



TRUE HEALTH NEW MEXICO PLAN DISCONTINUATION

Important Notice for Brokers

In 2023, Bright Health is refining and optimizing its strategy to deepen its presence in markets where it can have the greatest impact, achieve long-term success and drive differentiated value with its Fully Aligned model of care. For that reason, Bright Health has decided to exit its Individual and Family Plan (IFP) business and discontinue its Employer Group segment after 2022 in some markets, including New Mexico.

This means that, as a wholly owned subsidiary of Bright Health, True Health New Mexico will discontinue health insurance coverage in the state of New Mexico for both individual and family plans and employer group plans after 2022.

True Health New Mexico is proud to have been a part of healthcare in New Mexico since 2018, and we appreciate your partnership in bringing valued healthcare coverage to New Mexicans for the past four years. It is our intention to support our current customers throughout the plan wind-down.

Below are some important FAQs to assist you through this transition.

1. How will this impact my Individual & Family plan members?

- True Health New Mexico insurance coverage will end on December 31, 2022, for members enrolled in our individual and family plans.
- Sales for off-exchange individuals will cease immediately. SEP enrollments will continue through beWellnm until December 15, 2022.
- All individual members will receive notification by June 1, 2022 of True Health New Mexico's intent to withdraw our plans from the market in 2023.

2. How will this impact my employer groups (small group and large group)?

- True Health New Mexico will cease sales for all group plans immediately
- If you have a group currently in the sales process, please call 505-322-2360.
- All group members will be notified by June 1, 2022 of True Health New Mexico's intent to withdraw our plans from the market in 2023.
- Groups that are currently active will remain active with True Health New Mexico through their contract renewal date

3. How will this impact my commissions?

- True Health New Mexico will continue to pay commissions per the producer appointment contracts for both individual and family plans and employer group plans.

4. How can you support your members and employer groups during this transition?

- It is a priority for True Health New Mexico and Bright Health to continue to provide the best service and experience to the members, providers, and other partners in New Mexico's. We recognize the important role that you play with these members and know that you can provide a more personalized level of service and help them find new coverage when their coverage period ends.
- If any of your members have a question about claims payment, contracted providers, ID cards, etc., please direct them to call customer service as they normally would for the most expedient resolution.

5. Who can I speak with at True Health New Mexico if I have questions or need additional information?

- You may call your account manager at True Health New Mexico for more information