

## Emergency Support Policy for NMMIP Members Affected by Flooding in Ruidoso

Updated 7/9/25

- A. With respect to NMMIP policyholders whose residence is in impacted **Lincoln County, New Mexico** identified in the Governor's Executive Order regarding the State of Emergency 7/8/25:

**Zip Codes:** 88301, 88312, 88316, 88318, 88323, 88324, 88336, 88338, 88341, 88343, 88345, 88346, 88348, 88351, 88355

NMMIP has extended the following range of provisions:

1. Grant grace period to 11/1/25 for payment of premiums;
    - i. Contact NMMIP Customer Service if unable to pay premiums after this grace period;
  2. Waive cost sharing and deductibles for dates of service following this order to 11/1/25;
  3. Postpone cancellations and non-renewals until 11/1/25;
  4. Waive early-refill time limits on active prescriptions for 60 days;
  5. Allow replacement for lost or damaged medication;
  6. Permit one eyeglass or contact lens replacement and one hearing aid replacement during the pendency of this Order, waiving frequency limitations;
  7. Permit one replacement for dentures or other prosthodontic devices during the pendency of this Order, waiving frequency limits;
  8. Permit replacement of covered disposable medical supplies and durable medical equipment (DME) during the pendency of this Order, waiving frequency limits;
  9. Waive additional fees, charges, referrals, and prior authorization requirements for use of out-of-network providers for medically necessary services, whether emergent or not;
    - i. This applies to benefits and services obtained from both in- and out-of-network providers;
    - ii. Expedite pre-authorizations for affected members.
- B. NMMIP will also extend medical providers' reporting requirements for claims submissions and for additional information relating to claims to 11/1/25.

Members should continue to check [www.nmmip.org](http://www.nmmip.org) for updates to this Emergency Support Policy. As always, for further or specific questions, contact Customer Service [1-866-306-1882](tel:1-866-306-1882) or [NMMIP\\_Customerservice@90degreebenefits.com](mailto:NMMIP_Customerservice@90degreebenefits.com). For case management: [Integrated Care Management](#), contact 1-800-385-8356 or email [members@ensemblehealth.com](mailto:members@ensemblehealth.com).

This order is in effect until 11/1/25 unless another order supersedes.