



Important Contacts for NMHC-Appointed Producers

PRODUCER CONTACTS

Channel Managers can help you with:

- Plan information for prospective members
- Quotes and proposals
- Group and individual applications in progress
- Rate and benefit explanations
- Packet requests
- Employer and employee enrollment meetings
- Urgent and special inquiries

Channel Managers:

Rory Cobb
rory.cobb@mynmhc.org
Office: 505.633.8034
Mobile: 505.350.9266

Damian Esquibel
damian.esquibel@mynmhc.org
Office: 505.492.2062
Mobile: 505.463.3038

Additional Sales Department Staff:

Lori Lutgen, Individual Plan Sales & Service Manager
lori.lutgen@mynmhc.org
Office: 505.492.2074

Dolores Piña, Individual Plan Account Manager
dolores.pina@mynmhc.org
Office: 505.900.3453

Wendy Garcia, Small Group Account Manager
wendy.garcia@mynmhc.org
Office: 505.492.2056

Melissa Gonzalez, Small Group Account Manager
melissa.gonzalez@mynmhc.org
Office: 505.322.2355

Leonel Zea, Small to Large Group Account Manager
leonel.zea@mynmhc.org
Office: 505.900.3449

Michelle Chase, Internal Account Manager for
Small Groups
michelle.chase@mynmhc.org
Office: 505.900.3452

Kelli Quattrone, Broker Relations Specialist for
Appointments & Commissions
kelli.quattrone@mynmhc.org
Office: 505.322.2362

Patty Padon, Sr. Director of Sales & Account Svcs.
patty.padon@mynmhc.org
Office: 505.200.0418
Mobile: 505.249.6891

ADMINISTRATIVE OFFICES, SALES DEPARTMENT CONTACT INFORMATION, PROVIDER DIRECTORY

2440 Louisiana Blvd. NE
Suite 601
Albuquerque, NM 87110

Sales Department: 505.322.2360
Sales Fax: 1.800.734.1596
sales@mynmhc.org

Agent of Record Letters:
brokerinquiry@mynmhc.org

Provider Directory:
mynmhc.org/find_a_doctor.aspx

REQUESTS FOR PROPOSALS (RFPs) AND OTHER PAPERWORK

RFPs:

1. Complete the RFP Form and the electronic census form, both found on our website: www.mynmhc.org/forms-1.aspx.
2. Email both forms to sales@mynmhc.org or fax to 1-800-734-1596.
3. RFPs *with complete information* will be completed within three business days.

Email Group sold-case paperwork to sales@mynmhc.org. Email Group or Individual additions, change forms, terminations, and payments to enroll@mynmhc.org or fax to 1-800-734-1596.

CUSTOMER SERVICE AND OTHER INFORMATION – “BROKER LINE”

Call Customer Service, 1-855-769-6642, Monday–Friday, 8 a.m.–5 p.m., (choose option 4 for the Broker Line) for help with:

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

Member Account Login: www.mynmhc.org/my-account-login.aspx

Click on *Member Claim Information*. Enter your user name and password to view:

- Member details, including adding/terminating members
- User profiles, including changes to emails and passwords
- Benefit information, claims status, and printing or ordering ID cards
- Invoices

How to Make Premium Payments

- Online: www.mynmhc.org/pay-my-bill.aspx
- Telephone: 1-800-203-7702 (credit card, debit card, or bank account)
 - Note: We no longer accept credit-card payments from employer groups.
- Check: Mail to NMHC, P.O. Box 912637, Denver, CO 80291-2637. **Members should write ID and group number (if applicable) on check and include stub from invoice.**
- Money order: At any MoneyGram, Albertsons, CVS, or Walmart location

PHARMACY BENEFITS MANAGER (PBM) INFORMATION

OptumRx®:

www.optumrx.com
1-855-577-6550

BriovaRx® (Specialty Pharmacy):

www.briovarx.com
1-866-618-6741

PBM Reference Numbers:

Rx BIN Number: 610011
Rx PCN: IRX
Rx Group Number: NMCHC