

Customer Service: Call 1-855-769-6642, Monday through Friday, 8 a.m. to 5 p.m., for help with:

- Benefit information
- Claims inquiries, status, reconsiderations
- Provider information
- ID cards
- Member additions, changes, and terminations
- Billing questions
- Member portal login questions
- General information and questions

How to pay your bill

- Online: mynmhc.org/pay-my-bill.aspx
- By phone: 1-800-203-7702 (bank account, debit card, or credit card)
- Check: Mail to NMHC, P.O. Box 912637, Denver, CO 80291-2637. **Please write your ID number on your check and include the invoice stub.**
- Money order: At any MoneyGram location, including Albertsons, CVS, Dollar General, or Walmart (see moneygram.com for a complete list of locations)

Online provider directory: mynmhc.org/find_a_doctor.aspx

Member portal: mynmhc.org/my-account-login.aspx

Click on *NMHC Member Portal* and enter your user name and password to:

- Verify benefits and covered dependents
- Check the status of your claims and prior authorizations
- View and print member ID cards
- Access essential health plan documents and other mynmhc.org resources
- And much more!

Claims, appeals, changes, terminations

Claims inquiries, status, reconsiderations: 1-855-769-6642

Claims fax: 1-367-904-0187

Paper claims submissions:

New Mexico Health Connections

Attn: Claims

P.O. Box 3828

Corpus Christi, TX 78463

Individual change forms and coverage terminations:

- Paper: Scan the appropriate form and send to enroll@mynmhc.org, or fax to 1-888-523-0043.
- Online: Make changes at mynmhc.org/my-account-login.aspx (*Online Member Applicant Portal*).

Pharmacy benefits manager (PBM) information

Pharmacy reimbursement submission address:

OptumRx®

P.O. Box 968021

Schaumburg, IL 60196-8021

1-855-577-6550

optumrx.com

Specialty pharmacy:

BriovaRx®

1-866-618-6741

briovarx.com

PBM reference numbers:

- RX BIN number: 610011
- RX PCN: IRX
- Rx group number: NMCHC

Appeals:

New Mexico Health Connections

Attn: Appeal and Grievance Dept.

2440 Louisiana Blvd. NE, Suite 601

Albuquerque, NM 87110

Email appeal submissions to:

NMHC-Member-A-and-G@mynmhc.org

Fax appeal submissions to:

1-800-747-9132, Attn: Appeal and Grievance Dept.

Administrative offices **(please do not mail payments here):**

2440 Louisiana Blvd. NE, Suite 601, Albuquerque, NM 87110 • (505) 633-8020