



Important Contacts for True Health New Mexico Members (Group Plans Only)

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, reconsiderations
- Provider information
- ID cards
- Member additions, changes, and terminations
- Billing questions
- Member portal login questions
- General information and questions

Online provider directory: truehealthnewmexico.com/find_a_doctor.aspx

Member portal: 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 www.truehealthnewmexico.com resources
- And much more!

Claims, appeals, changes, terminations

Claims inquiries, status, reconsiderations: 1-855-769-6642

Claims fax: 1-367-386-5676

Paper claims submissions:

True Health New Mexico

Attn: Claims

P.O. Box 211468

Eagan, MN 55121

Individual change forms and coverage terminations:

- Paper: Scan the appropriate form and send to enroll@truehealthnewmexico.com, or fax to 1-888-523-0043.
- Online: Make changes at truehealthnewmexico.com/my-account-login.aspx (*Online Member Applicant Portal*).

Appeals:

True Health New Mexico

Attn: Appeal and Grievance Dept.

2440 Louisiana Blvd. NE, Suite 601

Albuquerque, NM 87110

Email appeal submissions to:

THNM-Member-A-and-G@truehealthnewmexico.com

Fax appeal submissions to:

1-800-747-9132, Attn: Appeal and Grievance Dept.

Pharmacy benefits manager (PBM) information

Pharmacy

reimbursement

submission address:

CVS Caremark –
RxClaim

P.O. Box 52136

Phoenix, AZ 85072-

2136

1-866-341-8561

caremark.com

Specialty pharmacy:

CVS Specialty

1-800-237-2767

www.CVSspecialty.com

PBM reference numbers for small groups:

• RXBIN: 004336

• RXPCN: ADV

• Rx group number: RX0974

PBM reference numbers for large groups, plan year:

• RXBIN: 004336

• RXPCN: ADV

• Rx group number: RX0974

PBM reference numbers for large groups, calendar year:

• RXBIN: 004336

• RXPCN: ADV

• Rx group number: RX0976

Administrative offices

2440 Louisiana Blvd. NE, Suite 601

Albuquerque, NM 87110

(505) 633-8020