



**BlueCross BlueShield
of New Mexico**



Behavioral Health Care Coordination

Blue Cross and Blue Shield of New Mexico, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association

486702.0422



**Blue Cross
Community CentennialSM**

Blue Cross and Blue Shield of New Mexico (BCBSNM) Behavioral Health Care Coordinators are here for you.

BCBSNM is here to help you when you are sent home from a hospital, residential treatment center or other health care facility.

Our behavioral health care coordinators work with you and your care team, which includes doctors, nurses, pharmacy staff and other health care providers, to help you get well and stay well.



What Is a Behavioral Health Care Coordinator?

A behavioral health care coordinator is the main person who works with you and your care team to help manage your health care. Your behavioral health care coordinator and care team will work with you and your family to build a care plan to help identify your health and treatment needs.

They will also:

- Work with you and your family to make sure you get quality care and access to health care resources
- Aid in getting onsite care coordination to help plan for your release from a hospital or health care facility
- Help you get referrals and appointments with your health care providers

How Will the Behavioral Health Care Coordinator Help Me?

You will be assigned a behavioral health care coordinator. Your care coordinator will contact you.

Your behavioral health coordinator will:

- Plan in-person, follow-up health care visits
- Coordinate with providers, mobile crisis response agencies, guardians and community supports
- Link you with community support, in-network referrals and help you understand your health benefits
- Help members and their families understand their health conditions, medications and treatment

To ask for auxiliary aids and services or materials in other formats and languages at no cost, please call 1-866-689-1523 (TTY/TDD: 711).

Blue Cross and Blue Shield of New Mexico complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, sex, gender identity, age, sexual orientation, health status or disability. See our full non-discrimination notice and contacts.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-710-6984 (TTY: 711).

Díí baa akó nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiiik'eh, éí ná hóló, kojí' hódííłnih 1-855-710-6984 (TTY: 711).