

**Q: When will an executed contract be coming if one has not already been received?**

**A:** We will send your credentialing verification letters as they are completed, and your fully executed contract. You will also receive the Provider Manual/Handbook, a training module, and other information. If you have not received an executed contract, your practice, facility, and/or agency will still be considered in network effective January 1, 2020 regardless of whether we have returned an executed contract packet. We will continue to work diligently on contracting and credentialing providers.

**Q: How do we submit claims on January 1, 2020 and beyond?**

**A:** Please mail paper claims to:  
New Mexico Health Connections  
P.O. Box 53  
Sidney, NE 69162

For electronic claims, please use payor ID # **451NM**

*For dates-of-service prior to January 1, 2020, please continue to submit paper claims to New Mexico Health Connections, P.O. Box 211468, Eagan, MN, 55121 and electronic claims to payer ID 45129.*

**Q: Will we be paid at our contracted rate?**

**A:** When your contract is executed, your claims will be paid at your contracted rate. As a bridge between 1/1/20 and the time your contract is executed, pricing of claims will be handled by Zelis Networks if you have a current contract with them. If you do not have a contract with them, Zelis will access pricing through PCHS. Again, once your credentialing is complete and your contract has been executed, claims will be priced directly through NMHC.

Payments: NMHC will use another division of Zelis to reimburse providers and issue Explanations of Payment going forward. Zelis will be reaching out to providers to help them with registration and to set up different options for payment.

**Q: What about new Member ID cards and numbers?**

**A:** NMHC members will be receiving new ID cards for 2020 with new ID numbers. The member name and member ID number on your claim must match exactly to the information on the ID card for claims with date(s) of service effective 1/1/20.

**Q: Who do we call for member eligibility?**

**A:** For your reference, we have included a NMHC General Contact List for member eligibility and other functions below.

**Q: Who do we call for prior authorization and what services require that?**

**A:** The contact information is listed below. Please go to <https://mynmhc.org/prior-authorization-requests.aspx> and click on the pdf link "List of healthcare services that do and do not require prior authorization."



## Contact Information

New Mexico Health Connections	
Mailing Address	P.O. Box 30707 Albuquerque, NM 87190
Office Location	6001 Indian School Rd NE, Suite 150 Albuquerque, NM 87110
General Fax Numbers	719-589-4901 or 505-312-4825
TTY Phone Number	800-659-2656
Provider Relations	
Provider Services for contracting, credentialing, training and education	866-668-9002 or <a href="mailto:Provider.relations@mynmhc.org">Provider.relations@mynmhc.org</a>
Contracting and Provider Relations Manager	Brittney Martinez brittney.martinez@fridayhealthplans.com
Member Eligibility / Customer Service	866-668-9002 or go to Provider Portal
Customer Service email	<a href="mailto:customer.service@mynmhc.org">customer.service@mynmhc.org</a>
Claims	
Claims Mailing Address – Paper Claims	P.O. Box 53 Sidney, NE 69162
Electronic Payer ID	451NM
Claims Appeal Email	<a href="mailto:appeals@mynmhc.org">appeals@mynmhc.org</a>
NMHC Provider Portal Registration to check eligibility, status of claims, status of authorizations and if a claim has been received or paid.	To register for the Provider Portal, please go to: <a href="https://mynmhc.org/Health_Care_Professionals.aspx">https://mynmhc.org/Health_Care_Professionals.aspx</a> and Click "Register for the provider portal here"
Zellis portal for detailed claims information including 835s, remittance advice, and choice of payment options.	Provider Services: 877-828-8770 Monday-Thursday 9am-7pm EDT; Friday 9am-5:30pm EDT Email: <a href="mailto:info@zelispayments.com">info@zelispayments.com</a>
For Zelis portal registration <a href="https://provider.zelispayments.com/Registration?signin=c61e3d577a8638a569294ea51b131aae">https://provider.zelispayments.com/Registration?signin=c61e3d577a8638a569294ea51b131aae</a>	

Prior Authorization / Medical Management	
Phone	866-668-9002, Option 4
Fax	719-589-4995
Email	<a href="mailto:medical@mynmhc.org">medical@mynmhc.org</a>
Pharmacy	
OptumRx	855-577-6550
BriovaRx (Specialty Pharmacy)	855-427-4682