



## Welcome to the New Mexico Medical Insurance Pool!

### NMMIP Plan Contact Information

#### Customer Service/Eligibility



A Turn For The Better

#### 90 Degree Benefits:

Contact for customer service, eligibility, ID card requests, requesting mailed Explanation of Benefits (EOBs), and billing questions.

PO Box 21548  
Eagan, MN 55121  
1-866-306-1882

[www.nmmip.org](http://www.nmmip.org)

[NMMIP\\_Customerservice@90degreebenefits.com](mailto:NMMIP_Customerservice@90degreebenefits.com)

#### Physical and Mental Health



#### To locate an In-Network provider:

<https://nmmip.org/find-a-provider/>

1-866-306-1882

#### Prescriptions



To manage pharmacy benefits and find lower costs online:

[www.medimpact.com](http://www.medimpact.com)

1-800-771-4648

### NMMIP Plan Administrator, 90 Degree Benefits

Phone: 1-866-306-1882 or Email: [NMMIP\\_Customerservice@90degreebenefits.com](mailto:NMMIP_Customerservice@90degreebenefits.com)

Website: [www.nmmip.org](http://www.nmmip.org)



## Telehealth



Teladoc is available for 24/7 access to general medicine and mental health services:

[www.teladochealth.com](http://www.teladochealth.com)

1-800-835-2362

## Case Management



Ensemble provides Integrated Care Management, helping connect you to physical and mental health providers, a 24-hour nurse hotline, clinical support at home, remote patient monitoring, and community resources.

[ensemblehealth.com](http://ensemblehealth.com)

[info@ensemblehealth.com](mailto:info@ensemblehealth.com)

1-800-385-8356 or 505-552-4401

## NMMIP Plan Executive Office

Contact the NMMIP Executive Office for the following:

- Appeals
- Complaints
- Board Information
- Public Relations

**Phone:** 1-505-424-7105 or **Toll Free:** 1-866-622-4711

**Fax:** 1-505-424-7107 **Email:** [info@nmmip.org](mailto:info@nmmip.org)

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## **Additional Information for New NMMIP Members**

### **Low Income Premium Program (LIPP) Recertification**

The Low Income Premium Program (LIPP) is designed to help persons who qualify for NMMIP coverage to maintain their insurance by offering a reduced premium. You must meet the eligibility requirements on the NMMIP application to be eligible for coverage. Individuals and families enrolled in LIPP must recertify **ANNUALLY** by December 15<sup>th</sup> to maintain their LIPP coverage. Members who **FIRST** apply for LIPP October 1<sup>st</sup> through December 31<sup>st</sup> do NOT need to recertify until the next plan year. Recertification includes submitting a new LIPP application, as well as proof of income. For more information on LIPP, please contact 90 Degree Benefits at 1-866-306-1882 or [NMMIP\\_Customerservice@90degreebenefits.com](mailto:NMMIP_Customerservice@90degreebenefits.com).

### **Premium Payments**

Your premium payment is due by the 1<sup>st</sup> of the month for that month's coverage. You will receive an invoice approximately two weeks prior to your premium's due date. It is important to keep your address and contact information updated so that you receive vital information about your benefits. Please send check/money order premium payments to:

#### **New Mexico Medical Insurance Pool**

PO Box 27745  
Albuquerque, NM 87125

**Note:** this address will also be listed on your monthly premium invoices

#### ACH:

You can also pay your first premium payment, as well as ongoing premium payments via automatic withdrawals from your account (ACH). You can find ACH forms at <https://nmmip.org/document-form-center/>, or you can contact 90 Degree Benefits at 1-866-306-1882 or [NMMIP\\_Customerservice@90degreebenefits.com](mailto:NMMIP_Customerservice@90degreebenefits.com).

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