

CLAIMS		
Paper submission	Mail paper claims to: New Mexico Health Connections P.O. Box 211468 Eagan, MN 55121	<ul style="list-style-type: none"> Filing deadline is 90 days from the date of service. Professional services (CPT) must be submitted on a CMS-1500 claim form. Inpatient services must be billed on a UB-04 claim form. Do not submit handwritten forms. Do not use labels, stickers, or stamps on the claim form. Do not send duplicate copies of information.
Electronic submission	NMHC's clearinghouse is Change Healthcare, formerly known as Emdeon.	<ul style="list-style-type: none"> The NMHC Payer ID is 45129. X12 837 format is accepted. Version 5010 compliance is required.
Claims status	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.
Appeals and grievances	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, www.mynmhc.org .
MEMBER ELIGIBILITY, PRIOR AUTHORIZATION		
Verify member eligibility	<ul style="list-style-type: none"> Online: www.mynmhc.org Eligibility Verification (IVR) Line: 1-855-7MY-NMHC (1-855-769-6642) Customer Service: 1-855-7MY-NMHC (1-855-769-6642), Monday-Friday, 8 a.m.-5 p.m. Paper identification forms NMHC member ID card 	
Prior authorization	NMHC Medical Management Department Phone: 1-855-7MY-NMHC (1-855-769-6642) Fax: 1-866-446-3774	<ul style="list-style-type: none"> While NMHC requires members to have in-network primary care providers (PCPs), referrals to in-network specialists do not require prior authorization. You can find the Prior Authorization Request Form and additional information in your Provider Handbook or on our website, www.mynmhc.org.
PHARMACY SERVICES		
Call OptumRx at 1-800-282-3232, or OptumRx Prior Authorization Assistance: 1-800-880-1188; fax 1-866-511-2202.		
VISION CLAIMS		
Call VSP at 1-800-877-7195.		
OTHER RESOURCES		
Provider Services Department	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 www.mynmhc.org .
NMHC Care Connect Line (nurse line)	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. If the situation warrants the nurse may arrange a telephonic consultation with an MDLIVE® doctor.