



Provider Resource: Quick Contact List

Blue Cross and Blue Shield of New Mexico Contact List for In-Network Medicaid Providers	
CONTACT NAME	PHONE / FAX / EMAIL / URL
Availity® Essentials	Phone (800) 282-4548 Web www.availity.com
BCBSNM Fraud Hotline Special Investigations Department Report suspected fraud and abuse	Phone (877) 272-9741 Web bcbsnm.com/sid/reporting
BCBSNM Provider One Call	Phone (855) 610-9833
BCBSNM Behavioral Health	Phone (800) 693-0663
BCBSNM Bilingual (English-Spanish) Member Services	Phone (866) 689-1523
BCBSNM Case Management Programs	Phone (800) 325-8334 Fax (505) 816-3854
BCBSNM Claims Address Paper claims submissions	BCBSNM P.O. Box 650712 Dallas, TX 75265-0712
BCBSNM Community Social Services	Phone (877) 232-5518
BCBSNM Condition Management/Disease Management Programs	Phone (866) 874-0912 Fax (505) 816-3856
BCBSNM Network Services Representative	Phone (505) 837-8800 (local) or (800) 567-8540 (toll-free)
BCBSNM Ombudsman Specialist	Phone (888) 243-1134 Email ombudsman@bcbsnm.com
BCBSNM Pharmacy	Phone (855) 457-0755
BCBSNM Provider Customer Service Claims, benefits, etc.	Phone (800) 693-0663 Email BCBSNM_Medicaid_Provider_Customer_Service@bcbsnm.com
BCBSNM Provider Resources	Web bcbsnm.com/provider/network-participation/ network-participation/medicaid



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CONTACT NAME	PHONE / FAX / EMAIL / URL
BCBSNM Quality Improvement Department	Phone (855) 699-0042 Email qualityinquiry@bcbsnm.com
BCBSNM Utilization Management Preauthorization and Out-of-Network Referrals Preauthorization Fax UM Member Appeals	Phone (877) 232-5518 Fax (505) 816-3854 Phone (877) 232-5520
Davis Vision®	Phone (800) 584-3140
DentaQuest®	Phone (800) 417-7140
Electronic Claim Questions or Problems	Phone (800) 746-4614
Carelon Medical Benefits Management Prior authorization for outpatient review	Phone (800) 859-5299 Web Carelon Provider Portal
Language Interpreter Line	Phone (800) 874-9426
ModivCare Transportation services	Phone (866) 913-4342
Relay NM TTY deaf, hearing and/or speech impaired; available in Spanish upon request	Phone (800) 659-1779

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Carelon Medical Benefits Management is an independent company that has contracted with Blue Cross and Blue Shield of New Mexico to provide utilization management services for members with coverage through BCBSNM.

Davis Vision is an independent company that has contracted with Blue Cross and Blue Shield of [STATE] to provide vision benefits administration for members with coverage through BCBSXX.

DentaQuest is an independent company that provides dental benefits for Blue Cross and Blue Shield of XX plans.

ModivCare is an independent company that has contracted with Blue Cross and Blue Shield of [STATE] to provide transportation services for members with coverage through BCBSXX.

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