



True Health New Mexico Premium Payment Policy: Important Update for Members Affected by COVID-19 Coronavirus

March 19, 2020

The following statement is for members of True Health New Mexico individual/family plans and administrators of employer group plans who may be having trouble paying their health insurance premiums due to financial hardship from the COVID-19 coronavirus pandemic.

Employer groups and individuals who purchased True Health New Mexico health insurance either on or off the Exchange (healthcare.gov) who do **not receive a tax credit**

We have extended the grace period for all group and individual health plans to **60 days** after the payment due date.

Employer groups and individuals who purchased True Health New Mexico health insurance either on or off the Exchange (healthcare.gov) who **do receive a tax credit**

Currently, you have a grace period of 90 days after the due date to pay your premium. We are **not** extending that grace period at this time.

What is a grace period?

A grace period allows you more time to pay your premium. It is not a waiver on the requirement to pay your premium. If you exceed the grace period without payment or without setting up a premium payment plan with True Health New Mexico, then we may terminate your coverage retroactively. A *retroactive termination* is when the health insurance company cancels coverage effective with a date in the past.

What if I can't pay my premium?

If you are unable to pay your premium beyond the grace period described above, please call us to discuss your situation. You can reach the Finance Department at (505) 300-4282, Monday through Friday, 8:00 a.m. to 5:00 p.m. We are experiencing a high call volume, so if you reach our voicemail, please leave a message. We will return your call as soon as possible. Thank you.