

FOR IMMEDIATE RELEASE – 5/6/2014



**CONTACT:** Barbara Webber, Executive Director of Health Action New Mexico  
(505) 508-6531  
[barbara@healthactionnm.org](mailto:barbara@healthactionnm.org)

## **Leading consumer advocate seeks comments to improve New Mexico's health exchange**

Bernalillo, NM —Despite the troubles with the federal health insurance website, New Mexico was able to enroll about 35,000 New Mexicans on the Health Insurance Exchange during the first open enrollment period. Now that open enrollment is over, community advocates are looking for ways the state can improve its enrollment efforts next year. Health Action New Mexico (HANM) is collecting public input to be given to the five consumer representatives that are on the NMHIX Stakeholder's Advisory Committee. The consumer representatives on this committee will make recommendations to the NMHIX Board of Directors for improvements for the next open enrollment period.

Examples of needed input include feedback about the call center, availability of Guides, brokers, or other enrollment assistance personnel, effectiveness of marketing materials, and community awareness efforts. In addition, consumer advocates are interested in hearing about other problems such as: incorrect information on the Exchange website, not having your preferred health care provider covered by insurers, and trouble getting insurers to pay for covered procedures.

Feedback can be sent via email to [enrollmentfeedback@healthactionnm.org](mailto:enrollmentfeedback@healthactionnm.org). HANM will collect this public input to be given to the consumer representatives. Anyone who wants to raise issues concerning the Exchange is encouraged to submit their thoughts. This may include individual consumers, Guides or other enrollment assistors, insurance companies, or other members of the public.

The next open enrollment period is slated to run from Nov. 15, 2014 to Feb. 15, 2015. New Mexico will be doing enrollments on its own website, BeWellNM.com, rather than using the federal website, HealthCare.gov.

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*Health Action New Mexico (HANM) is a Bernalillo-based non-profit organization with outreach staff located in Northern and Southern parts of the state. Our mission is to achieve affordable, accessible & accountable health care for all people living in the state of New Mexico. Contact HANM: (505) 867-1095, [info@healthactionnm.org](mailto:info@healthactionnm.org) or [www.HealthActionNM.org](http://www.HealthActionNM.org).*