



STUDENT HEALTH

Advantages of Membership

With AcademicBlue, you have access to value-added products and services.

These health management tools and resources can help you stay well and protect your health.

Blue Access for MembersSM

This is a secure website that gives you confidential access to information about your insurance plan. Check if claims have been finalized, sign up for alerts about claim activity, print a temporary ID card, view up to 18 months of claim history, and more. Register at bcbsnm.com/member.

BCBSNM App

With the BCBSNM App from Blue Cross and Blue Shield of New Mexico you can access your important health insurance information wherever you are. View your ID card, see your benefit coverage information, and find in-network doctors, hospitals and urgent care facilities.

Behavioral Health

Behavioral health professionals at BCBSNM are available to help you learn where and how to get help. Call the Customer Service number on the back of your member ID card or log in to your member account at bcbsnm.com and select Behavioral Health to get started.

- **Mental Health Hub**

Our new Mental Health Hub can guide you to the right care for your unique needs. It features access to mental health providers, plus a variety of assessments, videos, podcasts, articles, tools and more.

24/7 Nurseline (English and Spanish)

The 24/7 Nurseline's registered nurses listen to health concerns and provide general health information and tips. You can get the guidance you need on possible emergency care, urgent care, general health topics and more, 24 hours a day, seven days a week by calling **800-973-6329**.

Health and Wellness Programs

Your wellbeing is important. That's why your health benefits include tools, information and support to help you live a healthy lifestyle. Get started by logging in to your member account at bcbsnm.com.

- **Well onTarget® **

The Well onTarget member portal uses the latest technology to give you the tools you need for better health. Imagine being rewarded for simply doing things that can help you live healthier. Earn Blue PointsSM for wellness activities, fitness and nutrition tracking, take health assessments, and much more. If you have any questions about Well onTarget, call **877-806-9380**.

BlueCard® Program

When traveling, the BlueCard Program helps you access physicians, hospitals, and health services across the nation. To find providers call **800-810-BLUE (2583)** or visit provider.bcbs.com.

Blue365® Discount Program for Members

Blue365 is an online destination for discounts on health and wellness products and services. You can take advantage of discounts on health club memberships, athletic apparel and footwear, weight loss programs, vision products and services, and more. Register at blue365deals.com/bcbsnm and receive weekly featured deals.



**For more information,
call 855-267-0214.**

NovaWell is an independent company that has contracted with Blue Cross and Blue Shield of New Mexico to provide member health platform and tools, mental health administration network and health information content for members with coverage through BCBSNM.

Well onTarget® is a registered trademark of Health Care Service Corporation.

Well onTarget is a voluntary wellness program. Completion of the Health Assessment is not required for participation in the program.

Blue Points Program Rules are subject to change without prior notice. See the Program Rules on the Well onTarget Member Wellness Portal for further information. Member agrees to comply with all applicable federal, state and local laws, including making all disclosures and paying all taxes with respect to their receipt of any reward.

Blue365 is a discount program only for BCBSNM members. This is NOT insurance. Some of the services offered through this program may be covered under your health plan. Please check your benefit booklet or call the customer service number on the back of your ID card for specific benefit facts. Use of Blue365 does not change your monthly payment, nor do costs of the services or products count toward any maximums and/or plan deductibles. Discounts are only given through vendors who take part in this program. BCBSNM does not guarantee or make any claims or recommendations about the program's services or products. You may want to talk to your doctor before using these services and products. BCBSNM reserves the right to stop or change this program at any time without notice.

Blue Cross and Blue Shield of New Mexico complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, sex, gender identity, age, sexual orientation, health status or disability.

To get help and information in your language at no cost, please call us at 855-710-6984.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 855-710-6984 (TTY: 711).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 855-710-6984 (TTY: 711).

Health care coverage is important for everyone.

If you, or someone you are helping, have questions, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 855-710-6984. We provide free communication aids and services for anyone with a disability or who needs language assistance.

We do not discriminate on the basis of race, color, national origin, sex, gender identity, age, sexual orientation, health status or disability. If you believe we have failed to provide a service, or think we have discriminated in another way, contact us to file a grievance.

Office of Civil Rights Coordinator
300 E. Randolph St., 35th Floor
Chicago, IL 60601

Phone: 855-664-7270 (voicemail)
TTY/TDD: 855-661-6965
Fax: 855-661-6960

You may file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, at:

U.S. Dept. of Health & Human Services
200 Independence Avenue SW
Room 509F, HHH Building 1019
Washington, DC 20201

Phone: 800-368-1019
TTY/TDD: 800-537-7697
Complaint Portal: <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>
Complaint Forms: <https://www.hhs.gov/civil-rights/filing-a-complaint/complaint-process/index.html>

To receive language or communication assistance free of charge, please call us at 855-710-6984.

Español	Llámenos al 855-710-6984 para recibir asistencia lingüística o comunicación en otros formatos sin costo.
العربية	لتلقي المساعدة اللغوية أو التواصل مجاًاً، يرجى الاتصال بنا على الرقم 855-710-6984.
繁體中文	如欲獲得免費語言或溝通協助，請撥打855-710-6984與我們聯絡。
Français	Pour bénéficier gratuitement d'une assistance linguistique ou d'une aide à la communication, veuillez nous appeler au 855-710-6984.
Deutsch	Um kostenlose Sprach- oder Kommunikationshilfe zu erhalten, rufen Sie uns bitte unter 855-710-6984 an.
ગુજરાતી	ભાષા અથવા સંચાર સહાય મફતમાં મેળવવા માટે, કૃપા કરીને અમને 855-710-6984 પર કોલ કરો.
हिंदी	निःशुल्क भाषा या संचार सहायता प्राप्त करने के लिए, कृपया हमें 855-710-6984 पर कॉल करें।
Italiano	Per assistenza gratuita alla lingua o alla comunicazione, chiami il numero 855-710-6984.
한국어	언어 또는 의사소통 지원을 무료로 받으려면 855-710-6984번으로 전화해 주세요.
Navajo	Niná: Doo bilagáana bizaad dinits'á'góó, shá ata' hodooni nínízingo, t'áájí'eh bee náhaz'á. 1-866-560-4042 jì' hodíilni.
فارسی	برای دریافت کمک زبانی یا ارتباطی رایگان، لطفاً با شماره 855-710-6984 تماس بگیرید.
Polski	Aby uzyskać bezpłatną pomoc językową lub komunikacyjną, prosimy o kontakt pod numerem 855-710-6984.
Русский	Чтобы бесплатно воспользоваться услугами перевода или получить помощь при общении, звоните нам по телефону 855-710-6984.
Tagalog	Para makatanggap ng tulong sa wika o komunikasyon nang walang bayad, pakitawagan kami sa 855-710-6984.
اردو	مفت میں زبان یا مواصلت کی مدد موصول کرنے کے لیے، براہ کرم ہمیں 855-710-6984 پر کال کریں۔
Tiếng Việt	Để được hỗ trợ ngôn ngữ hoặc giao tiếp miễn phí, vui lòng gọi cho chúng tôi theo số 855-710-6984.