



BlueSaludSM Key Contacts List	
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)	
• Preauthorization and Out-of-Network Referrals	1-888-349-3706
• Preauthorization Fax	1-505-816-3608
• Case Management Programs	1-888-349-3706
• Case Management Programs Fax	1-505-816-3608
• Disease Management Programs	1-888-349-3706
• Disease Management Programs Fax	1-505-816-3608
Utilization Management Member Appeals	1-877-232-5520
• Davis Vision	1-800-584-3140
• Doral Dental	1-800-417-7140
• Logisticare (Transportation services)	1-866-913-4342
Behavioral Health	
• ValueOptions of New Mexico	1-800-888-3944
Electronic Claim Questions or Problems	
• The Availity Health Information Network	1-800-282-4548
• Web site Address	www.availity.com
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 www.bcbsnm.com/sid/reporting