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**March 13, 2020**

## **NMRHCA OFFICES TO CLOSE**

The Albuquerque and Santa Fe offices of the New Mexico Retiree Health Care Authority (NMRHCA) will close until further notice. It is anticipated that the closures will last until New Mexico public schools resume normal operations. While offices will be closed, NMRHCA staff will continue to insure that all critical business activities will continue to occur.

Our offices are closing in response to the need to limit interactions between our members and employees and further prevent the spread of germs and viruses. We apologize for any inconvenience this may cause and respectfully request your patience during this time.

Please be assured that NMRHCA will continue to answer phone calls, respond to email, and most importantly - provide health insurance benefits throughout the period that our offices are closed. Additionally, all enrollments and transmission of eligibility files and financial transactions will continue to be processed as scheduled. A limited number of NMRHCA staff, including management, will continue to come to the office to manage other day-to-day business transactions.

**For immediate assistance, please call 1-800-233-2576 or email [CustomerService@state.nm.us](mailto:CustomerService@state.nm.us)**

**Emails and phone calls will be responded to as quickly as possible.**

NMRHCA members are encouraged to check [www.nmrhca.org](http://www.nmrhca.org) for updates. Updates will also be posted to NMRHCA's Facebook page: [www.facebook.com/nmrhca](https://www.facebook.com/nmrhca)