

STATE OF NEW MEXICO

OFFICE OF SUPERINTENDENT OF INSURANCE

SUPERINTENDENT OF INSURANCE
Russell Toal



DEPUTY SUPERINTENDENT
Jennifer A. Catechis

BULLETIN 2021-013

July 27, 2021

TO: EVERY PERSON WHO ADMINISTERS A QUALIFIED HEALTH PLAN OFFERED OR PURCHASED ON THE NEW MEXICO HEALTH INSURANCE EXCHANGE

RE: PROVIDER DIRECTORIES

Bulletin 2016-22 directed health insurance carriers offering or administering qualified health plans (“QHP”s) on the New Mexico Health Insurance Exchange (“NMHIX”) to submit provider directories to the Office of Superintendent of Insurance (“OSI”) on the 15th of each month. The Bulletin required carriers to submit the directories in standard templates specified by the OSI.

Beginning with the 2022 plan year, NMHIX is transitioning from its partnership with the Centers for Medicare and Medicaid Services (“CMS”) as a federally facilitated marketplace (“FFM”) to a fully state-based exchange (“SBE”). To facilitate the transition, the OSI is directing carriers and administrators to submit provider and facility directories directly to NMHIX on the 15th of every month, beginning with the August 15 submission. Specific direction on how and where to submit the directories in August will be issued by NMHIX. A carrier shall continue to use the OSI specified submission templates and instructions until otherwise directed by NMHIX. Links to current provider and facility templates, and instructions for completing them, are located on the OSI website at <https://www.osi.state.nm.us/index.php/life-health-product-filings-bureau/>. Click on “Information for Carriers” to access the links.

Carriers are directed to follow all instructions from NMHIX concerning the provider directories, and to work in good faith with NMHIX to improve the accuracy of the data submitted.

The directory is an important tool for NMHIX shoppers as it is used to populate on-line plan shopping in beWellNM.com. The directory helps consumers find plans that are within their price range and that have their preferred providers in-network. An accurate directory will help carriers better market their plans to Exchange shoppers who use the shopping tools.

Thank you for your cooperation

ISSUED this 27th day of July, 2021.



RUSSELL TOAL
Superintendent of Insurance