



## 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 <a href="http://www.availity.com">www.availity.com</a>
Fraud Hotline Special Investigations Department Report suspected fraud and abuse	Phone (877) 272-9741 Web <a href="http://bcbsnm.com/sid/reporting">bcbsnm.com/sid/reporting</a>
Provider One Call	Phone (855) 610-9833
Behavioral Health	Phone (800) 693-0663
Bilingual (English-Spanish) Member Services	Phone (866) 689-1523
Case Management Programs	Phone (800) 325-8334 Fax (505) 816-3854
Claims Address Paper claims submissions	BCBSNM P.O. Box 650712 Dallas, TX 75265-0712
Community Social Services	Phone (877) 232-5518
Condition Management/Disease Management Programs	Phone (866) 874-0912 Fax (505) 816-3856
Network Services Representative	Phone (505) 837-8800 (local) or (800) 567-8540 (toll-free)
Ombudsman Specialist	Phone (888) 243-1134 Email <a href="mailto:ombudsman@bcbsnm.com">ombudsman@bcbsnm.com</a>
Pharmacy	Phone (855) 457-0755
Provider Customer Service Claims, benefits, etc.	Phone (800) 693-0663 <a href="#">Provider Email Us Form</a>
Provider Resources	Web <a href="http://bcbsnm.com/provider/network-participation/network-participation/medicaid">bcbsnm.com/provider/network-participation/network-participation/medicaid</a>



## Blue Cross and Blue Shield of New Mexico Contact List for In-Network Medicaid Providers

CONTACT NAME	PHONE / FAX / EMAIL / URL
Quality Improvement Department	Phone (855) 699-0042 Email <a href="mailto:qualityinquiry@bcbsnm.com">qualityinquiry@bcbsnm.com</a>
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 <a href="#">Carelon Provider Portal</a>
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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