



BlueCross BlueShield
of New Mexico

Illuminating the Path to Wellness



These Clinical Solutions Are Available to You

As a member of Blue Cross and Blue Shield of New Mexico, you have access to a suite of wellness solutions. They can support you as you navigate medical conditions and diagnoses, and take care of your health **at no additional out-of-pocket cost.**

Case Management from Registered Nurses

This voluntary program can help you and your family deal with chronic or serious illnesses or injuries. Our team uses information from your doctors to decide if case management could be right for you. When enrolled, a registered nurse is assigned as your case manager. Your case management nurse can help you get the right care at the right time in the appropriate environment.

Case management nurses can help by:

- Answering your health-related questions
- Coordinating care between multiple doctors
- Helping you understand conditions
- Supporting you through lifestyle changes to help manage conditions
- Supporting you throughout your illness, from beginning to recovery
- Helping you make sure all your health care needs are met

Get Support for Medical Conditions and Diagnoses

Your case management nurse can help with many diagnoses, including:

- Cancer
- Respiratory illnesses
- Heart conditions
- Mental health conditions
- Injuries or emergency hospitalizations
- Pediatric conditions

Value-Packed Solutions at Your Fingertips

When it comes to achieving your health goals, there isn't a one-size-fits-all approach. We've got your back with digital tools for a variety of goals and conditions.

Health and Wellness Program

The Well onTarget® Wellness Program gives you access to tools and resources that help you make healthy choices. Login to myBlueElementNM.com and click the Health and Wellness Portal link to:

- Take a Health Assessment
- Engage in Self-Management Programs
- Participate in Wellness Coaching
- Join Online Wellness Challenges
- Use Health Tools and Trackers
- Connect Popular Fitness Devices
- Learn from Health and Wellness Content



Take wellness on the go with the AlwaysOn® Wellness mobile app, available for iPhone® and Android™ smartphones.

Digital Women's and Family Health from Ovia Health™



Ovia

Whether you are cycle tracking, trying to conceive, managing menopause, or navigating pregnancy, the Ovia app will customize your experience to deliver personalized insights, tips, and content. Look to Ovia for answers to common prenatal questions, weekly updates, solutions for symptom relief, and much more.



Ovia Parenting

From birth to teenage years, you can record important milestones, track baby's day and even plan for return-to-work.

Ready to get started?

1. Scan the QR code or visit connect.oviahealth.com/en/enroll/luminarehealth.
2. Enter your email, password and date of birth.
3. Select the app that's right for you.
4. Explore Ovia Health!



Behavioral Health Care

Match with behavioral and mental health professionals that meet your unique preferences and needs. Headway's secure platform helps you schedule an in-person or virtual appointment with an in-network provider within 48 hours.

Find Care Related to:

- Managing stress
- Challenges with family
- Managing anxiety
- Feeling down or lacking motivation
- And much more

Finding Care is as Easy as 1-2-3

1. Visit headway.co or scan the QR code on the right
2. Filter for your preferences, such as race/ethnicity, gender and language to find the right provider
3. Add your health plan details and select an appointment. Headway handles the rest!



From one powerful app, Teladoc Health CCM+ offers support, personalized guidance and care plans for those with pre-diabetes, diabetes and hypertension. CCM+ can help you create lasting change with weight management and mental health support and one-on-one live and digital coaching. Depending on your eligibility, you may see communications from Teladoc Health to enroll in one or more of these programs.

Connected Devices

When you enroll, you will receive the technology and tools for the programs that fit your unique needs all at no additional cost. Devices and materials may include a digital scale, blood glucose meter, and unlimited test strips.

Virtual Physical Therapy

You can receive personalized care for your back, knee, hip, shoulder or neck. With the help of a personal coach and physical therapist, you'll get personalized exercise therapy and feedback, digitally, through the Hinge Health app. Your treatment plan can help you reduce pain or recover from a past injury without drugs or surgery.

Hinge Health will reach out to eligible members with program details and next steps. With enrollment you'll receive:

Wearable Sensors to Guide Stretches

Connect wearable sensors to the Hinge Health app and get live feedback on your positioning during stretches and exercises.

Personalized Exercise Therapy

Three times each week, you'll be guided through 15-minute sessions.

Unlimited One-on-One Health Coaching

Get tailored support from your coach via text, email or phone call.

Cancer Services and Support

The Cancer Services and Support program is available to you at no additional cost through your health plan with Blue Cross and Blue Shield of New Mexico. This program connects your treating oncologist with the latest research findings, suggested medications, tests, and clinical trials specific to your type of cancer for the best possible outcomes.

How it Works

When you get diagnosed with cancer, your case will automatically be sent to AccessHope, who assigns a cancer subspecialist at a National Cancer Institute – Designated Comprehensive Cancer Center to review your case. The subspecialist communicates with your doctor to provide offer treatment recommendations associated with improved clinical outcomes. Your oncologist will continue to manage and modify your treatment plan.

VirtualCheckup®

Getting a health checkup has never been easier! Included with your health benefits plan, you can sign up to get a VirtualCheckup® powered by Catapult Health at no additional cost to you.

Sign up today and you'll receive a home kit with everything you need to complete your virtual visit. Each VirtualCheckup® includes testing for total cholesterol, HDL, LDL, triglycerides, and hemoglobin A1c (blood sugar). You'll receive a personal health report with easy-to-understand information about your lab results and guidance to programs and tools included in your health plan to address your concerns.

Sign Up Today

1. Log in to **myBlueElementNM.com** and click on the VirtualCheckup® link on your home page.
2. When your kit arrives, log in to your **myBlueElementNM.com** portal and click the VirtualCheckup® link. Follow the prompts to finish activating your kit.
3. Follow the instructions on screen to complete your at-home testing and ship your samples to the lab. A nurse practitioner will reach out to review your results and guide you through the next steps.

Connect with Your Benefits Wherever and Whenever

myBlueElementNM.com Member Portal

Get the most out of your benefits with the **myBlueElementNM.com** Member Portal. Our secure online portal lets you access your benefits and claims, manage and pay your medical bills and more – all from your phone, tablet or computer, wherever and whenever you want.

Log in to myBlueElementNM.com to:

- View claims status
- See deductible and out-of-pocket maximums
- Show your member ID card
- Find a doctor
- Access to other important benefits information

Blue Element Mobile NM

Wondering how to connect with your health benefits while you're on the go? Our mobile app lets you stay in control from anywhere.



iOS



Android

- Show your ID card to providers.
- Easily access services available with your benefit plan.
- View family information and benefits.
- Access important benefits information.
- Find a doctor.
- Filter claims by dependent and type.

Download the app for free from the App Store from Apple or Google Play. Just search for Blue Element Mobile NM.



For more information about your wellness solutions, call the number on your Member ID card.



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Headway is a separate company that has contracted with Blue Cross and Blue Shield of New Mexico to provide behavioral health management for members with coverage through BCBSNM. VirtualCheckup is owned by Catapult Health. Catapult Health is an independently contracted provider that has contracted with Blue Cross and Blue Shield of New Mexico to provide health and wellness screenings for members with coverage through BCBSNM.

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Teladoc is an independent company that has contracted with Blue Cross and Blue Shield of New Mexico to provide chronic condition management for members with coverage through BCBSNM.

AlwaysOn is owned and operated by Onlife Health Inc. an independent company that has contracted with Blue Cross and Blue Shield of New Mexico to provide digital health management for members with coverage through BCBSNM.

Hinge Health is an independent company that has contracted with Blue Cross and Blue Shield of New Mexico to provide an online musculoskeletal program for members with coverage through BCBSNM.

Ovia Health is an independent company that has contracted with Blue Cross and Blue Shield of New Mexico to provide maternity and family benefits solutions for members with coverage through BCBSNM.

AccessHope, LLC is an independent company that has contracted with Blue Cross and Blue Shield of New Mexico to provide Member Health Platform & Tools, Care & Disease Management, Health Information Content for members with coverage through BCBSNM.

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