

OFFICE OF SUPERINTENDENT OF INSURANCE
P.O. BOX 1689
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SUMMARY OF REQUIRED DOCUMENTS
TO MAINTAIN QUALIFIED HEALTH AND DENTAL PLANS
IN THE STATE OF NEW MEXICO

In order to maintain authority to transact QHPs & QDP's, please furnish the items listed below annually:

COMPANY LICENSING REQUIREMENTS

- _____ 1. **STATEMENT OF ATTESTATION** Submit to the Company Licensing Bureau a statement of attestation following the guidelines posted on the NM OSI website.

MANAGED HEALTH CARE REQUIREMENTS

- _____ 1. **PROVIDER GRIEVANCE PROCEDURES** File through SERFF a copy of the grievance procedure as prescribed by 13.10.16 NMAC.
- _____ 2. **GRIEVANCE PROCEDURES** File through SERFF a copy of the grievance procedure as prescribed by 13.10.17 NMAC.
- _____ 3. **ACCESS TO HEALTH CARE SERVICES** File through SERFF a copy of the access plan as prescribed by 13.10.22.8 NMAC.
- _____ 4. **UTILIZATION MANAGEMENT** File through SERFF a copy of the utilization management program as prescribed by 13.10.22.9 NMAC.
- _____ 5. **CONTINUOUS QUALITY IMPROVEMENT** File through SERFF a copy of the continuous quality improvement program as prescribed by 13.10.22.10 NMAC.
- _____ 6. **CONSUMER ASSISTANCE** File through SERFF a copy of the details of the consumer assistance office as prescribed by 13.10.13.13 NMAC.
- _____ 7. **CULTURAL AND LIGUISTIC DIVERSITY** File through SERFF a copy of the cultural and linguistic diversity plan as prescribed 13.10.22.11 NMAC.
- _____ 8. **CONTRACTS WITH PROVIDERS IN THE STATE OF NEW MEXICO** File through SERFF a copy of the contracts as prescribed by 13.10.22.12 NMAC.

For uniformity, items 1 through 8 of the Managed Health Care requirements should be included with the corresponding primary policy/plan filing submissions items 1 through 6 listed below.

QHP & QDP POLICY/PLAN REQUIREMENTS

Dependent on the kind of policy; individual, group, PPO, and/or HMO, issuer must be compliant with items 1 through 6 accordingly.

- _____ 1. **INSURANCE CONTRACTS** File through SERFF a copy of the insurance contracts as prescribed by NMSA § 59A-18.

- _____ 2. **HEALTH CONTRACTS** File through SERFF a copy of the health contracts as prescribed by NMSA § 59A-22.

- _____ 3. **PREFERRED PROVIDER ARRANGEMENTS** File through SERFF a copy of the preferred provider arrangements as prescribed by NMSA § 59A-22A.

- _____ 4. **GROUP AND BLANKET INSURANCE CONTRACTS** File through SERFF a copy of the group and blanket insurance contracts as prescribed by NMSA § 59A-23.

- _____ 5. **HEALTH MAINTENANCE ORGANIZATION** File through SERFF a copy of the health maintenance organization contracts as prescribed by NMSA § 59A-46.

- _____ 6. **NONPROFIT HEALTH CARE PLANS** File through SERFF a copy of the insurance contracts as prescribed by NMSA § 59A-47.

Upon policy/plan SERFF submission, additional guidance (checklists) specific to the corresponding policies/plans and rates submitted are located within SERFF. The New Mexico State checklists must be completed in their entirety.

***QHP compliance documents should only be submitted once through SERFF with the initial policy/plan filing. If additional policies/plans are submitted through separate SERFF filings, reference the SERFF tracking number of the filing submission that contains the compliance requirements to ensure proper reporting.**