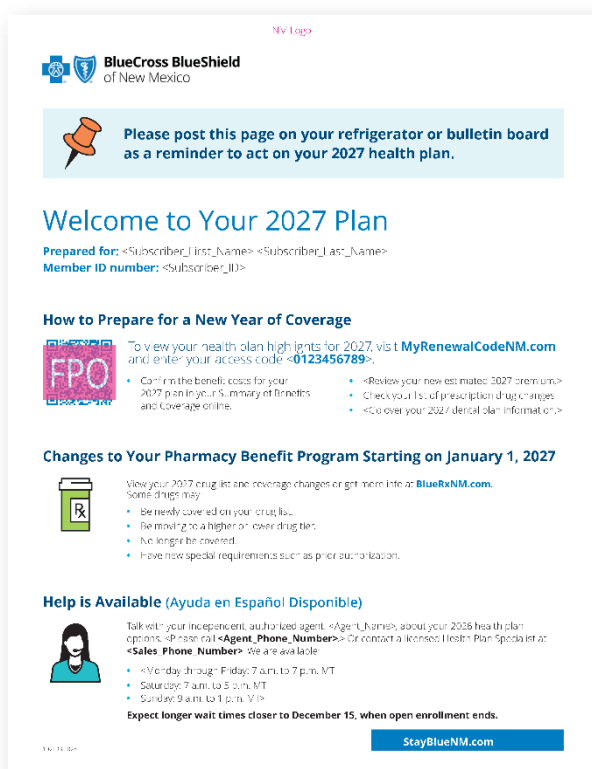




BlueCross BlueShield of New Mexico

Renewal Packets Arriving by Nov. 1

Soon active members with qualified health plans in the individual ACA market will begin receiving their renewal packets. Due to recent changes within the market, renewal packets for members with on-exchange plans will not include the 2027 premium amount.



Member packets and communications include:

- 10-digit code and QR Code leading to their personalized renewal landing page
- Benefit plan changes for 2027
- Important updates to pharmacy benefits
- Dental plan renewal letter (if applicable)
- Contact information
- Email and SMS notifications, beginning 11/9, will encourage members to visit their personalized renewal landing page for renewal information. Members will be able to view their 2027 monthly premium amount on the landing page.

Examples of Under 65 Retail Member Packets:

- On-Exchange Qualified Health Plan Packet
- Off-Exchange Qualified Health Plan Packet

Members attached to producers receive packets with their independent, authorized agent's name and instructions to call their agents for support. Members without producers can call us for assistance.

See Renewal Packages in the Producer Experience Portal

Soon you will be able to access your client's renewal package in the [Producer Experience Portal](#). Once you find your client from the **Home** or **Reporting> Client Search** tab, select the **Correspondence** section and click on the **View Letter** link next to the Renewal Package description, "Information on Your 2027 Plan."

Register and Use PEP to Manage Your Book of Business

The [Producer Experience Portal](#) is a comprehensive business management and client service tool. With the portal, you can send customized proposals and quotes, track sales, generate reports and much more. If you aren't an active user, it's easy to register. Our detailed [Producer Experience Portal User Guide](#) provides step-by-step instructions on how to register.