



NEW MEXICO
RETIREE
HEALTH CARE
AUTHORITY

your Benefit Messenger

NMRHCA 2021 Newsletter Vol. 6 - Winter Edition

NMRHCA IS RINGING IN A WISE AND WELL NEW YEAR

A Wise and Well overhaul is underway at the NMRHCA in 2021.

Even with pandemic protocols that paused most in-person wellness activities, more than 150 dedicated members still found ways to cash in on our Wise and Well Incentive Program (offering \$50 Visa gift cards to retirees and spouses on one of our medical plans who completed two wellness activities for the year) through virtual wellness webinars.

During its five-year run, the Wise and Well Incentive program issued more than 1,600 gift cards to members.

That's an average of about 320 cards per year distributed from an eligible membership of nearly 55,000. That explains why we feel we can use our resources elsewhere and bring the gift card incentive to a close (as of December 31, 2020).

The good news is that we're putting those resources into finding new programs for our members (similar to the Good Measures and Naturally Slim weight-management programs, and the Livongo for Diabetes program).

When we can congregate again, we will look to put on more health fairs, such as our Albuquerque event in 2019 and canceled events in Las Cruces and Santa Fe in 2020.



In lieu of such gatherings, NMRHCA and its health partners are planning a Virtual Wellness event that will include two days of wellness webinar topics! We will provide more information as we solidify our plans.

We're also working with our health partners to provide wellness materials to our entire population, regardless of plan. For example, Humana opened its website for all NMRHCA members to view its WebEx events.

Go to the Wellness page on our website, NMRHCA.org, and click on the Humana WebEx Events link for a list of webinars.

Blue Cross Blue Shield of New Mexico is planning webinar/virtual coffee talks once or twice monthly that address wellness and other topics such as money management during the pandemic, taking care of your mental health and new COVID-19 vaccine safety to alleviate member concerns.

So while the gift cards are, like, *sooo* 2020, NMRHCA's Wise and Well program continues to help members with their own health and wellbeing.

EXECUTIVE DIRECTOR'S UPDATE

LOOKING BACK ON 2020, AHEAD TO '21

As we look toward a better and brighter 2021, it's important to reflect upon the challenges and successes unique to 2020.

Last year, the New Mexico Retiree Health Care Authority (NMRHCA) successfully convinced both chambers of the legislature to pass House Bill 45 to improve the financial position of the program.

However, the bill ultimately met its demise and was vetoed amid concerns regarding the impact to agencies operating budgets.

Shortly thereafter, news of the COVID-19 outbreak reached New Mexico. The mix of office and school closures, combined with calamities in the stock market, led many of us to experience fear and anxiety.

Initially, questions such as "How bad is this?" and "How long will it last?" evolved into questions such as "Are we going to run out of groceries or toilet paper?"

Fortunately, several vaccines have been developed, and questions now include "Where and when can I get vaccinated?" More information on that under the COVID-19 Vaccine

See **NMRHCA** on Page 2



NMRHCA IS USING 2020 TO LOOK AHEAD TO 2021

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section of our newsletter (at right).

By now, most of us have either experienced or are close to someone directly affected by COVID-19. We know that it is real, we know that it is dangerous and we know that it is going to be with us for quite some time.

Yet for all of its hardships, 2020 provided an incredible learning opportunity both personally and professionally.

Efforts to maintain the safety of our members and staff have required us to adopt modified work habits and improvise work schedules during periods of potential exposure.

Therefore, while the outlook continues to improve, working conditions remain less than ideal for in person interactions.

However, NMRHCA will continue to process enrollment applications, transmit eligibility files and provide customer service remotely until such time that current public health orders are lifted.

As we look to 2021 and beyond, we remain committed to researching and implementing programs to improve healthcare outcomes for our members while providing quality and affordable access to benefits.

In pursuit of this goal, NMRHCA staff is in the beginning stages of preparing a Request for Proposal for pharmacy benefits management (PBM) services which will be released later this year.

This procurement is particularly important as pharmacy trends continue to remain the primary driver behind increases in health care related expenditures.

While the industry develops solutions

for chronic, complex and rare conditions, the cost of those treatments continues to grow exponentially, as many of you are aware.

In the immediate future, NMRHCA is pursuing legislation introduced by Senator Roberto "Bobby" J. Gonzales seeking changes to the Retiree Health Care Act.

Those changes include aligning dependent age limitations with those contained in the Patient Protection and Affordable Care Act, modifying the reference language for disabled dependents suffering from intellectual disability and eliminating reference to an obsolete program previously administered by NMRHCA.

NMRHCA is also planning to hold a Springtime Virtual Wellness event that will include participation from our health plan partners to provide information about all the programs and resources available to plan participants.

More information about the event will be released as the event dates and agenda are finalized.

Also, planning is already underway for our Fall Switch Enrollment period to include a combination of virtual and in-person events, assuming such a gathering meets the safety criteria as determined by health care officials.

On behalf of the NMRHCA Board of Directors and staff, we wish you a healthy and safe start to the beginning of your new year and look forward to seeing folks in our offices again, hopefully sooner, rather than later.

Sincerely,

— David Archuleta
Executive Director

Important COVID-19 Vaccine Info for NMRHCA Members

NMRHCA members can now register to receive the COVID-19 vaccine.

Go to the New Mexico Department of Health website and register at — <https://cvvaccine.nmhealth.org/>

You will be contacted by email or text, letting you know where and when you can get the vaccine.

When you arrive for your vaccine appointment, you will have to do the following, depending on your health insurance status with NMRHCA:

FOR MEDICARE SUPPLEMENT MEMBERS/DEPENDENTS ONLY: Please be prepared to show your Blue Cross Blue Shield card at your appointment. No other cards will be accepted.

FOR PRE-MEDICARE MEMBERS/DEPENDENTS ONLY: Please be prepared to show your Express Scripts card at your appointment.

FOR MEDICARE-ADVANTAGE MEMBERS/DEPENDENTS ONLY: Please be prepared to show you provider card only (Presbyterian, Blue Cross Blue Shield, Humana or UnitedHealthcare) at your appointment.

If you have any questions, please contact us at 1-800-233-2576.

NMRHCA AT A GLANCE:

UNDERSTANDING MEDICARE SEMINARS TO CONTINUE IN 2021

NMRHCA will continue its Medicare Presentations online in 2021 — at least until COVID-19 restrictions are relaxed. All sessions will start at 9:30 a.m., and will take place on the following dates:

- February 10
- March 10
- April 14
- May 12
- June 9
- July 21
- August 11
- September 8
- December 8

Visit the www.NMRHCA.org homepage and look for the virtual meeting links under our Notices tab or our calendar at the bottom of the page.

LIVONGO FOR DIABETES: SETTING SMART GOALS TO MONITOR YOUR HEALTH

Setting goals to manage your health isn't just about what you want to achieve — it's about how you'll do it, and when.

Set yourself up for success by making your goal **SMART**:

- Specific
- Measurable
- Achievable
- Relevant
- Time-Bound

Let's unpack each of these a little more!

SPECIFIC

Make your goal as detailed as possible so you're more likely to achieve it. Write a full description of the goal, what you want to achieve, and what you're going to do to get there.

A specific goal could sound like:

- I will lose 10 pounds by avoiding sugary soda and jogging for 20 minutes, 3 days a week.
- I will add a fruit to my lunch each day.
- I will try an aerobics class at my local community center at least twice.

MEASURABLE

This means there is a "before" and an "after" that you can measure to track your progress toward your goal and when you've successfully achieved it. No matter what your goal is, it means breaking it down into one or more measurable elements.

Examples:

- I will weigh myself each morning to track that I'm still losing weight and getting closer to my goal of losing 10 pounds.
- I'll use my food tracker to record my fruits at lunch each day. I'll

look back on my tracker to see if I was able to stick to my goal.

- I'll use my calendar to check off when I go to those two aerobics classes. It will feel good to look at it and see that I reached my goal!

ACHIEVABLE

Your goals should be realistic for your current state of health — in your mind and your body. Your goals should be reasonable so you can meet them and feel successful.

Examples:

- I will focus on losing 1 pound a week for 10 weeks, until I reach my 10-pound weight-loss goal. I was able to do it before, so I know I can do it again!
- I know I can add fruits to my lunch, especially my favorites like grapes and oranges. I'll buy a bunch and have them ready when I make my lunch each morning.
- Is it realistic to go to aerobics class now that I have a broken leg? Probably not. Maybe I should stick to upper-body exercises instead.

RELEVANT

Why is this goal important to you? Will achieving it help improve your health? Make sure your goal is worthwhile so you're more likely to stick with it.

Examples:

- Losing weight will make me feel better about myself, and will help me get healthier. And losing weight slowly will make it more likely I won't gain it all back later.
- Eating fruit each afternoon will help satisfy my cravings for sweets. That will help me stay on track with my eating plan and

keep me feeling healthy.

- I'm going to this aerobics class because I want to have more energy to keep up with my kids.

TIME-BOUND

Set a start date and deadline for each goal. Make them realistic yet flexible if you need to adjust slightly. With a time frame, you can visualize the finish line for your goal.

Examples:

- I'll keep losing 1 pound a week for 10 weeks. After 10 weeks, I'll look at my progress and see if I've met my goal.
- Starting next Monday, I'll add fruit to my lunch each day. I'll shop for fruit this Sunday so I'll be ready.
- Starting this Tuesday, I'll go to two aerobics classes this week.

You can get healthier by getting **SMART!**

Livongo for Diabetes is a health benefit at no cost that helps make living with diabetes easier and is available to members and dependent spouses/domestic partners enrolled in one of NMRHCA's Pre-Medicare plans.

WHAT YOU GET:

Connected Meter: Automatically uploads your blood glucose readings to your secure online account and provides real-time personalized tips.

Support from Coaches When You Need It: Communicate with a coach anytime about diabetes questions on nutrition or lifestyle changes.

Unlimited Strips at No Cost to You: When you are about to run out, we ship more supplies, right to your door.

To enroll, go to: join.livongo.com/NMRHCA/begin



Find us on Facebook: <https://www.facebook.com/nmrhca>



CONTACT YOUR HEALTHCARE PROVIDERS DIRECTLY

Blue Cross Blue Shield

BCBSNM.....800-788-1792
BCBSNM Medicare Advantage.....877-299-1008
www.bcbsnm.com/nmrhca

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/nmrhca

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/newmexico_rhca

NMRHCA CONTACT INFORMATION

6300 Jefferson St. NE, Suite 150
Albuquerque, NM 87109-3392

33 Plaza La Prensa
Santa Fe, NM 87507

800-233-2576 (Toll Free)
505-476-7540 (Santa Fe)
505-884-8611 (Fax)
Email: customerservice@state.nm.us

Hours: 8 a.m.-5 p.m. Monday-Friday

Please visit us online at www.nmrhca.org