Office of Superintendent of Insurance

Superintendent of Insurance Russell Toal

9/29/2020
2020: Has there ever been a year like this?

- COVID-19
- Business disruption and employment loss
- Challenges for all lines of Insurance
- Natural Disasters
- Serious drought in NM
- Permian Basin decline, and lost state revenue
- State budget challenges
- Move towards virtual
The One Constant:

Producers and Agencies
The Service Side of Insurance Delivered
Enrollment Trends during the Pandemic

State Data and Projections

• According to the Urban Institute, the number of uninsured New Mexicans has increased from 187,000 in 2019 to 214,000 in 2020.

• Enrollment in fully-insured private major medical coverage has declined from 180,000 in January to 169,000 in July.
  • Total Exchange enrollment has decreased slightly.
  • OSI does not have data available for self-insured employer plans.

• Medicaid enrollment has increased from 830,000 in January to 869,000 in July.

National Data

• According to the Economic Policy Institute, 12 million Americans have become uninsured during the pandemic.
Good News for Consumers in 2020

• More Health Plan Offerings
• Lower Premiums
• Higher Actuarial Value Plans
• Many choices on OOP costs
• Our commitment to service and quality
### 2021 Health Insurance Rates

**Individual Health Insurance Rates on beWellnm**

<table>
<thead>
<tr>
<th>Region</th>
<th># of Plans</th>
<th>Average &quot;Age 40&quot; Rates</th>
<th>% Change from Prior Year</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Bronze</td>
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</tr>
<tr>
<td>1</td>
<td>12/8/7</td>
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### beWellnm for Small Business Health Insurance Rates (SHOP)

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<th>% Change from Prior Year</th>
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NM Health Connections Exit from the Marketplace

What beWellNm consumers need to know

1) You can stay on your current plan through the rest of the 2020.
2) You can select a new plan for 2021 on beWellNm from Nov 1 – Dec 15.
3) There are more choices than ever on beWellNm this year.
4) If you don’t sign up, you will be assigned to a similar plan on beWellNm for 2021 so that you don’t become uninsured.
5) If you are in the middle of a treatment, you have rights during your transition to new coverage to ensure a smooth transition in care.

COVID-19 Health Insurance Call Center

• Established a call center to help New Mexicans with health insurance issues related to COVID-19
  • Testing and treatment charges
  • Questions about signing up for health coverage
  • Reporting suspicious activities

• As of September 4, OSI staff have helped 220 people resolve issues through the call center

COVID-19 Health Insurance Call Center

1 (833) 415-0566
Monday - Saturday
8 AM - 6 PM
During COVID-19, OSI has maximized consumer protections to the fullest extent possible under current law.

- No cost sharing for COVID-19 testing or treatment
- Surprise billing protections for COVID & non-COVID services
- Expansion of telehealth coverage & reimbursement parity
- Prohibition on prior authorization requirements for COVID-19 patients
- Guidance on:
  - Premium payment grace periods
  - Advance Rx fills
  - Advance payments to providers

Commonwealth Fund: State Action Related to COVID-19 Coverage of Critical Services by Private Insurers
Other orders and guidance

• Health insurers must report to OSI on a weekly basis on a number of metrics related to health care access.

• For COVID-19 services, there must be no prior authorization requirements.

• OSI has issued letters to third-party administrators of self-funded plans to request adherence to OSI’s critical COVID orders.

• OSI Issued a letter with the AG’s Office warning consumers about an uptick in reports of scams and tactics to avoid them.

• OSI Issued a directive to auto insurers to adjust rates based on lower risk due to fewer drivers on the road during COVID-19, resulting in $67 million being returned to New Mexicans.

• OSI required commercial premium adjustments and adjustments in midterm audits to reflect changes in the business environment due to COVID-19 response measures.
We Want Your Input and Suggestions

• What can we do better
• What did we do wrong
• How can we facilitate outreach and enrollment
• What can we do to support you
• What does the OSI need to improve
• How can we better serve New Mexico