



BlueCross BlueShield
of New Mexico

Blue Cross Community CentennialSM

OMBUDSMAN SPECIALIST

Access to the Ombudsman Specialist is available at no cost to all Blue Cross Community Centennial members. The Ombudsman Specialist explores problems and deals with them fairly. The Ombudsman Specialist advocates for your rights by using Medicaid guidelines and BCBSNM resources to help you with the following:

- Reviewing and addressing your concerns regarding services
- Addressing your concerns about benefits you feel should be covered but were denied
- Helping you understand or clarifying your rights and responsibilities
- Helping understand covered services that are available to you
- Helping you reach appropriate BCBSNM personnel
- Helping you understand the pros and cons of your possible options
- Helping you understand BCBSNM policies and procedures
- Helping research claims issues
- Helping you with the appeals and grievance process

You can reach the Ombudsman Specialist by phone or email:

EMAIL

NMCentennialCareOmbudsman@bcbsnm.com



PHONE (TOLL FREE)

888-243-1134 (TTY: 711)

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