

BlueSaludSM Frequently Asked Questions

1.	<p>Q: What is Blue Cross and Blue Shield of New Mexico (BCBSNM) calling the Salud! Medicaid program?</p> <p>A: The BCBSNM Salud! Program is BlueSalud.</p>
2.	<p>Q: What is Medicaid Salud!?</p> <p>A: Salud! is the New Mexico Medicaid managed care program. Medicaid clients in Salud! are enrolled with a Managed Care Organization (MCO) such as BCBSNM. Upon receiving eligibility, Medicaid individuals may have the opportunity to enroll in Salud! and select an MCO. Salud! members receive health care services from doctors, pharmacies, hospitals, or other health care providers who work with that MCO. The Medicaid card will show if an individual is enrolled in BlueSalud.</p>
3.	<p>Q: What is the timely filing limit?</p> <p>A: 90 days, the same as all New Mexico MCOs.</p>
4.	<p>Q. Who will be processing Medicaid claims?</p> <p>A: Claims will continue to be processed by BCBSNM in the normal manner. Provider questions should be directed to the Medicaid number: 1-888-349-3706</p> <p>NOTE: Medicaid claims (paper and electronic) should be filed with the member's complete ID number exactly as it is shown on the member's ID card, including the following 3-digit alpha prefix YIF.</p> <p>Claims can be mailed to the following address: Medicaid P.O. Box 27838 Albuquerque, NM 87125-7838</p>
5.	<p>Q. Will members have an ID card specifically for Medicaid?</p> <p>A. Yes. Medicaid members will have a BCBSNM Medicaid ID card.</p>
6.	<p>Q: Will reimbursement rates differ for Medicaid?</p> <p>A: Call Angela Sanchez-Caldwell, your BlueSalud Contract Representative, for questions at 505-816-2038.</p>
7.	<p>Q: Is the standard State fee schedule the same for BlueSalud?</p> <p>A: Yes.</p>
8.	<p>Q: What if a code is not on the BlueSalud fee schedule? What is the reimbursement?</p> <p>A: Contact Network Services for more information. Call 837-8800 or 1-800-567-8540.</p>
9.	<p>Q: Which provider types cannot participate in BlueSalud?</p> <p>A: Chiropractors Doctors of Oriental Medicine Massage Therapists</p>

10.	Q: How will behavioral health be administered for BlueSalud?
	A: OptumHealth SM New Mexico administers all behavioral health services for Salud! Members, including BlueSalud members. Contact 1-866-660-7185 .
11.	Q: Are providers from contiguous counties bordering New Mexico allowed to participate with BlueSalud?
	A: Government programs allow provider participation within 100 miles of the state line. BCBSNM will review out-of-state applications from contiguous counties bordering NM.
12.	Q. Can providers close their panels?
	A. Only if they have reached 1500 Medicaid patients assigned to them as a PCP.
13.	Q. What is the Medicaid Salud! website?
	A. Medicaid: www.hsd.state.nm.us/mad/managedcarepolicies.html BlueSalud: www.bcbsnm.com
14.	Q. Who do we contact for preauthorizations?
	A. Call Customer Service at 1-888-349-3706 and you will be routed to the proper preauthorization contact number. For vendor preauthorizations, refer to the vendor contact list in the BlueSalud Provider Reference Manual.
15.	Q: Who do we contact for Member Grievances or Appeals?
	A: Call Utilization Management at 1-877-232-5520.
16.	Q: What other MCOs participate in the New Mexico Medicaid program administered by the State?
	A: Lovelace, Presbyterian, Molina
17.	Q: What is the effective date of the BlueSalud program?
	A: October 1, 2008
18.	Q: When can members enroll for BlueSalud?
	A: When they receive their switch enrollment letter.
19.	Q: What does EPSDT stand for?
	A: Early and Periodic Screening, Diagnostic and Treatment. The EPSDT program is a federally mandated program ensuring comprehensive health care to Medicaid recipients from birth to 21 years of age. EPSDT visits include: <ul style="list-style-type: none"> • Comprehensive health and development history • Comprehensive unclothed physical exam • Appropriate immunization • Health education • Dental screening • Vision and hearing testing
20.	Q: Who is the Pharmacy Benefit Manager (PBM) for BlueSalud?
	A: Prime Therapeutics
21.	Q: Is the BlueSalud formulary the same as the formulary for BCBSNM commercial network business?
	A: No. The formulary is similar to the Medicaid formularies used by other MCOs.

22.	Q: Does the member have copayments?
	A: See the benefits for the BlueSalud plan.
23.	Q: What if my patient has questions about BlueSalud?
	A: Have them call the Customer Service number on the back of their member ID card.

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