



# Important Contacts for Employer Groups

## CUSTOMER SERVICE

Call **1-855-769-6642**, Monday through Friday, 8 a.m. to 5 p.m., for help with:

- Benefit information
- Claims inquiries, status, and reconsiderations
- Provider information
- ID cards
- Member additions, changes, and terminations
- Member portal login questions
- General information and questions

## HOW TO PAY YOUR EMPLOYER GROUP PREMIUM

- Online: [truehealthnewmexico.com/pay-my-bill.aspx](http://truehealthnewmexico.com/pay-my-bill.aspx)
- Telephone: 1-800-203-7702 (bank account or debit card)
- Check: Mail to True Health New Mexico, P.O. Box 913133, Denver, CO 80291-3133. **Write ID and group number on check and include stub from invoice.**

## BILLING INQUIRIES

[billing.support@truehealthnewmexico.com](mailto:billing.support@truehealthnewmexico.com) or call 1-855-769-6642 and ask for Billing.

## MEMBER CHANGES

**How to request group member changes (address change, family status change, or cancel coverage):**

1. Complete the Employee Application Enrollment/Change Form on our website: [www.truehealthnewmexico.com/forms-1.aspx](http://www.truehealthnewmexico.com/forms-1.aspx).
2. Scan and email the completed form to [enroll@truehealthnewmexico.com](mailto:enroll@truehealthnewmexico.com) or fax the paper form to 1-888-523-0043.

## MEMBER PORTAL (FOR EMPLOYEES)

**Member portal:** [www.truehealthnewmexico.com/my-account-login.aspx](http://www.truehealthnewmexico.com/my-account-login.aspx)

Click on *True Health New Mexico Member Portal* and enter your user name and password to:

- 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](http://truehealthnewmexico.com) resources
- And much more!

## PROVIDER DIRECTORY

Find a provider online: [www.truehealthnewmexico.com/find\\_a\\_doctor.aspx](http://www.truehealthnewmexico.com/find_a_doctor.aspx).

## PHARMACY BENEFITS MANAGER (PBM)

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 <a href="http://www.caremark.com">www.caremark.com</a>	CVS Specialty 1-800-237-2767 <a href="http://www.CVSSpecialty.com">www.CVSSpecialty.com</a>  CVS Caremark Mail Service (for certain long-term medications): 1-866-341-8561	<ul style="list-style-type: none"> <li>• RXBIN: 004336</li> <li>• RXPCN: ADV</li> <li>• Rx group number: RX0974</li> </ul>	<ul style="list-style-type: none"> <li>• RXBIN: 004336</li> <li>• RXPCN: ADV</li> <li>• Rx group number: RX0975</li> </ul>	<ul style="list-style-type: none"> <li>• RXBIN: 004336</li> <li>• RXPCN: ADV</li> <li>• Rx group number: RX0976</li> </ul>

## CLAIMS, APPEALS

- Inquiries, status, and reconsiderations: 1-855-769-6642
- Claims fax: (361) 386-5676
- Paper claims submissions:  
True Health New Mexico  
Attn: Claims Dept.  
P.O. Box 211468  
Eagan, MN 55121
- Appeals:  
True Health New Mexico  
Attn: Appeal and Grievance Dept.  
2440 Louisiana Blvd. NE, Suite 601  
Albuquerque, NM 87110  
Fax appeal submissions to: 1-800-747-9132, Attn: Appeal and Grievance Department  
Email appeal submissions to: THNM-Member-A-and-G@truehealthnewmexico.com

## SALES AND ACCOUNT MANAGEMENT CONTACTS

Wendy Garcia, Small Group Account Manager  
wgarcia@truehealthnewmexico.com  
Office: (505) 492-2056

Michelle Chase, Small Group Account Manager  
mchase@truehealthnewmexico.com  
Office: (505) 900-3452

Lori Lutgen, Large Group Account Manager  
llutgen@truehealthnewmexico.com  
Office: (505) 900-3449

Melissa Gonzalez, Small Group Account Manager  
mgonzalez@truehealthnewmexico.com  
Office: (505) 322-2355

Rory Cobb, Small Group Account Manager  
rcobb@truehealthnewmexico.com  
Office: (505) 633-8034

Martha Janssen, Internal Accounts Manager  
mjanssen@truehealthnewmexico.com  
Office: (505) 900-3453

## ADMINISTRATIVE OFFICES (PLEASE DO NOT MAIL PAYMENTS HERE):

2440 Louisiana Blvd. NE  
Suite 601  
Albuquerque, NM 87110  
(505) 633-8020

### ***Register for the True Health New Mexico Employer Portal***

In the Employer Portal, you can add and terminate employees and view your invoices. Email [brokerinquiry@truehealthnewmexico.com](mailto:brokerinquiry@truehealthnewmexico.com) and tell us the name, title, phone number, and email of the person in your organization whom you want to have access. We will set up access for that person and contact him or her.