



<b>BlueSalud Key Contacts List</b>	
Provider Customer Service	1-888-349-3706
Network Services Representative	1-505-837-8800 or toll-free 1-800-567-8540
Contract Representative – Angela Sanchez-Caldwell	505-816-2038
Utilization Management (UM)	
<ul style="list-style-type: none"> <li>• Preauthorization and Out-of-Network Referrals</li> </ul>	1-888-349-3706
<ul style="list-style-type: none"> <li>• Preauthorization Fax</li> </ul>	1-505-816-3854
<ul style="list-style-type: none"> <li>• Case Management Programs</li> </ul>	1-888-349-3706
<ul style="list-style-type: none"> <li>• Case Management Programs Fax</li> </ul>	1-505-816-3854
<ul style="list-style-type: none"> <li>• Condition Management/Disease Management Programs</li> </ul>	1-866-874-0912
<ul style="list-style-type: none"> <li>• Condition Management/Disease Management Programs Fax</li> </ul>	1-505-816-3858
Utilization Management Member Appeals	1-877-232-5520
Davis Vision	1-800-584-3140
DentaQuest	1-800-417-7140
LogistiCare (Transportation services)	1-866-913-4342
Behavioral Health	
<ul style="list-style-type: none"> <li>• OptumHealth New Mexico (BlueSalud)</li> </ul>	1-866-660-7185
Electronic Claim Questions or Problems	
<ul style="list-style-type: none"> <li>• Availity Health Information Network</li> </ul>	1-800-282-4548
<ul style="list-style-type: none"> <li>• Web site Address</li> </ul>	<a href="http://www.availity.com">www.availity.com</a>
BlueSalud Claims Address <i>(For submission of paper claims)</i>	Medicaid P.O. Box 27838 Albuquerque, NM 87125-7838
BlueSalud Rx	1-800-325-8334, option 5
Fraud Hotline (BCBSNM Special Investigations Department (SID))	1-877-272-9741 <a href="http://www.bcbsnm.com/sid/reporting">www.bcbsnm.com/sid/reporting</a>