

<b>CLAIMS</b>		
<b>Paper submission</b>	Mail paper claims to: New Mexico Health Connections P.O. Box 3828 Corpus Christi, TX 78463	<ul style="list-style-type: none"> <li>Filing deadline is 90 days from the date of service.</li> <li>Professional services (CPT) must be submitted on a CMS-1500 claim form.</li> <li>Inpatient services must be billed on a UB-04 claim form.</li> <li>Do not submit handwritten forms.</li> <li>Do not use labels, stickers, or stamps on the claim form.</li> <li>Do not send duplicate copies of information.</li> </ul>
<b>Electronic submission</b>	NMHC's clearinghouse is Change Healthcare, formerly known as Emdeon.	<ul style="list-style-type: none"> <li>The NMHC Payer ID is <b>45129</b>.</li> <li>For Albuquerque Public Schools, the NMHC Payer ID is <b>85600</b>.</li> <li>For New Mexico Public Schools Insurance Authority, the NMHC Payer ID is <b>85036</b>.</li> <li>For New Mexico Retiree Health Care Authority, the NMHC Payer ID is <b>85038</b>.</li> <li>X12 837 format is accepted.</li> <li>Version 5010 compliance is required.</li> </ul>
<b>Claims status</b>	NMHC Customer Service: 1-855-7MY-NMHC (1-855-769-6642), M-F, 8 a.m.-5 p.m.	Calls are limited to five claims inquiries per call.
<b>Appeals and grievances</b>	Send appeals/ grievances and supporting documentation to: New Mexico Health Connections P.O. Box 36719 Albuquerque, NM 87176	Find claims appeals information in the NMHC Provider Handbook or by visiting the Provider Portal on our website, <a href="http://www.mynmhc.org">www.mynmhc.org</a> .
<b>MEMBER ELIGIBILITY, PRIOR AUTHORIZATION</b>		
<b>Verify member eligibility</b>	<ul style="list-style-type: none"> <li>Online: <a href="http://www.mynmhc.org">www.mynmhc.org</a></li> <li>Eligibility Verification (IVR) Line: 1-855-7MY-NMHC (1-855-769-6642)</li> <li>Customer Service: 1-855-7MY-NMHC (1-855-769-6642), Monday-Friday, 8 a.m.-5 p.m.</li> <li>Paper identification forms</li> <li>NMHC member ID card</li> </ul>	
<b>Prior authorization</b>	NMHC Medical Management Department Phone: 1-855-7MY-NMHC (1-855-769-6642) Fax: 1-866-446-3774	<ul style="list-style-type: none"> <li>While NMHC requires members to have in-network primary care providers (PCPs), referrals to in-network specialists do not require prior authorization.</li> <li>You can find the Prior Authorization Request Form and additional information in your Provider Handbook or on our website, <a href="http://www.mynmhc.org">www.mynmhc.org</a>.</li> </ul>
<b>PHARMACY SERVICES</b>		
Call OptumRx at 1-800-282-3232, or OptumRx Prior Authorization Assistance: 1-800-880-1188; fax 1-866-511-2202.		
<b>VISION CLAIMS</b>		
Call VSP at 1-800-877-7195.		
<b>OTHER RESOURCES</b>		
<b>Provider Services Department</b>	1-855-7MY-NMHC (1-855-769-6642)	We are available to assist you with your questions or concerns. Additional provider services, resources, and handouts are available at <a href="http://www.mynmhc.org">www.mynmhc.org</a> .
<b>NMHC Care Connect Line (nurse line)</b>	1-844-308-2552	24 hours a day, 7 days a week, 365 days a year. Bilingual services available. Exclusively for NMHC members and their covered dependents.