



Proudly Serving New Mexicans for More Than 80 Years

"I am so proud of our employees at Blue Cross and Blue Shield of New Mexico (BCBSNM) who truly believe in our purpose to do everything in our power to stand with our members in sickness and in health®. I see our mission in action every day — in our employees who work tirelessly to help our members get access to the care they need and in our statewide outreach, designed to improve the health and wellness of New Mexicans.



In response to the COVID-19 pandemic, we contributed **more than \$1.1 million to address the needs of our state**. These funds provided needed transportation for cancer patients, delivered hot meals to seniors and those unable to prepare their own food, and provided minor home repairs to help low-income homeowners remain in their homes safely, to name only a few examples. For more than 80 years, we have been there for our members and communities. As a native New Mexican, I'm especially proud of this history, and I'm honored to continue serving our great state for many years to come."

Janice Torrez
President, BCBSNM

COVID-19 Response

BCBSNM is committed to helping our members, employees and communities during the COVID-19 pandemic. Our actions include:

- Contributing **\$1 million to community initiatives and organizations** dedicated to addressing the needs of New Mexicans impacted by the pandemic
- Distributing 10 rapid-response **grants of \$10,000 each to nonprofits** focused on access to health care, behavioral health, housing and shelter, child and senior care, and COVID-19 health literacy and vaccine outreach
- Collaborating with providers and organizations to hold **no-cost community COVID-19 vaccination health fair and resources events** that provided vaccines and health screenings in our Care Van®



Economic Impact

Our economic impact in New Mexico in 2020, including wages, taxes, benefits, real estate spend and charitable contributions, was **\$340 million**.

Providers

Our comprehensive network contracts with approximately **18,576 providers** and **418 facilities**.

About Us

BCBSNM is one of the largest commercial health insurers in New Mexico with more than 680,000 New Mexicans carrying a Blue Cross and Blue Shield card. Since 1940, BCBSNM has been dedicated to expanding access to high-quality, cost-effective health care and equipping our members with information and tools to help them make the appropriate health care decisions for themselves and their families. BCBSNM is a non-investor, customer-owned company.



Care Van

Launched in 2006, the Care Van program helps expand health care access to people throughout New Mexico, especially in underserved rural communities. Two mobile health clinics travel statewide to deliver preventive health screenings, immunizations and community health education. There is no charge to access services in the Care Vans. In 2021, independent providers in the Care Vans administered **nearly 1,400 health screenings** and more than **1,100 vaccinations**.



Supporting Our Communities

We strive to support individuals and families, strengthen schools and benefit communities. This vision is at the heart of our giving and leads our volunteer efforts. Every year, BCBSNM donates approximately **\$1.2 million in community grants and sponsorships** and partners with more than 120 community organizations across the state. This includes \$347,000 in Healthy Kids, Healthy Families® grants to organizations and community groups that focus on nutrition, physical activity, disease prevention and management, and supporting safe environments.

Our Employees

Nearly 1,600 of your friends and neighbors work for BCBSNM. For the sixth consecutive year, Family Friendly New Mexico recognized BCBSNM with a Gold Level Family Friendly Business Award for implementing family friendly policies for employees.

Our employees volunteer more than 4,000 hours every year to a wide variety of organizations, including the ALS Association New Mexico Chapter, American Cancer Society, American Heart Association, and Make-A-Wish New Mexico.

Our Matching Dollars program **provides \$20 for every hour** a BCBSNM employee volunteers at an approved nonprofit organization. Each nonprofit can receive up to \$2,000 a year through the program.

This year, our employees celebrate the 32nd anniversary of Operation Back to School, our annual school supply drive for low-income students throughout the state.

