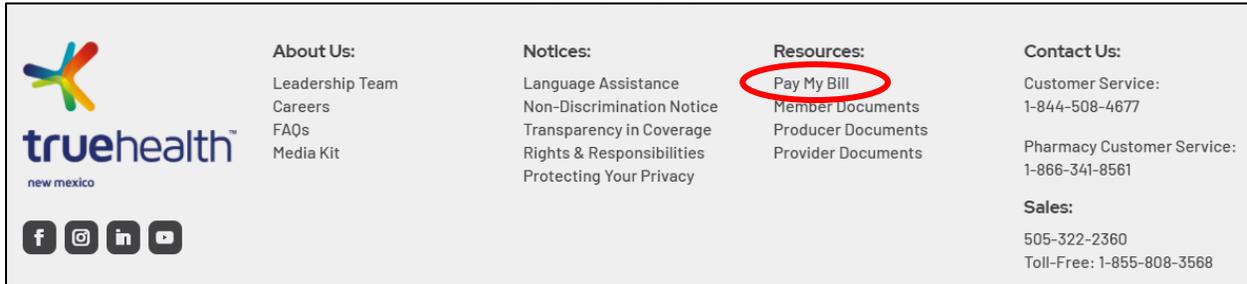
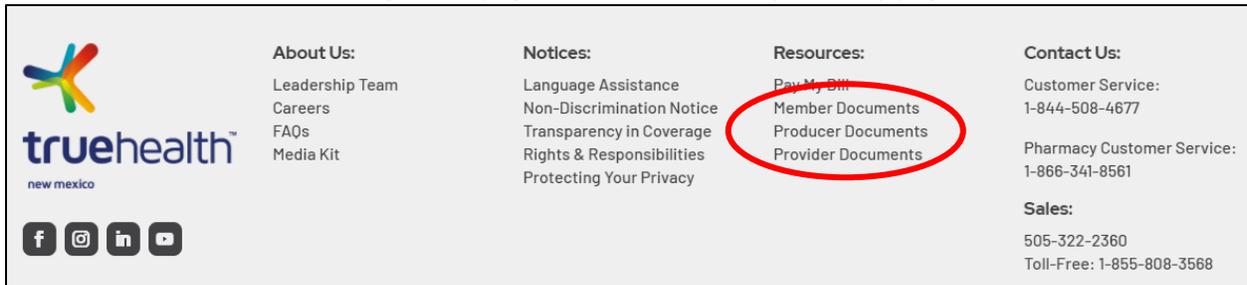


True Health New Mexico launched a redesigned website on September 4, 2020. Following are the major changes that you will want to become familiar with to find links, logins, or other information.

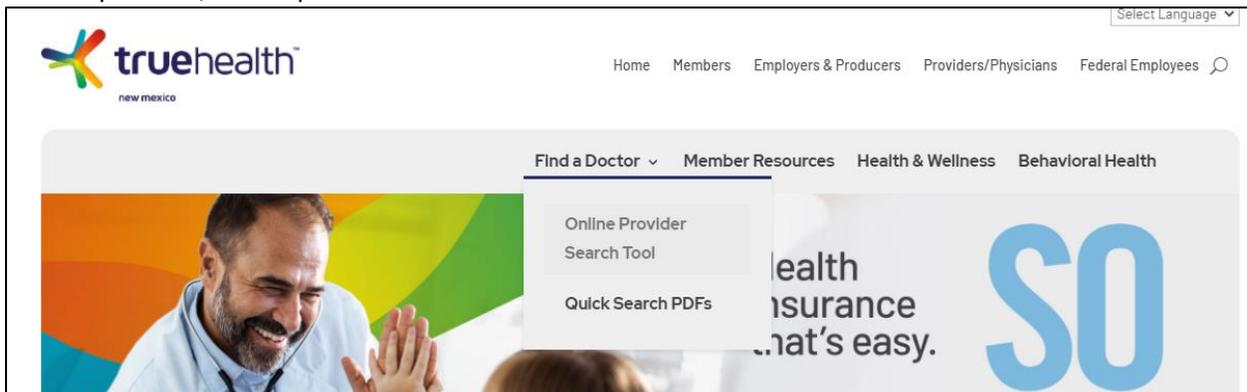
1. **PAY MY BILL:** The link to access the pay my bill page is now in the footer.



2. **FORMS AND OTHER DOCUMENTS:** Easy access to member, producer, and provider forms are in the footer. There is also easy access to forms on appropriate pages throughout the site, e.g., PHI forms on the care management page, auth forms on the pharmacy page, etc.



3. **ONLINE PROVIDER DIRECTORY:** There are two links on the Find a Doctor drop-down in the header. The first goes directly to our online directory; the second goes to a list of helpful PDFs if someone is looking for an urgent care center, lab draw station, radiology center, mammography provider, or VSP provider.



4. **MEMBER RESOURCES PAGE \*NEW\*:** The Member Resources page is a one-stop resource that can be used to access links to information on how to use your plan, educate yourself about health insurance, and access our member programs.



## How to Use Your Health Plan

Learn more about your health plan and find resources for you and your family.

### Learn More

- [Appeals and Grievances](#)
- [Care Management](#)
- [Explanation of Benefits](#)
- [Fraud, Waste, and Abuse](#)
- [ID Cards](#)
- [Member Documents and Forms](#)
- [Member Rights and Responsibilities](#)
- [Nurse Advice Line](#)
- [Out-of-State Coverage](#)
- [Pharmacy](#)
- [Preventive Health Screenings](#)
- [Seeking Healthcare Services](#)
- [Transparency in Coverage](#)

## Understanding Health Insurance



Find information to help you become more informed about health insurance and become more involved in your healthcare choices.

### Learn More

- [Buying Health Insurance](#)
- [Choosing the Right Doctor](#)
- [Copays and Coinsurance](#)
- [Deductibles and Out-of-Pocket Limits](#)
- [Glossary](#)
- [HMOs vs. PPOs](#)
- [In-Network and Out-of-Network](#)
- [Individual Enrollment Periods](#)
- [Urgent Care vs. Emergency Care](#)



## Programs for Your Health

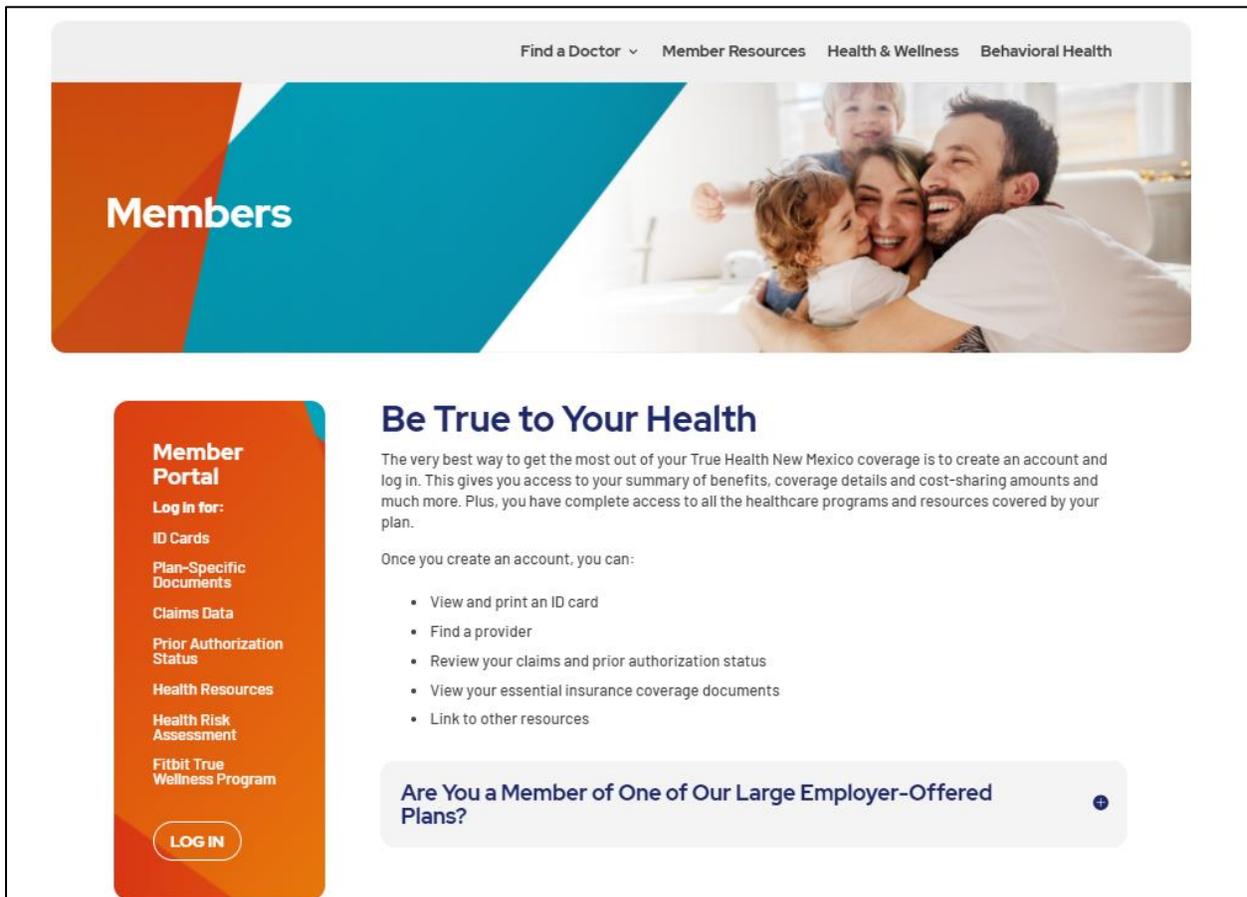
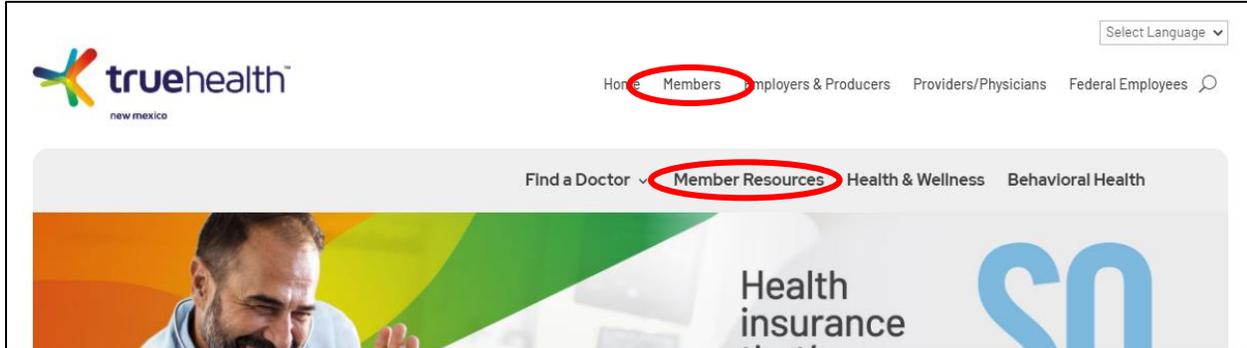
We offer many programs and perks to help you take charge of your health, no matter what your current state of health is.

### Learn More

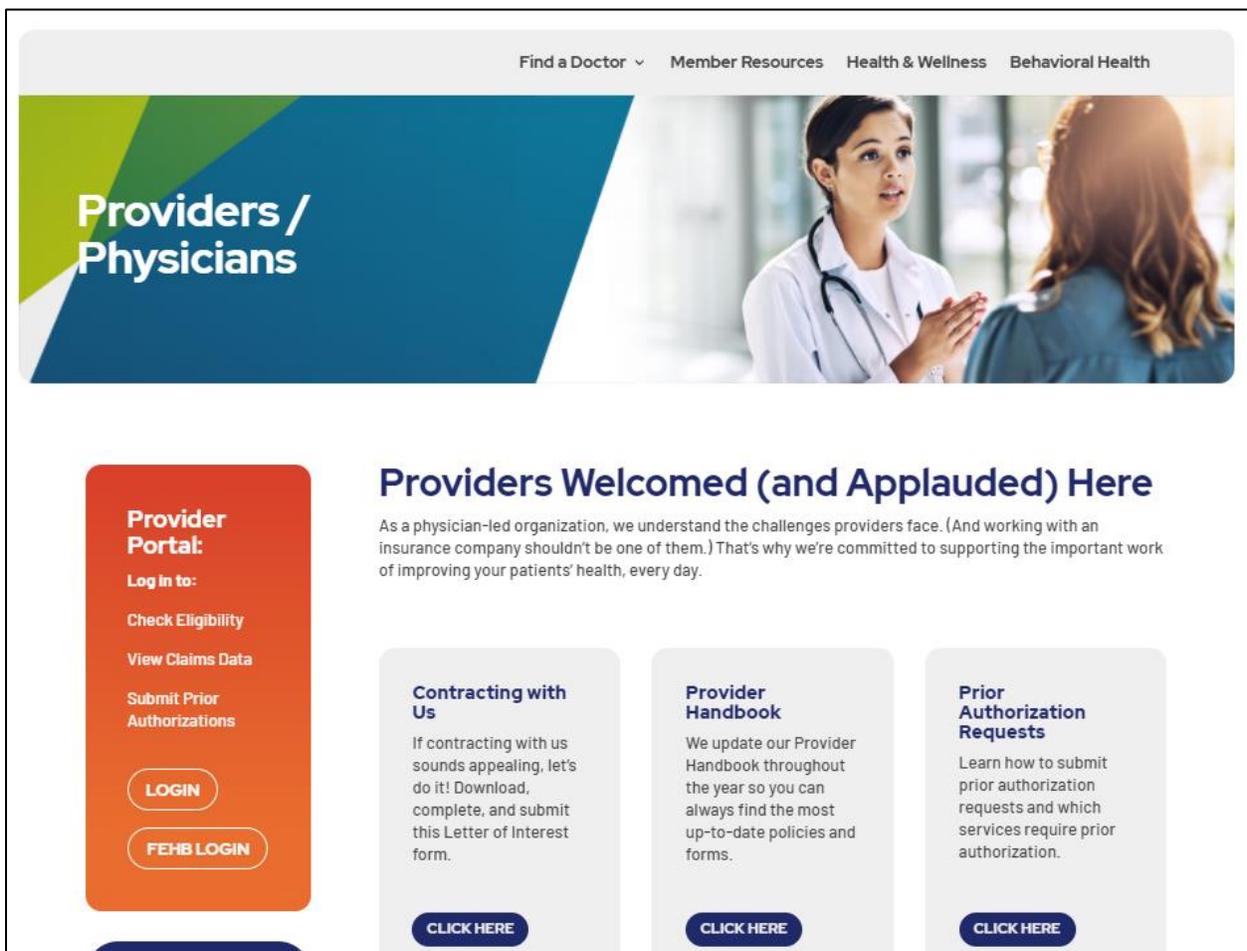
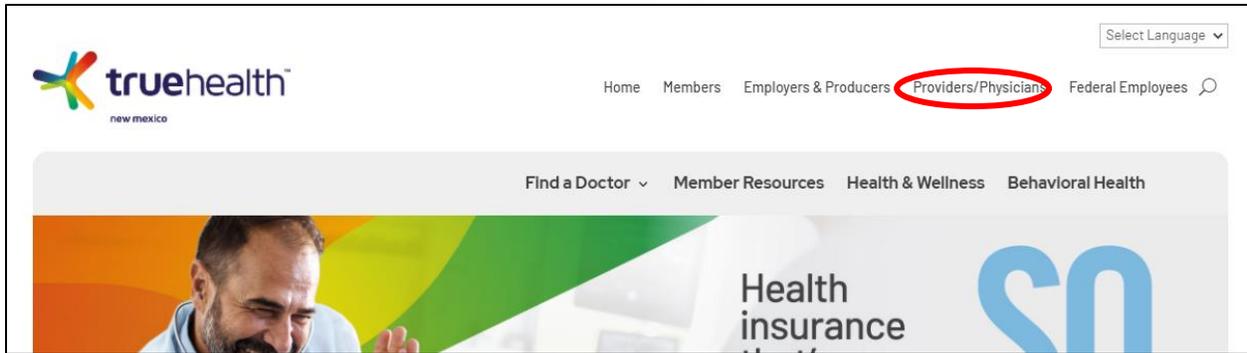
- [Care Management](#)
- [Fitbit True Wellness Program](#)
- [Health and Wellness](#)
- [Healthy Check-Up Interview](#)
- [Informed You](#)
- [Smoking Cessation](#)
- [Wellness Programs \(coming soon\)](#)

5. **ACCOUNT LOGIN:** The login links to member, provider, employer, and producer (broker) portals are now on the appropriate pages belonging to stakeholder (instead of all on one page). The URLs where the logins can be found can be accessed by links on the home page or via the navigations provided below.

**MEMBER PORTAL:** Use the Members or Member Resources links in the header. The Member Portal link will be on those pages. (Note: APS & FEHB pages also have member portal links.)

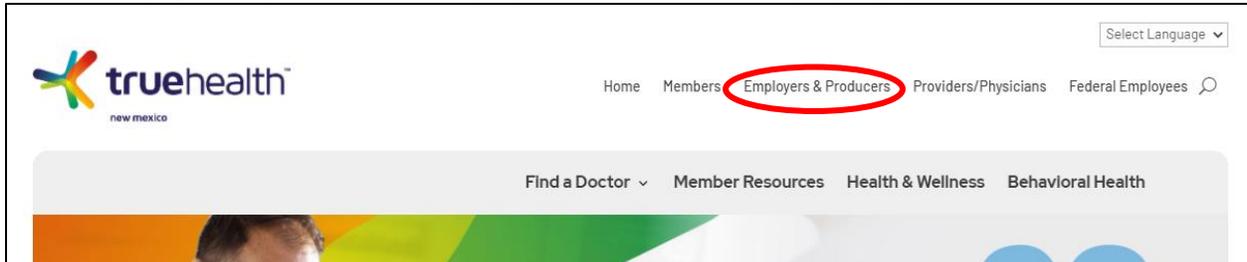


**PROVIDER PORTAL:** Use the Providers/Physicians link in the header. Both the Aldera and the FEHB Portal link will be on the provider landing page.



**PRODUCER/BROKER PORTAL:** Use the Employer/Producer link in the header. From the Employer/Producer page select Producer Resources. The portal link for brokers will be on that page.

**EMPLOYER PORTAL:** Use the Employer/Producer link in the header. From the Employer/Producer page select either the Small Group or Large Group link from the bottom of the page. The portal link for employers are on both the employer pages.



## Employers and Producers

**A true partner in your health.**  
Whether you run your own business or you're responsible for finding the best coverage for your customers, you understand that getting the best coverage at the best price keeps the people you're covering healthier and happier. With our expansive network of providers and flexible plans to fit every budget, True Health New Mexico is committed to being a true partner in your health.

**Health insurance that's easy.**  
Do you ever wonder, "Why does everything have to be so complicated?" So do we! That's why we're working every day to make health coverage easier and simpler.

**Health insurance with options.**  
Are you shopping for health coverage for yourself or a plan to cover your whole family? Choose from a wide variety of plan options and price points to find the perfect health plan to fit your needs and budget!

**Health insurance that's accessible.**  
Do you like the convenience of online access or the personal touch of talking to a real person? Either way, we've got you covered! Get the answers you need, right when you need them.

|                                                                                                                  |                                                                                                               |                                                                                                                          |                                                                                         |                                                                                                                                     |
|------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| <b>Small Employer Groups</b><br>For companies that employ fewer than 50 employees.<br><a href="#">LEARN MORE</a> | <b>Large Employer Groups</b><br>For companies that employ 51 or more employees.<br><a href="#">LEARN MORE</a> | <b>Federal Employees</b><br>For members of our Federal Employees Health Benefits HMO plan.<br><a href="#">LEARN MORE</a> | <b>APS</b><br>For our Albuquerque Public Schools members.<br><a href="#">LEARN MORE</a> | <b>Producer Resources</b><br>Become appointed, find forms, log in to our commission portal, and more.<br><a href="#">LEARN MORE</a> |
|------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|