

CLAIMS		
<b>Paper submission</b>	Mail paper claims to: True Health New Mexico P.O. Box 211468 Eagan, MN 55121 <b>Fax: (312) 386-5676</b>	<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>	True Health New Mexico's clearinghouse is Change Healthcare, formerly known as Emdeon.	<ul style="list-style-type: none"> <li>The True Health New Mexico Payer ID is <b>82288</b>.</li> <li>For Albuquerque Public Schools, the True Health New Mexico Payer ID is <b>85600</b>.</li> <li>X12 837 format is accepted.</li> <li>Version 5010 compliance is required.</li> </ul>
<b>Claims status</b>	True Health New Mexico Customer Service: 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: True Health New Mexico P.O. Box 36719 Albuquerque, NM 87176	Find claims appeals information in the True Health New Mexico Provider Handbook or by visiting the Provider Portal on our website, <a href="http://www.truehealthnewmexico.com">www.truehealthnewmexico.com</a> .
MEMBER ELIGIBILITY, PRIOR AUTHORIZATION		
<b>Verify member eligibility</b>	<ul style="list-style-type: none"> <li>Online: <a href="http://www.truehealthnewmexico.com">www.truehealthnewmexico.com</a></li> <li>Eligibility Verification (IVR) Line: 1-855-769-6642</li> <li>Customer Service: 1-855-769-6642, Monday-Friday, 8 a.m.-5 p.m.</li> <li>Paper identification forms</li> <li>True Health New Mexico member ID card</li> </ul>	
<b>Prior authorization</b>	True Health New Mexico Medical Management Department Phone: 1-855-769-6642 Fax: 1-866-446-3774	<ul style="list-style-type: none"> <li>While True Health New Mexico 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.truehealthnewmexico.com">www.truehealthnewmexico.com</a>.</li> </ul>
PHARMACY SERVICES		
Call True Health New Mexico Pharmacy Services at 1-866-823-1606. Fax number: 1-866-718-7938.		
VISION CLAIMS		
Call VSP at 1-800-877-7195.		
OTHER RESOURCES		
<b>Provider Services Department</b>	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.truehealthnewmexico.com">www.truehealthnewmexico.com</a> .
<b>True Health New Mexico 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 True Health New Mexico members and their covered dependents. If the situation warrants, the nurse may arrange a telephonic consultation with an MDLIVE® doctor.