

# myconnection

connecting you to better health & wellness

{ SPRING 2017 | FOR MEMBERS OF NEW MEXICO HEALTH CONNECTIONS }

## Your PCP is your partner in good health



**A**t NMHC, we believe that good primary care is the foundation to good overall health. A primary care provider (PCP)—a doctor, nurse practitioner or physician assistant—will manage all of your healthcare needs. They provide services such as annual exams, routine vaccines, and treatment for illnesses and injuries.

Seeing your PCP regularly can help you find and treat health problems before they become complicated and costly to treat. Think of your PCP as your partner in health.

If you don't already have a PCP, you can search for one online at [mynmhc.org/find\\_a\\_doctor.aspx](http://mynmhc.org/find_a_doctor.aspx). Click on the orange "Online Provider Search Tool" button. You can search by ZIP code, last name, gender and more. Be sure to select "PCP" from the "Specialty Category" drop-down menu.

After you have located a PCP, please call them to make sure they are accepting new patients. Most PCPs will want you to set up a first visit before they will consider you a patient.

If you are having difficulty finding a PCP, we can help. Call Customer Service toll-free at **855-7MY-NMHC (855-769-6642)**, Monday through Friday, 8 a.m. to 5 p.m.

## A NEW NURSE ADVICE LINE FOR YOU

On March 1, 2017, we launched a new nurse advice line just for our members. The New Mexico Health Connections Care Connect Line is staffed by experienced registered nurses who can offer you expert guidance when you have an illness or injury that is not an emergency, or if you have general health questions and don't know where to turn. This hotline is free of charge for NMHC members only and is available 24 hours a day, 7 days a week. Call **844-308-2552**.

If you are having a medical emergency, please call 911 or go to the nearest emergency room.

## When you choose in-network providers, you'll save money

Our provider network has more than 8,500 providers all over New Mexico and in the border areas of Lubbock and El Paso, Texas. When you stay in-network for all your provider visits—including urgent care, emergency rooms, hospitals, labs and radiology—you can avoid racking up high out-of-pocket costs. *Facilities we are not contracted with charge us more than those we do contract with.* So staying in-network not only benefits your pocketbook, but ours as well. Anything we can do together to hold down the total cost of healthcare helps all NMHC members.

### Emergency rooms, urgent care centers and hospitals

In the Albuquerque/Rio Rancho area, all Presbyterian clinics and hospitals are **OUT OF OUR NETWORK**. If you need emergency care in the Albuquerque or Rio Rancho area, please go to one of the three local Lovelace hospitals, the Heart Hospital of New Mexico or one of the two University of New Mexico hospitals, if at all possible. These facilities are in-network.

### Do your homework

Before your medical visit, find a complete listing of in-network labs, lab draw stations, radiology providers and urgent-care centers on our website, [mynmhc.org/find\\_a\\_doctor.aspx](http://mynmhc.org/find_a_doctor.aspx). Select the "Online Provider Search Tool" button to start your search, then click on "Organization" in the upper left corner.

To find freestanding radiology providers, go to [mynmhc.org/find\\_a\\_doctor.aspx](http://mynmhc.org/find_a_doctor.aspx) and scroll down to the "Radiology Services – Freestanding Providers" heading.





# How to find a behavioral health provider

**W**e understand that physical health and behavioral (mental) health are strongly connected. If you think you need to visit a behavioral health provider and have never seen one before, you may need help finding one who suits your needs.

## What services do you need?

Behavioral health providers are specially trained healthcare professionals. They diagnose and treat behavioral health conditions. The services they offer depend on their training and specialty.

Some behavioral health providers may specialize in certain areas, such as depression, substance misuse, marriage or family therapy. They may work in different settings, like private practice, hospitals, community agencies or other facilities. It's a good idea to ask the provider questions about their specialty before making an appointment.

## Three kinds of providers

- **Psychiatrist (MD, DO):** a medical doctor (physician) with special training in the diagnosis and treatment of mental and emotional illnesses. Like other doctors, psychiatrists can prescribe medication.
- **Psychologist (PhD, PsyD):** a provider trained in psychology, a science that deals with thoughts, emotions and behaviors. Psychologists diagnose and treat a number of behavioral health disorders. They provide counseling one-on-one or in a group setting. They specialize in psychological testing. They cannot prescribe medication unless they are licensed to do so.
- **Master's-Prepared (LPCC, LMFT, LCSW, LPAT, etc.):** These providers can diagnose

mental and emotional illnesses and provide individual and group counseling. In addition, they provide assessments, psychological counseling, and a range of other services, depending on their licensing and training. They may work with another provider who can prescribe medication, if needed. They cannot prescribe medication unless they are licensed to do so.

## What should you consider when looking for a behavioral health provider?

- **Your concern or condition.** Most behavioral health providers treat a range of conditions. However, one with a specialized focus may be more suited to your needs. In general, the more severe your symptoms or complex your diagnosis, the more skill and training you need. This often means specialized training after the master's or doctoral level.
- **Whether you need medications, counseling or both.** Most behavioral health

providers are not licensed to prescribe medications. You may need to see more than one behavioral health provider; for example, a psychiatrist to manage your medications and a psychologist or another mental health provider for counseling.

- **If the provider is in the NMHC network.** You can search for in-network behavioral health providers in our provider directory at [mynmhc.org/find\\_a\\_doctor.aspx](http://mynmhc.org/find_a_doctor.aspx).

## Tips for your first visit

- Ask as many questions as you need to. Finding the right match is key to setting up a good relationship and getting the most out of your treatment.
- Don't base your final decision about your provider on your first visit. This visit is more about introducing yourself and talking in general about your need for services. During the following visits, you and your provider will go deeper into your specific needs. You can then decide if you and your provider are a good match.



## Teens need vaccines

Vaccines (also called immunizations or shots) for preteens and teens are important for a few reasons. As kids get older, protection from some childhood vaccines begins to wear off. Some vaccines work better when given during adolescence. And others are not recommended until a child reaches adolescence.

You have many opportunities to get your kids vaccinated. Take advantage of health checkups and sports or camp physicals so your teens will get the shots they need to stay healthy.

### Four main vaccines are recommended for this age group:

- Flu (influenza).
- Meningococcal.
- Human papillomavirus (HPV).
- Tetanus, diphtheria, pertussis (Tdap).



Find our recommended health guidelines for kids ages 7 through 18 years online: [mynmhc.org/preventive-screenings.aspx](http://mynmhc.org/preventive-screenings.aspx).



## An easy way to screen for colon cancer

You may have seen a TV commercial lately about Cologuard®, a product of Exact Sciences Corporation. Cologuard is a noninvasive test for colon cancer that you can use at home.

Cologuard is based on advances in DNA research related to colon cancer. It is recommended only for people who have an average risk of colon cancer.

If you are 50 years old or older, you should be screened for colon cancer. NMHC covers the Cologuard test under your preventive care benefit, with no out-of-pocket cost for you. Some of Cologuard's advantages are:

- No special preparation, diet, or medication is needed beforehand.
- You don't have to take time off work or stop normal activities to complete the test.

You will need a prescription to use Cologuard. Find out more by talking to your provider.



# 4 medication mistakes to avoid

**A**re you doing the right things to make your medicines work for you? The medicines your doctor prescribes are meant to improve your health. But you could be making risky mistakes without even realizing it.



Here are four potential pitfalls you want to avoid:

**1. You fail to speak up.** Did your doctor say to take your medicine before—or after—meals? Don't guess when it comes to your medicine. A wrong choice could make a drug less effective or cause serious problems.

Always ask your doctor or pharmacist questions if you don't understand something about your medications. You can also request that he or she write information down for you.

**2. You use multiple pharmacies.** Getting all of your prescriptions filled at just one pharmacy helps protect your health. Your medication records will be in a single place. This can help the pharmacist spot any possible dangerous interactions between your medications.

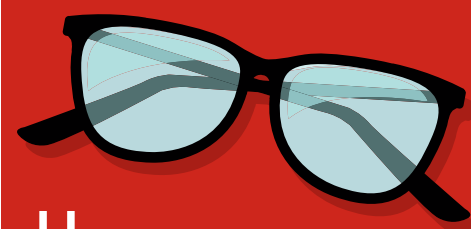
**3. You overlook instructions.** When a medicine isn't taken exactly as directed, it may do more harm than good. Always read the information that comes with a medicine—and follow your doctor's or pharmacist's advice for taking it.

If you have a hard time remembering when to take your medicine, keep a written or computerized schedule. Or link taking the medications with daily activities, such as eating a meal or going to bed.

**4. You don't stay the course.** It's important to stick with a medication unless your doctor tells you it's OK to stop. Don't stop taking a drug just because:

- You feel better and think you don't need it anymore. Let your doctor make that decision.
- You're having bothersome side effects. Call your doctor. He or she may be able to prescribe a different drug with fewer side effects.
- You're struggling to pay for it. If you can't afford a medication, ask your doctor about generic drugs or other lower-cost options.

Sources: National Library of Medicine; U.S. Food and Drug Administration



## Have diabetes? Protect your vision with a simple test

Even if you have good control of your blood glucose (blood sugar), diabetes can cause vision problems. Diabetic retinopathy is the most common eye disease among people with diabetes and a leading cause of blindness for American adults.

Once a year, you should have a retinal screening. This can be done by either a dilated eye exam or a retinal photo exam. The retinal photo exam is a painless test that looks for signs of disease in the retina, the sensitive tissue at the back of the eye that receives images and sends signals to the brain about what is seen.

### WHEN YOU GET A RETINAL PHOTO EXAM:

- The technician takes pictures of each eye with a medical camera. You do not need to have your eyes dilated.
- When each picture is taken, you will see a flash of light for less than a second.
- The test does not diagnose any eye disease. It can only show whether eye disease might be present. So it is also important for you to have a face-to-face exam with your eye doctor every year.
- The test is a covered benefit under your health plan.

A yearly retinal screening should be part of your overall diabetes care plan. If it isn't, talk to your primary care provider (PCP) or specialist providers about getting one.



## Keeping prescription medications safe for you

This year, NMHC is partnering with OptumRx®, our pharmacy benefit manager, to start a new program to promote the safe and effective use of high-risk medications. This class of drugs includes those used to treat moderate to severe pain.

As part of this program, you may encounter "safety edits" when filling your prescriptions. The safety edits may limit the amount of medication that you can fill. You may also need to talk with your pharmacist or provider. OptumRx may send you a letter about this drug program with a phone number for you to call if you have questions.

### SPRING 2017

MY CONNECTION is published as a health and wellness service for the members of NEW MEXICO HEALTH CONNECTIONS. Information comes from a wide range of medical experts. If you have any concerns or questions about specific content that may affect your health, please contact your primary care provider. Models may be used in photos and illustrations.

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Find us online:  
mynmhc.org



### Contact us:

Customer Service: 855-769-6642  
mynmhc.org/Contact\_Us.aspx

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# Important health plan benefits for women

## Know your mastectomy benefits

Your health plan provides benefits for mastectomy-related services. This includes all stages of reconstruction and surgery to achieve symmetry between the breasts. It also includes prostheses and treatments for complications resulting from a mastectomy, including lymphedema. These benefits are required by the Women's Health and Cancer Rights Act of 1998. Call Customer Service at **855-7MY-NMHC (855-769-6642)** to learn more.

## Delivery requires a minimum hospital stay

New Mexico law requires at least 48 hours of inpatient care after a vaginal birth and at least 96 hours after a Cesarean section. Only the doctor in charge of the mother's and baby's care can decide to reduce the period of inpatient care for the mother or baby. The doctor must talk with the mother before making that choice. To learn more, please see the "Maternity Care" benefit description in your Member Handbook (also called an Evidence of Coverage).



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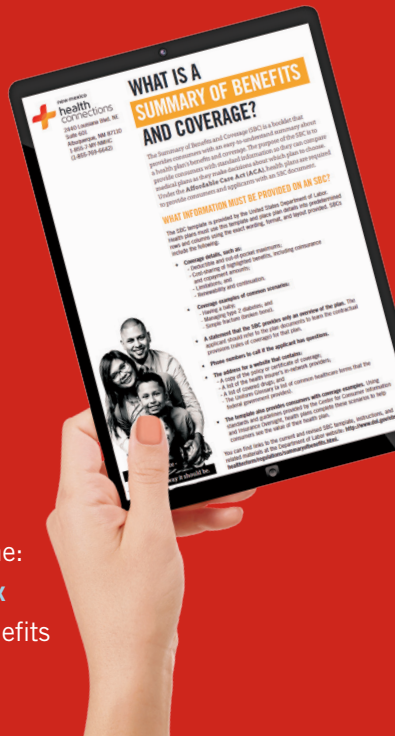
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{ GO ONLINE }

## What is a Summary of Benefits and Coverage?

Every health plan is required to give its members a Summary of Benefits and Coverage (SBC). SBCs offer you a brief overview of your health plan benefits and your out-of-pocket costs.

Learn more about SBCs, why they are required and how you can find yours online: [mynmhc.org/individual-plan-documents.aspx](http://mynmhc.org/individual-plan-documents.aspx) (look under the 2017 "Summaries of Benefits and Coverage" heading).



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## Message from Martin



## THE FUTURE OF THE AFFORDABLE CARE ACT

**A**s I write this, health insurance coverage is being hotly debated once again by Congress and the Trump administration. They have pledged to repeal and replace the Affordable Care Act (ACA).

The dialogue about ACA's future is noisy and raucous. Some of you may be worried about your health insurance. We don't yet know how the marketplace will change. But I would like to offer you some reassurance as our nation works through this very important issue.

The ACA did reach its goal of providing health insurance to millions more Americans. However, parts of the law were not working out as planned. Those parts need to be fixed so that health insurance becomes and stays affordable for more people.

Recently I met with leaders of both parties in Washington, DC, about the future of the ACA. Despite the drama playing out, there is a true commitment within our national leadership to crafting a healthcare law that is fair, affordable and accessible. At present, it appears that little is likely to change for 2017, or perhaps even longer.

At NMHC, we are doing all we can to be ready for changes to the insurance marketplace so that we can continue to offer you the best possible health insurance choices for you, your family and your business. NMHC has a secure future and is well-positioned to handle any challenges. I will continue to be a strong advocate in the national debate for you, our members, and for our innovative model of coverage.

▶ Martin Hickey, MD, CEO of New Mexico Health Connections

## Numbers you need to know

### CUSTOMER SERVICE:

855-769-6642,  
Monday through Friday,  
8 a.m. to 5 p.m.

- Benefits.
- ID cards.
- Billing questions.
- Claims questions, status and reconsiderations.
- Member login help.
- General information.

**OPTUMRX,  
OUR PHARMACY  
BENEFIT MANAGER:**  
855-577-6550

**BRIOVARX®, OPTUMRX'S  
SPECIALTY PHARMACY:**  
866-618-6741