

NEW MEXICO'S PROTECTIONS AGAINST **SURPRISE MEDICAL BILLS**

during COVID-19

- 1 All COVID-19 testing and treatment is free in-network & out-of-network for plans regulated by the State of New Mexico.**
- 2 If a medically necessary service isn't available in-network during the pandemic, out-of-network services must be covered.**
- 3 If you receive services at an in-network facility from an out-of-network provider, you cannot be charged more than you otherwise would.**

WHAT TO DO

if you get a surprise medical bill

- A** Immediately contact your insurance company and inform them that you received a surprise medical bill that you think should have been covered by your insurance.
- B** If you cannot resolve the issue, file an appeal with your insurance company (see the back of this flyer to find contact information for your insurer).
- C** If your appeal is rejected, you can file a complaint with OSI and we will help you resolve it. Visit <https://bit.ly/3fAHCJZ> and we will make sure that the issue gets worked out between your insurer and health care provider if the charge violates state law.

CONTACT YOUR INSURER TO FILE AN APPEAL

Blue Cross Blue Shield

Online: https://www.bcbsnm.com/pdf/forms/nm149_appeal_request.pdf

Phone: (800) 835-8699

Cigna

Online: <https://cigna.com/individuals-families/member-resources/appeals-grievances>

Phone: (888) 244-6264

Presbyterian

Online: <https://ds.phs.org/ewcm/frmExample.do?m=complaintentry&complainttype=customer>

Phone: 505-923-5256

New Mexico Health Connections

Online: <https://mynmhc.org/member-coomplaints-appeals.aspx>

Phone: (866) 668-9002

Molina

Online: <https://bit.ly/3cpirZ4>

Phone: In Albuquerque (505) 341-7493 Outside Albuquerque (855)-322-4078

True Health New Mexico

Online: Email this form https://truehealthnewmexico.com/wp-content/uploads/thnm_appeal_request_assign_auth_rep_0218_writable.pdf to Member-A-and-G@truehealthnewmexico.com

Phone: 1-844-508-4677

United Healthcare

Online: Log on to MyUHC.com and complete the "Appeals and Grievance Form"

Phone: (800) 377-5154

Having issues with your insurance?

COVID-19 Health Insurance Call Center

1 (833) 415-0566

Monday - Saturday
8 AM - 6 PM

