



Important Contacts for True Health New Mexico-Appointed Producers (Group Plans Only)

PRODUCER CONTACTS

Channel Managers can help you with:

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

Channel Managers:

Rory Cobb

rcobb@truehealthnewmexico.com

Office: 505.633.8034

Mobile: 505.350.9266

Damian Esquibel

desquibel@truehealthnewmexico.com

Office: 505.492.2062

Mobile: 505.463.3038

Additional Group Sales Department Staff:

Lori Lutgen, Large Group Account Manager

llutgen@truehealthnewmexico.com

Office: 505.900.3449

Wendy Garcia, Small Group Account Manager

wgarcia@truehealthnewmexico.com

Office: 505.492.2056

Melissa Gonzalez, Small Group Account Manager

mgonzalez@truehealthnewmexico.com

Office: 505.322.2355

Michelle Chase, Small Group Account Manager

mchase@truehealthnewmexico.com

Office: 505.900.3452

Patty Padon, Director of Sales & Account Services

ppadon@truehealthnewmexico.com

Office: 505.200.0418

Mobile: 505.249.6891

Martha Janssen, Internal Account Manager/
Broker Inquiry

mjanssen@truehealthnewmexico.com

Office: 505.900.3453

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@truehealthnewmexico.com

Agent of Record Letters:

brokerinquiry@truehealthnewmexico.com

Provider Directory:

truehealthnewmexico.com/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: truehealthnewmexico.com/forms-1.aspx.
2. Email both forms to sales@truehealthnewmexico.com 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@truehealthnewmexico.com. Email Group additions, change forms, terminations, and payments to enroll@truehealthnewmexico.com 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 Portal: truehealthnewmexico.com/my-account-login.aspx

Click on *True Health New Mexico Member Portal*. Enter user name and password to view:

- 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 truehealthnewmexico.com resources
- And much more!

How to Make Premium Payments (Employer Groups Only)

- Online: truehealthnewmexico.com/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 True Health New Mexico, P.O. Box 913133, Denver, CO 80291-3133. **Employer groups should write the ID and group number on the check and include the invoice stub.**

PHARMACY BENEFITS MANAGER (PBM) INFORMATION

Pharmacy reimbursement submission address:	Specialty pharmacy:	PBM reference numbers for <u>small groups</u> :	PBM reference numbers for <u>large groups, plan year</u> :	PBM reference numbers for <u>large groups, calendar year</u> :
CVS Caremark – RxClaim P.O. Box 52136 Phoenix, AZ 85072-2136 1-866-341-8561 caremark.com	CVS Specialty 1-800-237-2767 CVSspecialty.com CVS Caremark Mail Service (for certain long-term medications): 1-866-341-8561	• RXBIN: 004336 • RXPCN: ADV • Rx group number: RX0974	• RXBIN: 004336 • RXPCN: ADV • Rx group number: RX0975	• RXBIN: 004336 • RXPCN: ADV • Rx group number: RX0976