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What you need to know about our new vendor for online and phone payments

We are switching to a new vendor, InstaMed, to process your premium payments.

If you currently have a recurring True Health New Mexico premium payment set up

Your existing recurring payment is set up with E-Bill Express. You will need to switch over to our new payment vendor, InstaMed, before January 1, 2021. If you don't change your recurring payment to InstaMed, your recurring payment will not go through, and you may become delinquent on your account.

To change your recurring payment to InstaMed, you must first create an InstaMed account.

1. Please visit <https://www.truehealthnewmexico.com/pay-my-bill/>, select the link that applies to the type of plan you have (individual/family plan or employer group plan), and under the *Pay Online* headline, select the InstaMed link.
2. Then create your account, log in, and set up your recurring payments.

If you need to make a one-time payment by phone

Please call 1-877-200-8751.

If you currently pay your premiums by check or money order

In this case, you do not need to take any action. However, we encourage you to set up automatic, recurring, online payments. It's easier, faster, and more secure than mailing a check or money order every month. Get started at <https://www.truehealthnewmexico.com/pay-my-bill/>.

Remember, your premium is due on the first of every month for which you have insurance coverage.

If you have questions about setting up your InstaMed account

Please call Customer Service Monday through Friday, 8:00 a.m. to 5:00 p.m., at 1-844-508-4677.

Thank you for being a True Health New Mexico member!

be true to your health.

[truehealthnewmexico.com](https://www.truehealthnewmexico.com)