



*The mission of NurseAdvice New Mexico is to offer every New Mexican an opportunity to access healthcare by providing quality, cost effective and culturally sensitive services using New Mexican resources.*

### **What is NurseAdvice New Mexico?**

- New Mexico is the 1<sup>st</sup> state in the nation to create a web-enabled, fully integrated, statewide Health Advice Line through a public and private partnership
- 24/7 nurse triage line to help patients with medical needs over the phone.
- 501(c) 3 nonprofit created in 2006 and received start-up funding from the Legislature.
- Governed by a Board of Directors of community and health care leaders and has an Advisory Board of providers, health plans, and other health professionals.
- Over 40 nurses helping New Mexicans with health care issues handling approximately 15,000 calls per month; over 1.2 million New Mexicans already registered in NANM system.
- Presbyterian Health System and Lovelace Health System use the service for all their product lines (commercial, Salud!, Medicare Advantage). Other contractors include UNMH, IHS (Albuquerque and Santa Fe), physician groups, clinics, and a few hospitals and counties.
- The New Mexico Department of Health uses the Line for syndromic surveillance and other epidemiological functions and provides a small amount for calls from the uninsured.

## **NurseAdvice New Mexico is a Major Success Story**

- Prevents unnecessary ER visits--70 percent of callers who report that they would have gone to the ER are diverted to a more appropriate, less costly, lower level of care
- Saves an estimated \$3.5 million annually in health care costs and has saved an estimated \$19 million since the program's inception.
- Reduces health care costs by improving access to primary care and providing relief to overcrowded emergency rooms and hospital recidivism rates. Helps the uninsured to access appropriate medical care.
- Improves New Mexico's health outcomes through improved health care access. The Line's nurses also help connect patients with medical homes and ensure they get the care they need.
- Provides good nursing jobs in New Mexico and keeps dollars here that would otherwise go to out-of-state nurse line services.
- 98% overall caller satisfaction rate.
- Improves the retention and recruitment of physicians to rural New Mexico by providing after hours access to health triage services. For physician groups & clinics using our service for after-hours coverage, the Line is able to handle 95% of calls without having to page an on-call physician.
- Improves access to health information for the public during times of health emergencies in the state.
- Provides a sense of security to families and communities throughout New Mexico.
- Expands collaboration among health care systems and reduces gaps in current health care services.

## **NurseAdvice New Mexico and Health Care Reform**

- Nurse Advice New Mexico would like to expand its services to all New Mexicans, regardless of insurance status.
- Under the Centennial Care RFP more MCOs may use NurseAdvice New Mexico.
- NurseAdvice New Mexico would also like more counties and hospitals to contract with the Line for services for the uninsured. Currently only 1 county (Bernalillo) and 3 hospitals (UNMH, Gila Regional Medical Center, and Union County General Hospital) contract with NurseAdvice New Mexico. This could save money for both hospitals and County Indigent Funds. (See Exhibit 1 for calls by county.)
- As New Mexico develops a Health Insurance Exchange, NurseAdvice New Mexico would like to have Qualified Health Plans on the Exchange be required to use NurseAdvice New Mexico to keep jobs and funds in New Mexico rather than going to out-of-state companies.
- NurseAdvice New Mexico would also like to be considered as the entity to operate the required call center for the Health Insurance Exchange. This would be done through new staff (not nurses) that could also be trained as Navigators.

### **For more information contact:**

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**Exhibit 1**  
**Calls to NurseAdvice New Mexico by County in 2011 and YTD 2012**

prefix county	CY2011		YTD2012	
	# calls	%	# calls	%
Bernalillo County	101,500	59.0%	70,214	58.0%
Catron County	56	0.03%	49	0.04%
Chaves County	4,935	2.9%	2,690	2.2%
Cibola County	526	0.3%	413	0.3%
Colfax County	655	0.4%	423	0.3%
Curry County	6,227	3.6%	4,299	3.5%
De Baca County	15	0.0%	17	0.0%
Dona Ana County	5,553	3.2%	3,868	3.2%
Eddy County	2,537	1.5%	2,130	1.8%
Grant County	3,628	2.1%	2,857	2.4%
Guadalupe County	154	0.1%	90	0.1%
Harding County	7	0.0%	3	0.0%
Hidalgo County	355	0.2%	402	0.3%
Lea County	3,490	2.0%	2,456	2.0%
Lincoln County	1,220	0.7%	1,641	1.4%
Los Alamos County	136	0.1%	102	0.1%
Luna County	687	0.4%	539	0.4%
Mckinley County	4,309	2.5%	3,438	2.8%
Mora County	68	0.04%	43	0.04%
OOA	8,254	4.8%	5,768	4.8%
Otero County	962	0.6%	615	0.5%
Quay County	177	0.1%	139	0.1%
Rio Arriba County	3,288	1.9%	2,291	1.9%
Roosevelt County	1,793	1.0%	976	0.8%
San Juan County	1,437	0.8%	921	0.8%
San Miguel County	723	0.4%	540	0.4%
Sandoval County	4,063	2.4%	2,910	2.4%
Santa Fe County	7,327	4.3%	6,069	5.0%
Sierra County	266	0.2%	128	0.1%
Socorro County	1,921	1.1%	1,256	1.0%
Taos County	3,321	1.9%	2,223	1.8%
Torrance County	507	0.3%	268	0.2%
Union County	300	0.2%	202	0.2%
Valencia County	1,736	1.0%	1,123	0.9%
<i>Total:</i>	<i>172,133</i>		<i>121,103</i>	