



## Network Services Contacts

Provider Network Representatives are available to assist you

**Monday – Friday (8 a.m.- 5 p.m.)**

**Fax: 1-866-290-7718**

PROVIDER NETWORK REPRESENTATIVES			
Behavioral Health			
Region	Name	Phone	Email
<ul style="list-style-type: none"> <li>• <a href="#">Southeast Region</a></li> <li>• <b>Central Territory Alpha: O-Z</b></li> </ul>	Josephine Nakai	(505) 816-4349	<a href="mailto:Josephine_Nakai@bcbsnm.com">Josephine_Nakai@bcbsnm.com</a>
<ul style="list-style-type: none"> <li>• <a href="#">Southwest Region</a></li> <li>• <b>Central Territory Alpha: A-C</b></li> </ul>	Freddy Bolanos	(505) 816-4058	<a href="mailto:Freddy_Bolanos@bcbsnm.com">Freddy_Bolanos@bcbsnm.com</a>
<ul style="list-style-type: none"> <li>• <a href="#">Northeast Region</a></li> <li>• <b>Central Territory Alpha: M-N</b></li> </ul>	Nicole Wilson	(505) 816-4275	<a href="mailto:Nicole_Wilson@bcbsnm.com">Nicole_Wilson@bcbsnm.com</a>
<ul style="list-style-type: none"> <li>• <a href="#">Northwest Region</a></li> <li>• <b>Central Territory Alpha: D-L</b></li> </ul>	Sarah Ayala	(505) 816-5030	<a href="mailto:Sarah_Ayala@bcbsnm.com">Sarah_Ayala@bcbsnm.com</a>
Long Term Care			
<ul style="list-style-type: none"> <li>• <a href="#">Northern Region</a></li> <li>• <b>Central Territory Alpha: A-I</b></li> </ul>	Arlene Angel-Armijo	(505) 816-4116	<a href="mailto:Arlene_AngelArmijo@bcbsnm.com">Arlene_AngelArmijo@bcbsnm.com</a>
<ul style="list-style-type: none"> <li>• <a href="#">Southern Region</a></li> <li>• <b>Central Territory Alpha: J-Z</b></li> </ul>	Frank Nava	(505) 816-5001	<a href="mailto:Frankie_Nava@bcbsnm.com">Frankie_Nava@bcbsnm.com</a>
Physical Health			
<ul style="list-style-type: none"> <li>• <b>Central Territory Alpha: H</b></li> <li>• <b>El Paso County Alpha: P-Z</b></li> </ul>	Peter Crespin	(505) 816-4057	<a href="mailto:Peter_Crespin@bcbsnm.com">Peter_Crespin@bcbsnm.com</a>
<ul style="list-style-type: none"> <li>• <b>Central Territory Alpha: A-B</b></li> <li>• <b>Santa Fe County Alpha: A-E</b></li> <li>• <a href="#">Region 5</a></li> </ul>	Liz Cordova-Martinez	(505) 816-2161	<a href="mailto:Liz_Cordova-Martinez@bcbsnm.com">Liz_Cordova-Martinez@bcbsnm.com</a>
<ul style="list-style-type: none"> <li>• <b>Central Territory Alpha: T-V</b></li> <li>• <b>Doña Ana County Alpha: A-N</b></li> <li>• <a href="#">Region 2</a></li> </ul>	Lisa Goodman	(505) 816-2789	<a href="mailto:Lisa_Goodman@bcbsnm.com">Lisa_Goodman@bcbsnm.com</a>
<ul style="list-style-type: none"> <li>• <b>Central Territory Alpha: Q-S</b></li> <li>• <a href="#">Region 9</a></li> </ul>	Tricia MacLaughlin	(505) 816-4255	<a href="mailto:Tricia_MacLaughlin@bcbsnm.com">Tricia_MacLaughlin@bcbsnm.com</a>
<ul style="list-style-type: none"> <li>• <b>Central Territory Alpha: W-Z</b></li> <li>• <a href="#">Region 6</a></li> </ul>	Jan Montoya	(505) 816-2303	<a href="mailto:Jan_Montoya@bcbsnm.com">Jan_Montoya@bcbsnm.com</a>
<ul style="list-style-type: none"> <li>• <b>Central Territory Alpha: K-L</b></li> <li>• <b>El Paso County Alpha: A-D</b></li> <li>• <a href="#">Region 7</a></li> </ul>	Greg Castillo	(505) 816-2614	<a href="mailto:Gregory_Castillo@bcbsnm.com">Gregory_Castillo@bcbsnm.com</a>
<ul style="list-style-type: none"> <li>• <b>Central Territory Alpha: D-G</b></li> <li>• <a href="#">Region 1</a></li> </ul>	Andrea Ewing	(505) 816-2415	<a href="mailto:Andrea_Ewing@bcbsnm.com">Andrea_Ewing@bcbsnm.com</a>
<ul style="list-style-type: none"> <li>• <b>Central Territory Alpha: N-P</b></li> <li>• <b>Santa Fe County Alpha: F-M</b></li> <li>• <a href="#">Region 3</a></li> </ul>	Cristyn Rush	(505) 816-2850	<a href="mailto:Cristyn_Rush@bcbsnm.com">Cristyn_Rush@bcbsnm.com</a>
<ul style="list-style-type: none"> <li>• <b>Central Territory Alpha: I-J, M</b></li> <li>• <b>Doña Ana County Alpha: O-Z</b></li> <li>• <b>El Paso County Alpha: E-O</b></li> </ul>	Margie Romero	(505) 816-4203	<a href="mailto:Margie_Romero@bcbsnm.com">Margie_Romero@bcbsnm.com</a>
<ul style="list-style-type: none"> <li>• <b>Central Territory Alpha: C</b></li> <li>• <b>Santa Fe County Alpha: N-Z</b></li> <li>• <a href="#">Region 8</a></li> </ul>	Felicia Louissena	(505) 816-2151	<a href="mailto:Felicia_Louissena@bcbsnm.com">Felicia_Louissena@bcbsnm.com</a>

**County-level maps of each region available at the end of this document.**

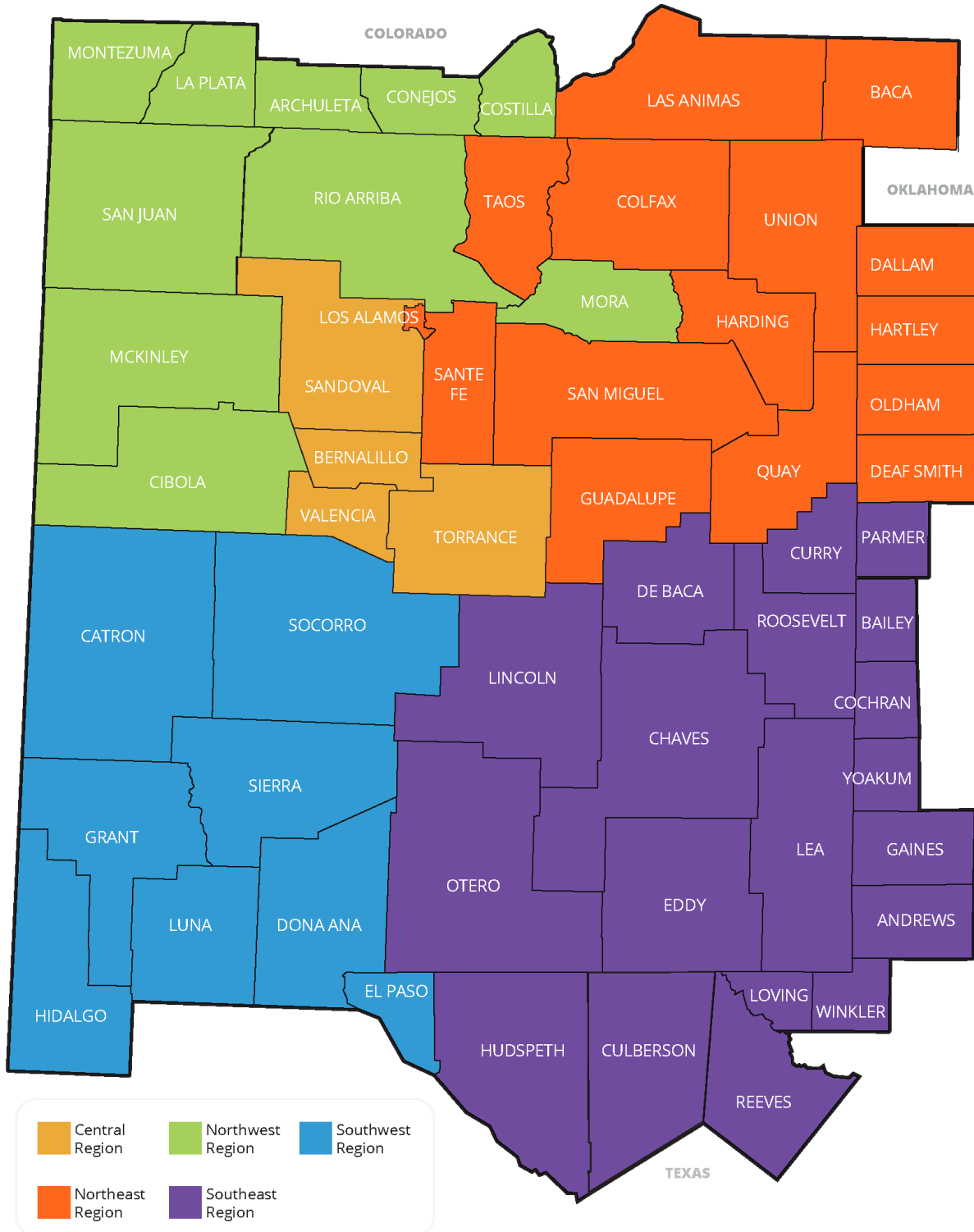
**Please contact your regional representative to reach the contract management team.**



<b>Statewide Representatives</b>			
<b>Services</b>	<b>Medical Regional Representatives</b>		
	<ul style="list-style-type: none"> <li>Air Ambulance</li> <li>Ambulatory Surgical Centers</li> <li>Ambulatory Surgical Center (Hospital/IPA)</li> <li>Audiology Providers/Hearing Aids</li> </ul>	<ul style="list-style-type: none"> <li>Community Paramedicine</li> <li>Home Health (Hospital/IPA)</li> <li>Imaging</li> <li>Pathology</li> <li>Radiology</li> </ul>	<ul style="list-style-type: none"> <li>Sleep Center Facility</li> <li>Sleep Center Providers</li> <li>Any Medical Provider Tied to a Hospital or IPA</li> </ul>
	<b>Long Term Care Regional Representatives</b>		
	<ul style="list-style-type: none"> <li>Agency Based Community Benefit (ABCB)*</li> <li>Dialysis</li> <li>DME/Prosthetics/Orthotics</li> <li>Genetic Laboratory</li> </ul>	<ul style="list-style-type: none"> <li>Home Health</li> <li>Home Infusion</li> <li>Hospice</li> <li>Long Term Acute Care</li> <li>Nursing Facility</li> </ul>	<ul style="list-style-type: none"> <li>Reference Laboratory</li> <li>Skilled Nursing Facility</li> <li>Specialty Pharmacy</li> <li>Support Brokers</li> </ul>
<small>*<b>ABCB</b> services include Adult Day Health, Assisted Living, Behavior Support Consultation, Community Transition Services, Emergency Response, Employment Supports, Environmental Modifications, Home Health Aide, Nutritional Counseling, Personal Care – Consumer Directed/Consumer Delegated, Private Duty Nursing for Adults (PDN), Nursing Respite, Respite, Skilled Maintenance Therapy Services – Occupational Therapy for Adults, Physical Therapy for Adults, Speech Therapy for Adults</small>			
<b>Tricia MacLaughlin</b>	<b>Armando Betancourt</b> (Armando_Betancourt@bcbsnm.com)		
<ul style="list-style-type: none"> <li>Indian Health Services (IHS), Tribes and Tribal Organizations, and Urban Indian Organizations (ITU)</li> </ul>	<ul style="list-style-type: none"> <li>VA Medical Center</li> </ul>		



# Network Representative Regions – Behavioral Health



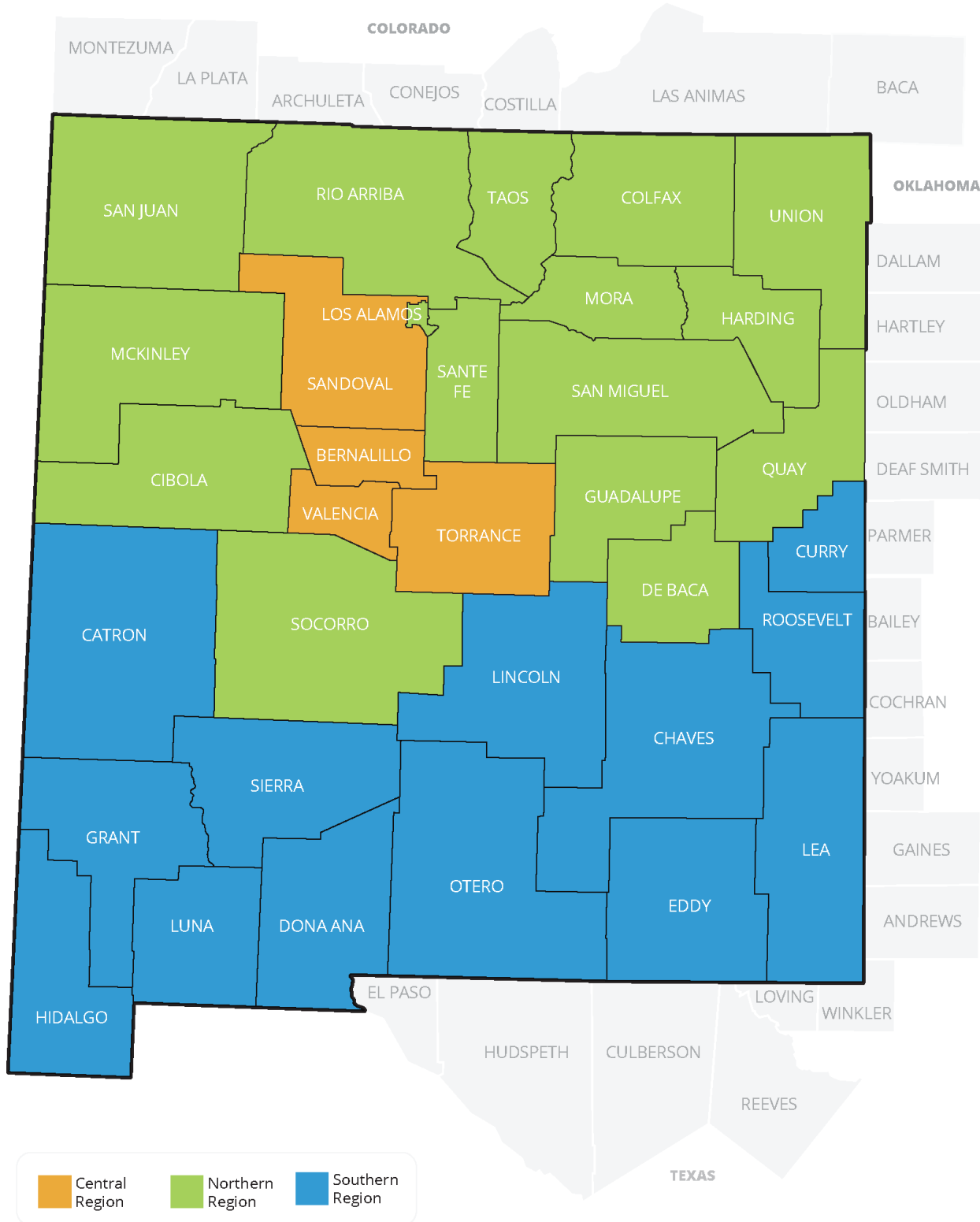
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<b>BEHAVIORAL HEALTH</b>			
<b>Core Service Agencies</b>			
<b>Sarah Ayala</b>	<b>Nicole Wilson</b>	<b>Freddy Bolanos</b>	<b>Josephine Nakai</b>
	<ul style="list-style-type: none"> <li>• Guidance Center of Lea County</li> <li>• Mental Health Resources</li> <li>• New Mexico Solutions</li> <li>• Teambuilders Behavioral Health</li> <li>• The Life Link</li> </ul>		<ul style="list-style-type: none"> <li>• HopeWorks</li> </ul>



# Network Representative Regions – LTC/DME



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**LONG TERM CARE/DURABLE MEDICAL EQUIPMENT PROVIDERS**

**Arlene  
Angel-Armijo**

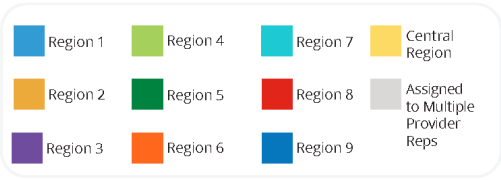
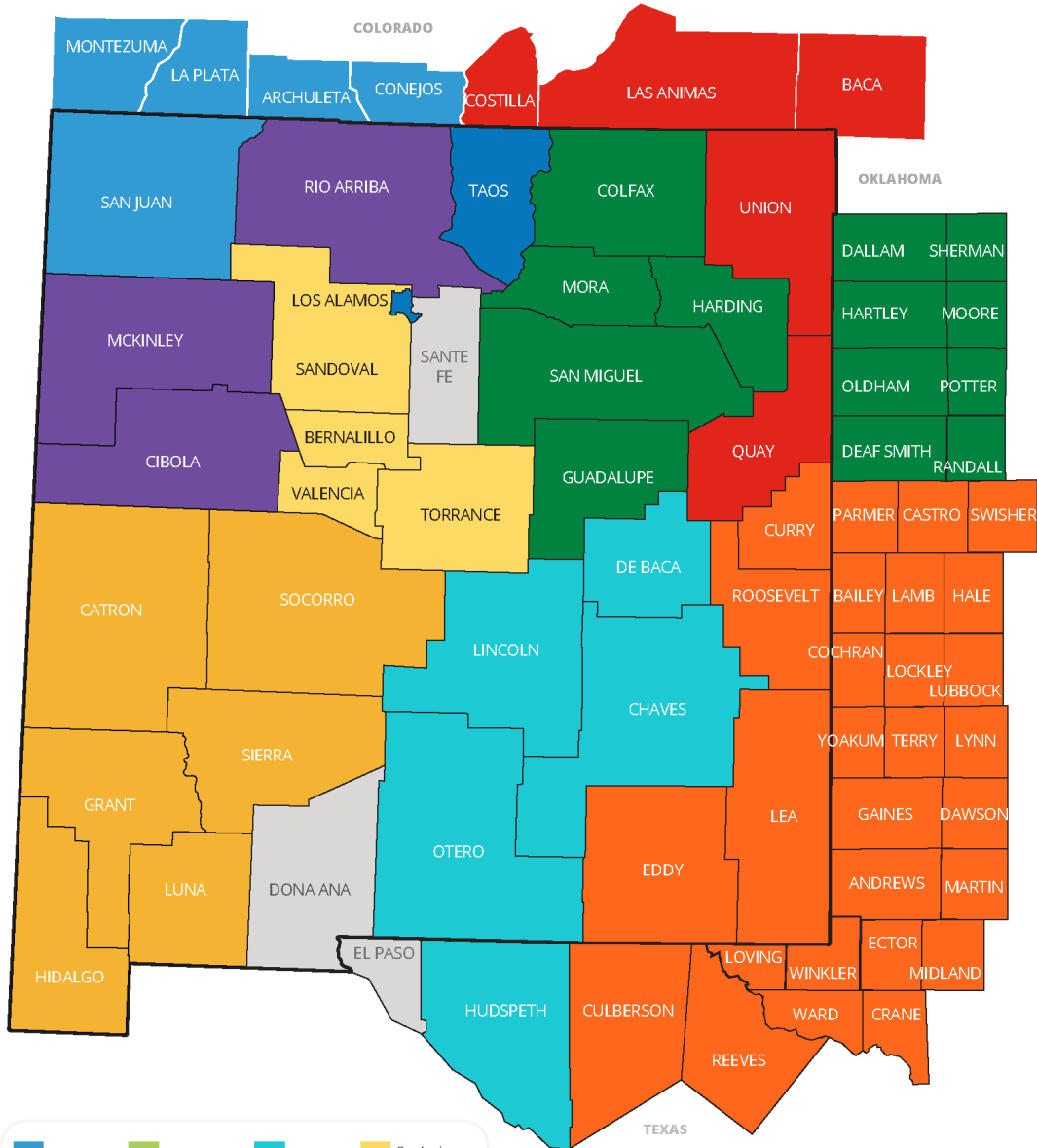
- Ambercare
- Compassus
- Genesis

**David Hall**

- Canyon Creek
- Good Samaritan
- Fundamental
- Kindred
- OnPointe



# Network Representative Regions – Physical Health



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**PHYSICAL HEALTH GROUPS/HOSPITALS**

**Statewide Specialized Groups and Hospitals**

**Peter  
Crespin**

- IPA of NM

**Statewide Specialized Groups and Hospitals**

**Liz Cordova-  
Martinez**

- Casa de Salud
- Department of Health
- Family Medicine Partners of Santa Fe PC
- HME Specialist LLC
- Lovelace/Lovelace Regional Hospital
- Southwest Medical Associates

**Statewide Specialized Groups and Hospitals**

**Lisa  
Goodman**

- Alamogordo Imaging Center
- Desert States IPA
- Gila IPA
- Optum
- X-Ray Associates

**Statewide Specialized Groups and Hospitals**

**Tricia  
MacLaughlin**

- After Hours Pediatrics
- Aspen Medical Group
- GCRMC
- Los Alamos PHO
- New Mexico Orthopedic
- New Mexico Oncology Hematology Consultants Ltd
- Northern NM IPA
- Omni Medical Group LLC
- St. Vincent Hospital

**Statewide Specialized Groups and Hospitals**

**Jan  
Montoya**

- Albuquerque Ambulance
- Covenant Medical Group
- Eastern NM Medical Center
- FHLP LLC
- La Casa de Buena Salud
- Mountain View Regional Hospital
- Mountain View Surgery Center
- PHS/PMG
- Rio Grande Family Medicine
- Roswell Clinic Corp
- Southwest Integrative Health Center

**Statewide Specialized Groups and Hospitals**

**Andrea  
Ewing**

- Albuquerque Ambulatory Eye Surgery Center
- Cibola General Hospital
- McLeod Medical Center of NM dba Duke City PCP
- Surgery Center of Santa Fe
- University of NM Health Systems

**Statewide Specialized Groups and Hospitals**

**Cristyn  
Rush**

- Professional Flu Clinics

**Statewide Specialized Groups and Hospitals**

**Greg  
Castillo**

- WSIPA