



STATE OF NEW MEXICO
Human Services Department
Governor Michelle Lujan Grisham
David R. Scrase, M.D., Cabinet Secretary
Angela Medrano, Deputy Cabinet Secretary
Kari Armijo, Deputy Cabinet Secretary
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FOR IMMEDIATE RELEASE

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The Human Services Department announces a new and faster option for customers to receive notices about their benefits

HSD customers can now opt in to receive and view their benefit notices electronically

SANTA FE - The New Mexico Human Services Department (HSD) announces HSD customers now have the option to opt in to receive electronic notices about their benefits. This new tool provides New Mexicans with a single access point to receive and view important notices in their YESNM account.

“Eighty percent of our customers apply for and manage their benefits online,” said **David R. Scrase, MD, cabinet secretary for the New Mexico Human Services Department.** “We are listening to the needs of our customers by implementing technology that provides a faster and easier way to access important information about their benefits without the worry of mail getting lost or misplaced — And, of course, we will maintain the traditional communication routes to customers who prefer in person and traditional mail.”

HSD customers are able to opt-in for e-notices by logging in or creating an account at the [YESNM portal](#). Once logged in, customers need to click on Link Account to start the process.

They can also start the opt-in process by calling the HSD Consolidated Customer Service Center at 1-800-283-4465 or at any local HSD office.

Once customers start the process to opt-in, they will receive an electronic notice confirmation letter in the mail with detailed instructions on how to complete the opt-in process.

An email notification alert will be sent when notices become available for customers to view in their YESNM account. If customers don't view the notice within ten days of receiving, the notice will be sent out by mail to their most current mailing address.

People who choose not to opt-in, and any authorized representative will continue to receive notices by mail.

HSD encourages its customers to provide their most up-to-date mailing address to ensure written correspondence is mailed to their correct address in a timely manner.

To update your mailing address online click [here](#), visit any local HSD office, for office hours and locations click [here](#) or call the HSD Consolidated Customer Service Center at 1-800-283-4465

Monday–Friday, 7 a.m.–5:00 p.m.

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The department wants to ensure our clients of uninterrupted access to the benefits available to them. The easiest way to do this is to make sure contact information is up-to-date on the YESNM website: www.yes.state.nm.us. Users can simply and easily update their address using the chat functionality there. Step-by-step directions on how to update your address are available [here](#). Individuals seeking to apply for or check their SNAP benefits may apply online through www.yes.state.nm.us or by phone at 1-800-283-4465

We talk, interpret and smile in all languages. We provide written information to our customers in both English and Spanish and interpretation services are available in 58 languages through our provider, [CTS Language Link](#). For our hearing, and speech impaired customers, we utilize [Relay New Mexico](#), a free 24-hour service that ensures equal communication access via the telephone to individuals who are deaf, hard of hearing, deaf-blind or speech disabled.

The Human Services Department provides services and benefits to 1,066, 409 New Mexicans through several programs including: the Medicaid Program, Temporary Assistance for Needy Families (TANF) Program, Supplemental Nutrition Assistance Program (SNAP), Child Support Program, and several Behavioral Health Services.

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