



# UNM HEALTH

**Health care that works for you.**

So you can get back to what matters most.

**Frequently Asked Questions**



## What is UNM Health?

UNM Health is a comprehensive health plan benefit housed within UNM Health System and combines the best of UNM's hospitals, doctors, expert medical staff, researchers, and facilities with the affordability you need and the top-notch customer service you deserve. Our goal is to provide personalized service to our members, to ensure better care, so you can get back to what matters most.

## How does UNM Health work?

UNM Health is your medical benefit third-party administrator (TPA). Our team will help coordinate your health needs within the UNM Health network of providers and hospitals. UNM's Patient-Centered Medical Homes and Primary Care Clinics are the starting place for your care. UNM Health will help you find a health care provider that is right for you, and will help keep your primary care physician (PCP) informed when your health status changes. Our goal is to keep you as healthy as you can be.

## Who are the doctors and hospitals in UNM Health?

All of the providers in the LoboCare network at UNM are part of UNM Health. ABQ Health Partners, After Hours Pediatrics, First Choice and Presbyterian Medical Services (PMS), and many other primary care providers across the state are part of UNM Health. You will have access to all of the UNM hospital facilities and health care providers. In addition you can reach our nurse advice line 24 hours a day, 7 days a week.

## How do I find a UNM Health doctor?

Our UNM Health Customer Care team is happy to assist you in finding the right primary care physician or specialist for you and your family. Please call us at: 505-925-2432, or visit our website at: [www.unmhealth.org](http://www.unmhealth.org) where you can locate providers on Find-A-Doc, our provider

directory. We can also help you schedule your appointment with UNM Health providers.

## When do I have to obtain a prior authorization?

Prior authorization is required when you access providers or facilities outside of the UNM Health network, and for certain medical procedures, lab tests and durable medical equipment. This information is available in the PBB, or you may call UNM Health Customer Service for assistance.

## What if I'm not at home and need health care?

Emergency care is covered when you are out of town, so if your health is in serious risk, go to the nearest hospital or call 911. If you need non-emergency services when you are out of town, please call UNM Health to find in-network providers and facilities. Refer to your Participant Benefit Booklet for information and important phone numbers. Your UNM Health member card has important phone numbers and authorization information when you are not at home, so always bring it with you when you travel!

## Where can I find my Participant Benefit Booklet (PBB)?

Each summer, PBBs are mailed out to members in hard copy format. We also have the PBB available on the Human Resource Benefits website so it is always available to review your benefits, and how to use your plan. [unmmg.health.unm.edu/payrollBenefits/medical.shtml](http://unmmg.health.unm.edu/payrollBenefits/medical.shtml)

## What about confidentiality?

UNM Health is committed to maintaining the confidentiality of your health care services. Our professional medical management team is fully trained and aware of the need to maintain the privacy of all of our UNM Health members, and we are fully compliant with all federal and state laws regarding confidentiality of information.