On behalf of the New Mexico Retiree Health Care Authority’s (NMRHCA’s) Board of Directors and staff, I hope this newsletter finds you and your families well and safe. Like everyone else, we are eager to move past the turmoil that has surrounded us and resume our lives with some sense of normalcy.

In the meantime, I want to share information that may be helpful in guiding your health care decisions and planning process over the course of the next year.

Let me begin by announcing several changes to our routine and seasonal business practices to which many of our retirees have become accustomed each year.

**OFFICE HOURS**

When it is safe to do so, our Albuquerque and Santa Fe offices will re-open and begin providing face-to-face assistance, based on the guidance and safety protocols provided by the Governor.

In the meantime, NMRHCA has modified its operational activities to accommodate social distancing requirements for the safety of our staff and members and will continue to serve our customers and provide support by mail, email and telephone.

**FALL OPEN ENROLLMENT**

Our annual fall switch enrollment activities will be moved to an online/telephonic format, the details of which will be announced in September. Please note: ALL NMRHCA plan participants will be mailed a document summarizing their existing coverage and options for switching coverage effective Jan. 1, 2021.

**MEDICARE SEMINARS**

The monthly Medicare Seminars will also be moved to an online/telephonic format, beginning in June. Additional details and information will be included in the packets sent to members who are aging into Medicare.

As executive director, one of the greatest pleasures of the position is visiting our members in their communities each fall. Traveling between Raton and Silver City, as well as Farmington and Hobbs, provides an incredible sense of appreciation for all that New Mexico has to offer. Anyone involved in the process can attest to the joy it brings us each October. However, the decision to modify our planned work activities comes at a time when future infection rates, impact and prevalence of COVID-19 remains highly speculative.

What we do know, is that we want to see Executive Director’s Update: Changes in Response to Pandemic
While qualified vendors have been selected, final contract negotiations remain pending and any member affected by the change will be individually notified in June.

RESOURCES

As we all continue to navigate through the situation that lies ahead, I would encourage members to use the resources that are available to help us get through the mental and emotional challenges a lot of people are experiencing. A complete list of resources specific to our membership by individual health plan is available by going to the COVID-19/News tab on our website: www.nmrhca.org.

Or you can call your provider(s) at the phone numbers provided on the back page of this newsletter for any questions you may have.

Most of us have had the opportunity to reflect upon what we value most in our lives since the announcement of this pandemic. My guess is, family and friends probably top most folks’ list.

With that said, it is important, when possible, to relieve them of having to make important health care decisions on our behalf if we are unable to decide or communicate for ourselves.

Therefore, an important part of any estate planning includes completion of an Advanced Health Care Directive, which enables you to express specific instructions you have regarding your healthcare.

This includes consenting or refusing to consent to any care, treatment, service or procedure to maintain, diagnose or otherwise affect a physical or mental condition.

An Advanced Health Care Directive can be revoked or modified at any time but allows someone to make decisions while of sound mind and body. This information is only shared with your family members, physician or health care institution.

A template can be found on our website by clicking on the Advance Health Care Directive link at www.nmrhca.org/forms.aspx.

In conclusion, I encourage each of you to stay safe and adhere to the guidelines and recommendations provided by the Centers for Disease Control and Prevention so we can all get back to seeing and spending time with our family and loved ones sooner, rather than later.

— David Archuleta
Executive Director

NMRHCA AT A GLANCE:
IF YOU MOVE, PLEASE TELL US!

Too large a portion of our days is spent trying to track down our members to whom we may owe a refund or need to pass along important information. Please let us know if you have a new address!

If you wish to add or update an email address to your account, we would love to have that on file as well. You can call 800-233-2576 or email us at CustomerService@state.nm.us.
Out of an abundance of caution concerning our retirees, NMRHCA has decided to cancel its June 19 Wise and Well Health Fair scheduled for Santa Fe.

Even as restrictions are eased during the COVID-19 pandemic, it certainly makes no sense to put on a health and wellness event that puts any of our attendees at risk.

NMRHCA will look into presenting a Wise and Well Health Fair online in the coming months to give members information on wellness opportunities.

Once we have a better understanding of how to present a virtual seminar to provide health and wellness information to our members, we will let our members know how and when they can attend our virtual health fair.

Likewise, the agency understands that using online technology may not be the easiest form of communication with its members, but for the safety for our population, it is currently the best means available.

Now may be the ideal time for our members to embrace technological capabilities on their preferred electronic devices to stay up to date on NMRHCA information.

The Albuquerque Journal recently reported about an education program, Teeniors (teeniors.org) that connects tech-savvy teenagers with New Mexico seniors for one-on-one coaching on their computers, tablets or smartphones. There is a fee associated with the program, but you can call 505-600-1297 for more information.

An advantage in hosting a virtual health fair is that we’ll be able to post the materials on our website for those unable to attend the live event. So our members can access information from the health fair on their schedule.

NMRHCA will re-examine face-to-face meetings when it can do so safely per state of New Mexico and federal guidelines.

Please remember, that you can also call us at 800-233-2576 for any questions regarding wellness or any other questions you may have related to our response to COVID-19.

The New Mexico Retiree Health Care Authority currently is considering a delay in the effective date of two rule changes that are going to affect new retirees in 2021.

Currently, all employees paying into NMRHCA with at least five years of service will earn a subsidy or discount on their health insurance through NMRHCA when they retire. The more years of service they have paying into NMRHCA, the bigger the subsidy. Retirees with 20 or more years of service qualify for the maximum subsidy NMRHCA offers.

Beginning Jan. 1, 2021, NMRHCA will require retiring employees (excluding enhanced plan members such as police, firefighters, corrections officers and some judges) to be at least 55 years old to qualify for the subsidy they’ve earned based on their years of service. Also, instead of earning the maximum subsidy for 20 or more years of service, employees must have at least 25 years of service.

The rules will help NMRHCA’s long-term solvency to allow the agency to provide this benefit for future generations of retirees.

NMRHCA, however, is considering moving back the implementation date from Jan. 1, 2021 to July 31, 2021 to allow educators to work through their 2020-21 calendar years and retire before the rule changes take effect.

NMRHCA currently is taking public comment on the proposal to delay the implementation of these rules.

Anyone wishing to comment has been instructed to email Greg Archuleta, NMRHCA Director of Communication and Member Engagement at gregoryr.archuleta@state.nm.us. NMRHCA also will have held a video conference public hearing on the proposed delay on May 22, 2020 from 2:30-4:30 p.m., and public comment will have been available during that session. After the hearing, NMRHCA’s Board of Directors will vote on the proposal to delay the rule changes effective date at its June 2 meeting.
CONTACT YOUR HEALTHCARE PROVIDERS DIRECTLY

Blue Cross Blue Shield
BCBSNM........................................800-788-1792
BCBSNM Medicare Advantage......877-299-1008
www.bcbsnm.com

Presbyterian Health Plan
Presbyterian Health Plan .......... 888-275-7737
Presbyterian Medicare Advantage .800-797-5343
www.phs.org

Express Scripts
Express Scripts Medicare .......... 800-551-1866
Express Scripts Non-Medicare .. 800-501-0987
www.express-scripts.com

Humana ................................... 866-396-8810
https://our.humana.com/nmrhca

UnitedHealthcare ................... 866-622-8014
www.uhcretiree.com

United Concordia .................. 888-898-0370
www.ucci.com

Delta Dental ............................ 877-395-9420
www.deltadentalnm.com

Davis Vision ........................... 800-999-5431
www.davisvision.com

Standard Insurance ............... 888-609-9763
www.standard.com/mybenefits/newmexicoRhca

NMRHCA CONTACT INFORMATION

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Hours: 8 a.m.-5 p.m. Monday-Friday*
Please visit us online at www.nmrhca.org

*Check website for official opening and closing times