



BlueCross BlueShield
of New Mexico

Tribal Liaison Contacts

TRIBAL LIAISONS

Bonnie Vallo, Tribal Affairs Specialist, Community Outreach (*Laguna/Acoma Pueblo*)
Office: 505-816-2210 / Cell: 505-999-0379 / Email: Bonnie_Vallo@bcbsnm.com

Julia Platero, Community Outreach Specialist, Tribal Liaison (*Dine'*)
Office: 505-816-2131 / Cell: 505-508-9030 / Email: Julia_Platero@bcbsnm.com

Winona Gishal, Community Outreach Specialist, Tribal Liaison (*Dine'*)
Office: 505-816-2116 / Cell: 505-604-7047 / Email: Winona_Gishal@bcbsnm.com

When sending an email, please include all Tribal Liaisons

PHARMACY

When sending an email, please CC: Tribal Liaisons

- **Carmella Rivera**, Supervisor Pharmacy Programs, Email: Carmella_Rivera@bcbsnm.com
- **Sunny Padilla**, Pharmacy Operations Representative, Email: Senaida_Padilla@bcbsnm.com
- **Renee Hannes**, Pharmacy Operations Representative, Email: Renee_Hannes@bcbsil.com
- **Ankit Patel**, Clinical Pharmacy Manager, Email: Ankit_X_Patel@bcbsil.com

PROVIDER NETWORK

When sending an email, please CC: Tribal Liaisons

Cassandra Romero, Provider Relations Representative
Office: 505-816-2223 / Email: Cassandra_Romero@bcbsnm.com

Laura Nguyen, Internal Provider Network Representative I
Office: 505-816-2005 / Email: Laura_Nguyen@bcbsnm.com

GROUP BENEFITS SPECIALISTS - Blue Cross Community Centennial Claims

Email inquiries to: GBSCentennialCareInquiries@bcbsnm.com

Contacts: David Hall and David Romine *When sending an email, please CC: Tribal Liaisons*

Before sending an email, check for claim in Availity or call Provider Customer Service line.

- For a faster response to claim issues, call Provider Customer Service. If unresolved, place in ADL.
- Use ADL template. Fill in all pertinent information. **Please allow 14-business days for turnaround.**
- Email subject line: ***Reference IHS Service Unit***

BCBSNM AVAILITY TOOL ISSUES

Email inquiries to: PECS@bcbsnm.com *When sending an email, please CC: Tribal Liaisons*

Contacts: BCBS Provider eBusiness Consultants (PECS)

Refer to the following websites for tools and tip sheets:

- Provider Education & Reference Tools: <https://www.bcbsnm.com/provider/tools/index.html>
- Provider Claims & Eligibility Tools: <https://www.bcbsnm.com/provider/claims/index.html>
- Availity 101 Webinar Schedule: <https://www.bcbsnm.com/provider/training/availity.html>

ADDITIONAL PROVIDER RESOURCES:

Providers can access additional information at <https://www.bcbsnm.com/provider/index.html>

- **Provider Reference Manual (Blue Cross Community Centennial):**
https://www.bcbsnm.com/pdf/provider_ref_manual/centennial_prm.pdf
- **News & Updates** – Get the latest information from BCBSNM at:
<https://www.bcbsnm.com/provider/news/index.html>
- **Blue Review** – Monthly updates posted at <https://www.bcbsnm.com/provider/news/blureview.html>

The screenshot displays the Blue Cross Blue Shield of New Mexico provider portal. The main navigation bar includes tabs for Home, Network Participation, Claims & Eligibility, Education & Reference, Clinical Resources, Pharmacy Program, and Standards & Requirements. A central banner promotes the 'Monthly Blue Review Email Newsletter' with a 'SIGN UP TODAY!' button. Below the banner are three promotional boxes: 'Electronic Commerce', 'Blue Review' (circled in red), and 'Update your Information'. On the right side, a vertical menu lists various resources, with 'Provider Reference Manual' (circled in red) and 'Reimbursement Calculations' highlighted. The browser address bar shows the URL <https://www.bcbsnm.com/provider/index.html#>.

Contacts List

https://www.bcbsnm.com/pdf/centennial_care_key_contacts.pdf

Blue Cross Community Centennial Contacts List	
Availity	1-800-282-4548 www.availity.com
Behavioral Health	1-800-693-0663
Claims Address (For submission of paper claims)	Blue Cross Community Centennial P.O. Box 27838 Albuquerque, NM 87125-9705
Case Management (CM) Programs	1-800-325-8334
Case Management Programs Fax	505-816-3861
Condition Management/Disease Management Programs	1-866-874-0912
Condition Management/Disease Management Programs Fax	505-816-3856
Community Social Services	1-877-232-5518
Davis Vision	1-800-584-3140
DentaQuest	1-800-417-7140
Electronic Claim Questions or Problems	1-800-746-4614
eviCore	1-855-252-1117 https://www.evicore.com/
Fraud Hotline BCBSNM Special Investigations Department (to report suspected fraud and abuse)	1-877-272-9741 www.bcbsnm.com/sid/reporting
Language Interpreter Line	1-800-874-9426
<ul style="list-style-type: none"> Relay NM (TTY deaf, hearing and/or speech impaired) available in Spanish upon request 	1-800-659-1779
<ul style="list-style-type: none"> Bilingual (English-Spanish) Member Services 	1-866-689-1523
LogistiCare (Transportation Services)	1-866-913-4342
Network Services Representative	505-837-8800 Toll-free: 1-800-567-8540
Pharmacy Utilization Management Intake	1-855-457-0177
Prime Pharmacy Help Desk	1-888-840-3044
Provider Customer Service (claims, benefits, etc.)	1-800-693-0663
Provider One Call	1-855-610-9833
Provider Resources	Network Participation/Medicaid
Quality Improvement Department	1-855-699-0042 Fax: 1-866-651-9636
Utilization Management (UM) <ul style="list-style-type: none"> Preauthorization and Out-of-Network Referrals Preauthorization Fax Utilization Management Member Appeals 	1-877-232-5518 Medical: 505-816-3854 Pharmacy: 505-816-3867 Behavioral Health: 505-816-4902 (Outpatient service requests only) 1-866-689-1523

1 – CONTACT LIST FOR IN-NETWORK PROVIDERS

Contact Name	Phone / Fax / Email / URL
Availity™ Client Services Obtain eligibility, benefits, authorizations and referrals, claim status, remittance with multiple payers, and much more	Phone (800) 282-4548 Web www.availity.com
BCBSNM Behavioral Health Authorizations, benefits, and eligibility	Phone (888) 898-0070 Fax (877) 361-7659 FEP (877) 783-1385
BCBSNM BlueCard® Hotline Out-of-state member benefits, eligibility, and authorizations	Phone (800) 676-BLUE (2583)
BCBSNM Electronic Commerce Center Electronic Data Interchange (EDI) products and electronic claim submissions	Phone (800) 746-4614
BCBSNM Federal Employee Program (FEP) Verify eligibility and benefits and/or check claim status for FEP members	Phone (800) 245-1609
BCBSNM Fraud Hotline Report concerns to the BCBSNM Special Investigations Department (SID)	Phone (877) 272-9741 Web bcbsnm.com/sid/reporting
BCBSNM Health Services Medical preauthorizations, pharmacy, case and condition management	Phone (800) 325-8334 or (505) 291-3585
BCBSNM Network Management Consultants/Provider Network Representatives Information on online tools, BCBSNM products and initiatives, provider education opportunities, and personalized office visits	To find the name of your Provider Network Representative, refer to the Network Contact List on our website: bcbsnm.com/provider/contact_us.html
BCBSNM Network Services Make demographic changes to your provider file, check new contract status, obtain existing contract copies, make changes to an existing contract (e.g., business name or tax ID), or terminate an existing contract	Phone (800) 567-8540 or (505) 837-8800 Fax (866) 290-7718 or (505) 816-2688 Web bcbsnm.com/provider/network
BCBSNM Provider Service Unit (PSU) Obtain benefits and eligibility for BCBSNM member as well as out-of-state member benefits, eligibility, provider grievances and authorizations	Phone (888) 349-3706
Blue Review™ Submit letters to the editor or article ideas for the BCBSNM provider newsletter	Email NMBlueReviewEditor@bcbsnm.com
eviCore Prior authorization for select outpatient services	Phone (855) 252-1117
Aim Specialty Health Prior authorization for select outpatient services	Phone (800) 859-5299 Online AIM ProviderPortal
HealthXnet® Check member eligibility, benefits, and claims information	Phone (866) 676-0290 Web www.healthxnet.com

Availity is a trademark of Availity, LLC, a separate company that operates a health information network to provide electronic information exchange services to medical professionals. Availity provides administrative services to BCBSNM.

AIM Specialty Health (AIM) is an operating subsidiary of Anthem, Inc., an independent specialty medical benefits management company that provides utilization management services for BCBSNM.

eviCore is an independent company that provides specialty medical benefits management for BCBSNM.

HealthXnet is a separate company that provides information on member eligibility, benefits, and claims for BCBSNM.

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