



Value Added Services 2023

Blue Cross and Blue Shield of New Mexico (BCBSNM) covers more than just standard Medicaid benefits. We also offer extra services to help keep you and your family healthy. You may get extra Value Added Services when you are a Blue Cross Community Centennial member.

Call us at 1-866-689-1523 (TTY: 711) to find out if you are eligible for some or all of these services.

Value Added Service	Applies To	Members on Standard Medicaid Plan	Members on Alternative Benefit Plan (ABP)	Members on ABP-Exempt Plan	Prior Authorization Required for Value Added Service?
Physical Health Services					
Home Meal Delivery	Members who are transitioning from an inpatient facility into the community	✓	✓	✓	No
Native American Traditional Healing and Wellness (reimbursement for traditional healing practices used to treat medical conditions)	Native American members	✓	✓	✓	No
Remote Monitoring Program	Members with chronic conditions like diabetes or high blood pressure	✓	✓	✓	Member must participate in the Paramedicine Program; requires an assessment
Respite Bed (temporary bed based on medical necessity and availability)	Certain members discharging from an emergency room or hospital	✓	✓	✓	Yes
Assistance with Social Determinants of Health* (payments for tangible goods such as interview clothing, bus passes for work and more)	Medicaid and Medicaid Expansion Population members	✓	✓	✓	Yes

*Must participate in BCBSNM's Care Coordination program to redeem

Such services are funded in part with the State of New Mexico.



Value Added Service	Applies To	Members on Standard Medicaid Plan	Members on Alternative Benefit Plan (ABP)	Members on ABP-Exempt Plan	Prior Authorization Required for Value Added Service?
Physical Health Services					
Walmart Delivery Service*	Medicaid and Medicaid Expansion Population members—one per household	✓	✓	✓	Yes
Heading Home + Health Partnership*	Bernalillo County Homeless Members with Behavioral Health and Substance Abuse Disorders	✓	✓	✓	Yes
Maternity Services					
Infant Car Seat*#	Pregnant members	✓	✓	✓	Yes
Portable Infant Crib*#	Pregnant members	✓	✓	✓	Yes

*Must participate in BCBSNM's Care Coordination program to redeem

#Must complete prenatal visit requirements to redeem



Value Added Service	Applies To	Members on Standard Medicaid Plan	Members on Alternative Benefit Plan (ABP)	Members on ABP-Exempt Plan	Prior Authorization Required for Value Added Service?
Behavioral Health Services					
Electroconvulsive Therapy (ECT) treatment for psychiatric conditions	Members who meet standard ECT medical necessity criteria	✓	Not a Value Added Service; standard ABP benefits apply	Not a Value Added Service; standard benefits apply	Yes
Transitional Living for Chemically Dependent/ Psychiatrically Impaired Adults 18 years or older	Members enrolled in outpatient substance abuse center or in active treatment for psychiatric issues	✓	✓	✓	Yes
Wellness/Drop-in Centers and Family Support Centers	Medicaid members	✓	✓	✓	No
Assistance with Social Determinants of Health* (payments for tangible goods such as interview clothing, bus passes for work and more)	Medicaid and Medicaid Expansion Population members	✓	✓	✓	Yes
Heading Home + Health Partnership*	Bernalillo County Homeless Members with Behavioral Health and Substance Abuse Disorders	✓	✓	✓	Yes
Learn to Live	Medicaid and Medicaid Expansion members 13 years or older	✓	✓	✓	No

*Must participate in BCBSNM's Care Coordination program to redeem

The benefit information provided is a brief summary, not a complete description of benefits. For more information contact the plan. Benefits, formulary, pharmacy network, provider network, and/or copayments/coinsurance are subject to change. Limitations, copayments, and restrictions may apply.

To ask for auxiliary aids and services or materials in other formats and languages at no cost, please call 1-866-689-1523 (TTY/TDD: 711).

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. See our full non-discrimination notice and contacts.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-710-6984 (TTY: 711).

Díí baa akó nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiiik'eh, éí ná hóló, kojí' hódííłnih 1-855-710-6984 (TTY: 711).