



<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
Utilization Management (UM)	
• Preauthorization and Out-of-Network Referrals	1-800-325-8334, option 3
• Preauthorization Fax	1-505-816-3854
• Utilization Management Member Appeals	1-877-232-5520
Case Management (CM) Programs	1-800-325-8334, option 4
Case Management Programs Fax	1-505-816-3861
Condition Management/Disease Management Programs	1-866-874-0912
Condition Management/Disease Management Programs Fax	1-505-816-3856
Davis Vision	1-800-584-3140
DentaQuest	1-800-417-7140
LogistiCare (Transportation services)	1-866-913-4342
Behavioral Health	
OptumHealth New Mexico (BlueSalud)	1-866-660-7185
Electronic Claim Questions or Problems	
• Availity Health Information Network	1-800-282-4548
• Web site Address	<a href="http://www.availity.com">www.availity.com</a>
BlueSalud Claims Address (For submission of paper claims)	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>