



Network Services Contacts

Provider Network Representatives are available to assist you

Monday – Friday (8 a.m.- 5 p.m.)

Fax: 1-866-290-7718

PROVIDER NETWORK REPRESENTATIVES			
Behavioral Health			
Region	Name	Phone	Email
<ul style="list-style-type: none"> • Southeast Region • Central Territory Alpha: O-Z 	Josephine Nakai	(505) 816-4349	Josephine_Nakai@bcbsnm.com
<ul style="list-style-type: none"> • Southwest Region • Central Territory Alpha: A-C 	Freddy Bolanos	(505) 816-4058	Freddy_Bolanos@bcbsnm.com
<ul style="list-style-type: none"> • Northeast Region • Central Territory Alpha: M-N 	Nicole Wilson	(505) 816-4275	Nicole_Wilson@bcbsnm.com
<ul style="list-style-type: none"> • Northwest Region • Central Territory Alpha: D-L 	Sarah Ayala	(505) 816-5030	Sarah_Ayala@bcbsnm.com
Long Term Care			
<ul style="list-style-type: none"> • Northern Region • Central Territory Alpha: A-I 	Arlene Angel-Armijo	(505) 816-4116	Arlene_AngelArmijo@bcbsnm.com
<ul style="list-style-type: none"> • Southern Region • Central Territory Alpha: J-Z 	Frank Nava	(505) 816-5001	Frankie_Nava@bcbsnm.com
Physical Health			
<ul style="list-style-type: none"> • Central Territory Alpha: H • El Paso County Alpha: P-Z 	Peter Crespin	(505) 816-4057	Peter_Crespin@bcbsnm.com
<ul style="list-style-type: none"> • Central Territory Alpha: A-B • Santa Fe County Alpha: A-E • Region 5 	Liz Cordova-Martinez	(505) 816-2161	Liz_Cordova-Martinez@bcbsnm.com
<ul style="list-style-type: none"> • Central Territory Alpha: T-V • Doña Ana County Alpha: A-N • Region 2 	Lisa Goodman	(505) 816-2789	Lisa_Goodman@bcbsnm.com
<ul style="list-style-type: none"> • Central Territory Alpha: Q-S • Region 9 	Tricia MacLaughlin	(505) 816-4255	Tricia_MacLaughlin@bcbsnm.com
<ul style="list-style-type: none"> • Central Territory Alpha: W-Z • Region 6 	Jan Montoya	(505) 816-2303	Jan_Montoya@bcbsnm.com
<ul style="list-style-type: none"> • Central Territory Alpha: K-L • El Paso County Alpha: A-D • Region 7 	Greg Castillo	(505) 816-2614	Gregory_Castillo@bcbsnm.com
<ul style="list-style-type: none"> • Central Territory Alpha: D-G • Region 1 	Charisse Romo	(505) 816-4124	Charisse_Romo@bcbsnm.com
<ul style="list-style-type: none"> • Central Territory Alpha: N-P • Santa Fe County Alpha: F-M • Region 3 	Cristyn Rush	(505) 816-2850	Cristyn_Rush@bcbsnm.com
<ul style="list-style-type: none"> • Central Territory Alpha: I-J, M • Doña Ana County Alpha: O-Z • El Paso County Alpha: E-O 	Margie Romero	(505) 816-4203	Margie_Romero@bcbsnm.com
<ul style="list-style-type: none"> • Central Territory Alpha: C • Santa Fe County Alpha: N-Z • Region 8 	Felicia Louissena	(505) 816-2151	Felicia_Louissena@bcbsnm.com

County-level maps of each region available at the end of this document.

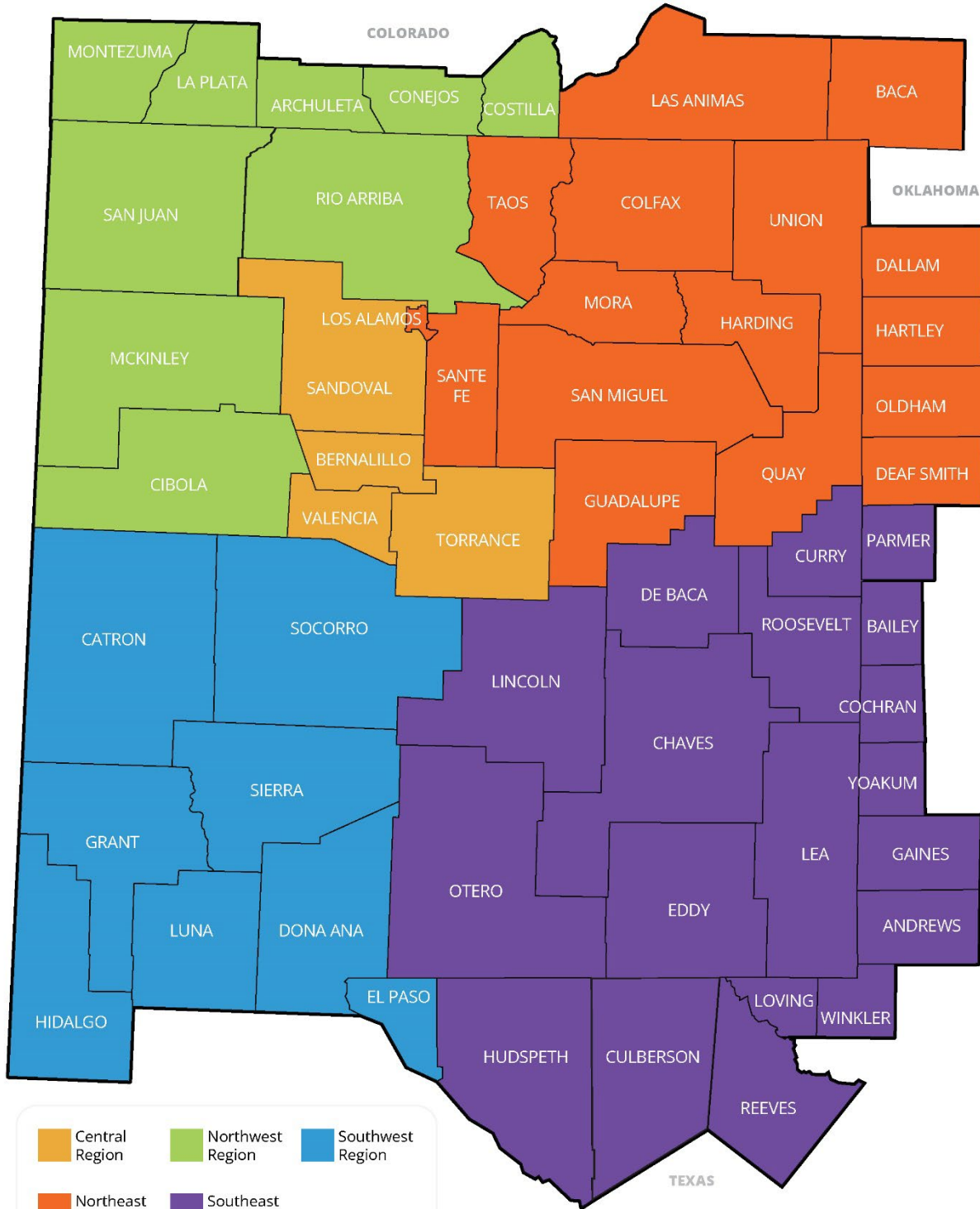
Please contact your regional representative to reach the contract management team.



Statewide Representatives	
Services	Medical Regional Representatives
	<ul style="list-style-type: none"> • Air Ambulance • Ambulatory Surgical Centers • Ambulatory Surgical Center (Hospital/IPA) • Audiology Providers/Hearing Aids • Community Paramedicine • Home Health (Hospital/IPA) • Imaging • Pathology • Radiology • Sleep Center Facility • Sleep Center Providers • Any Medical Provider Tied to a Hospital or IPA
	Long Term Care Regional Representatives
	<ul style="list-style-type: none"> • Agency Based Community Benefit (ABCB)* • Dialysis • DME/Prosthetics/Orthotics • Genetic Laboratory • Home Health • Home Infusion • Hospice • Long Term Acute Care • Nursing Facility • Reference Laboratory • Skilled Nursing Facility • Specialty Pharmacy • Support Brokers
<p><small>*ABCB services include Adult Day Health, Assisted Living, Behavior Support Consultation, Community Transition Services, Emergency Response, Employment Supports, Environmental Modifications, Home Health Aide, Nutritional Counseling, Personal Care – Consumer Directed/Consumer Delegated, Private Duty Nursing for Adults (PDN), Nursing Respite, Respite, Skilled Maintenance Therapy Services – Occupational Therapy for Adults, Physical Therapy for Adults, Speech Therapy for Adults</small></p>	
Tricia MacLaughlin	Armando Betancourt (Armando_Betancourt@bcbsnm.com)
<ul style="list-style-type: none"> • Indian Health Services (IHS), Tribes and Tribal Organizations, and Urban Indian Organizations (ITU) 	<ul style="list-style-type: none"> • VA Medical Center



Network Representative Regions – Behavioral Health



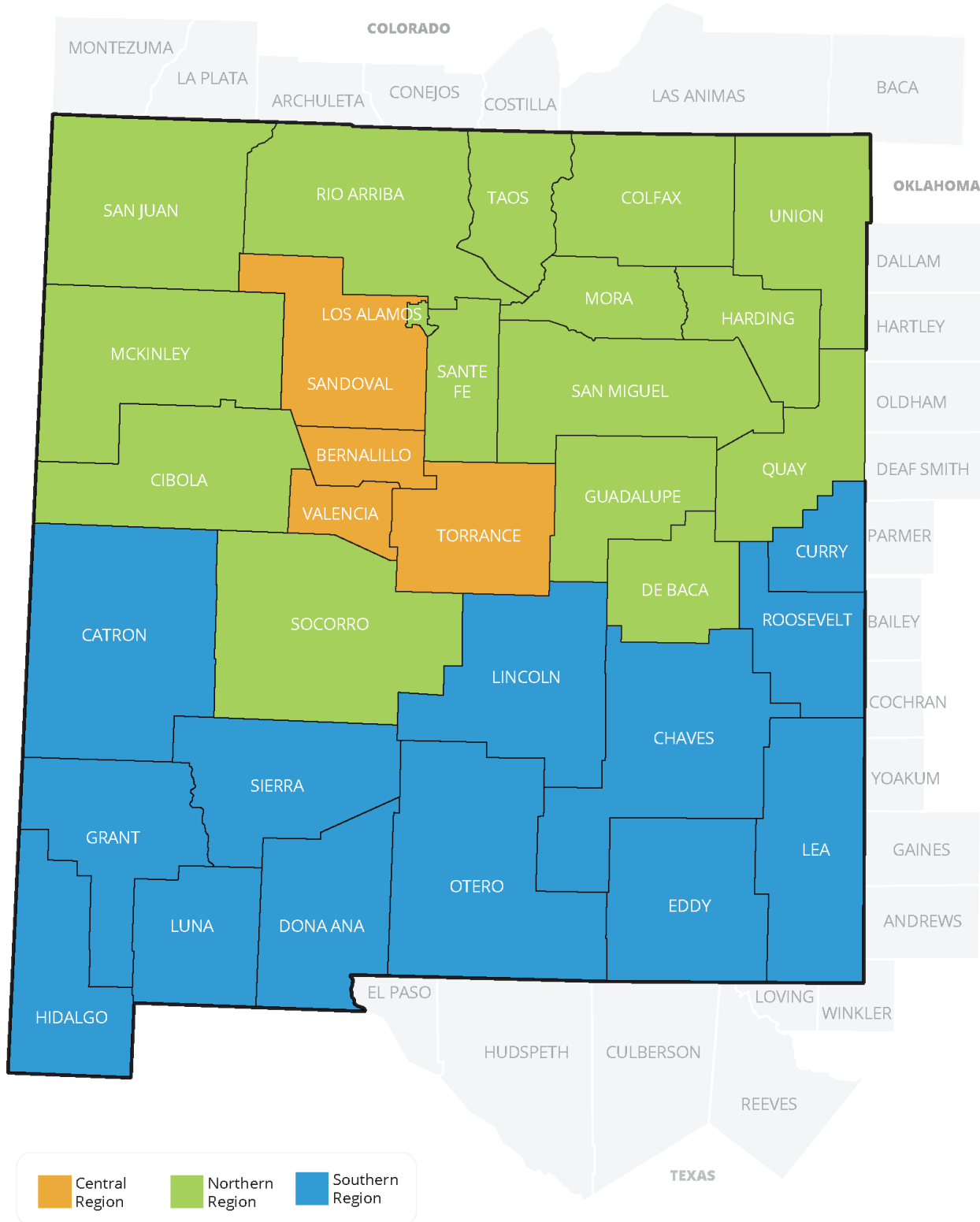
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BEHAVIORAL HEALTH			
Core Service Agencies			
Sarah Ayala	Nicole Wilson	Freddy Bolanos	Josephine Nakai
	<ul style="list-style-type: none"> • Guidance Center of Lea County • Mental Health Resources • New Mexico Solutions • Teambuilders Behavioral Health • The Life Link 		<ul style="list-style-type: none"> • HopeWorks



Network Representative Regions – LTC



489992.0324



LONG TERM CARE/DURABLE MEDICAL EQUIPMENT PROVIDERS

**Arlene
Angel-Armijo**

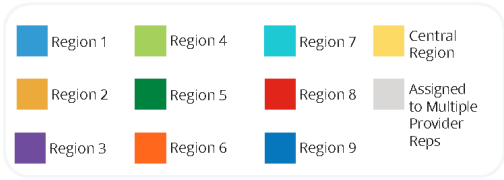
- Ambercare
- Compassus
- Genesis

David Hall

- Canyon Creek
- Good Samaritan
- Fundamental
- Kindred
- OnPointe



Network Representative Regions – Physical Health



487699.0324



PHYSICAL HEALTH GROUPS/HOSPITALS

Statewide Specialized Groups and Hospitals

**Peter
Crespin**

- IPA of NM

Statewide Specialized Groups and Hospitals

**Liz Cordova-
Martinez**

- Casa de Salud
- Department of Health
- Family Medicine Partners of Santa Fe PC
- Lovelace/Lovelace Regional Hospital
- Southwest Medical Associates

Statewide Specialized Groups and Hospitals

**Lisa
Goodman**

- Alamogordo Imaging Center
- Desert States IPA
- Gila IPA
- Optum
- X-Ray Associates

Statewide Specialized Groups and Hospitals

**Tricia
MacLaughlin**

- After Hours Pediatrics
- Aspen Medical Group
- GCRMC
- Los Alamos PHO
- New Mexico Orthopedic
- New Mexico Oncology Hematology Consultants Ltd
- Northern NM IPA
- Omni Medical Group LLC
- St. Vincent Hospital

Statewide Specialized Groups and Hospitals

**Jan
Montoya**

- Albuquerque Ambulance
- Covenant Medical Group
- Eastern NM Medical Center
- FHLP LLC
- La Casa de Buena Salud
- Mountain View Regional Hospital
- Mountain View Surgery Center
- PHS/PMG
- Rio Grande Family Medicine
- Roswell Clinic Corp
- Southwest Integrative Health Center

Statewide Specialized Groups and Hospitals

**Charisse
Romo**

- Albuquerque Ambulatory Eye Surgery Center
- Cibola General Hospital
- McLeod Medical Center of NM dba Duke City PCP
- Surgery Center of Santa Fe
- University of NM Health Systems

Statewide Specialized Groups and Hospitals

**Cristyn
Rush**

- Professional Flu Clinics

Statewide Specialized Groups and Hospitals

**Greg
Castillo**

- WSIPA