



New Mexico Medical Insurance Pool

"When no one else will help, we're there."



Health Care Policy

NMMIP Administrator
P.O. Box 27630
Albuquerque, NM 87125-7630
1-800-432-0750
(505) 816-5671 fax
www.nmmip.com

**THE NEW MEXICO MEDICAL INSURANCE POOL IS ADMINISTERED BY:
Blue Cross and Blue Shield of New Mexico (the “Pool Administrator”)**

Customer Service — When you have questions or concerns, call or visit the Pool Administrator’s (Blue Cross and Blue Shield of New Mexico) Customer Service department. You may either call toll-free or visit the Administrator’s Albuquerque offices at:

Street address: 4373 Alexander Blvd. NE
Toll-free telephone number: 1-800-432-0750

Send **written inquiries/prior approval requests** and submit **medical/surgical claims*** to:

NM Medical Insurance Pool Administrator
P.O. Box 27630
Albuquerque, NM 87125-7630

Prior Approvals — For admission review or other prior approvals (including for prescription drugs, mental health and chemical dependency services), call the Administrator’s Health Services department, Monday through Friday, between 8 a.m. and 5 p.m., Mountain Time. **Note:** If you need prior approval assistance between 5 P.M. and 8 A.M. or on weekends, call the Administrator’s Customer Service department (1-800-432-0750).

(505) 291-3585 or 1-800-325-8334

Administrator Web Site — For provider network information, claim forms, and other information, or to e-mail your question to the Administrator, visit the BCBSNM Web site at:

www.bcbsnm.com

BlueCard Out-of-Area Program — When you are outside New Mexico and need health care services, you can call the Blue Cross and Blue Shield Association’s BlueCard Program for assistance in locating a participating provider near you. Call:

1-800-810-BLUE (2583)

Out-of-State Claims Submission — Claims for health care services received outside New Mexico from providers that do not contract **directly** with the Administrator should be sent to the Blue Cross Blue Shield Plan in the state where services were received. See *Section 7* for details on submitting claims.

Prescription Drug Claims — Do not submit prescription drug claims to the Administrator. The name and address of the prescription drug plan administrator is in a separate brochure.

New Mexico Medical Insurance Pool — If you need to contact the New Mexico Medical Insurance Pool, you may write, telephone, e-mail, or check the Pool Web site:

P.O. Box 1594
Roswell, New Mexico 88202-1594
Telephone: (505) 622-4711
Email: pjennings@nmmip.com
Web site: www.nmmip.com



Welcome to the New Mexico Medical Insurance Pool (“Pool”)

This Policy is issued to you by the New Mexico Medical Insurance Pool (Pool), which was created by the New Mexico State Legislature in 1987. The Pool is a nonprofit program that offers health care Policies to eligible residents of New Mexico who are denied coverage in the private or public markets as well as individuals eligible under the federal Health Insurance Portability and Accountability Act of 1996 (HIPAA). The Pool is governed by a board of directors consisting of consumer, industry, medical, and health planning representatives. It is funded through premiums from the members, assessments to health insurance companies, a federal assistance grant, and a premium tax credit from the state. The Pool contracts with Blue Cross and Blue Shield of New Mexico (BCBSNM) for administrative services.

It is very important that you read this Policy! It explains what benefits the Pool will provide. Following the procedures of this Policy can save you money. If you ever have a question, it is best to call **Customer Service**, and they can assist you in understanding this Policy. If you are not satisfied with this Policy, you may send it back to the Pool Administrator, BCBSNM, within ten days after you receive it, and your premium will be refunded.

We appreciate the opportunity to offer you this Policy, and hope this health plan serves you well.

Sincerely,

Patricia K. Jennings, Executive Director
New Mexico Medical Insurance Pool

CORRESPONDENCE MAY BE DIRECTED TO:

New Mexico Medical Insurance Pool
Post Office Box 1594
Roswell, New Mexico 88202-1594
Telephone number: (505) 622-4711
Fax number: (505) 622-4788
E-mail: pjennings@nmmip.com
www.nmmip.com

Be sure to read this booklet carefully and refer to the
“Summary of Benefits and Plan Options” beginning on page iv.



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