



## Network Services Contacts

Provider Network Representatives are available to assist you

**Monday – Friday (8am-5pm)**

**Phone:** (505) 837-8800 or toll free at 1-800-567-8540; **Fax:** 1-866-290-7718

### PROVIDER NETWORK REPRESENTATIVE BY TYPE AND REGION

Type - Region	Name	Phone	Email
<b>Medical</b> - Central A – E; ITUs/IHS CHRISTUS St. Vincent Hospital	Cassandra Romero	(505) 816-2223	<a href="mailto:cassandra_romero@bcbsnm.com">cassandra_romero@bcbsnm.com</a>
<b>Medical</b> - Central F – N; PHS, Desert States Physical Therapy Network	Tricia MacLaughlin	(505) 816-4255	<a href="mailto:tricia_macLaughlin@bcbsnm.com">tricia_macLaughlin@bcbsnm.com</a>
<b>Medical</b> - Central O – Z; Dept of Health; NM Behavioral Health Institute	Liz Cordova-Martinez	(505) 816-2161	<a href="mailto:liz_cordova-martinez@bcbsnm.com">liz_cordova-martinez@bcbsnm.com</a>
<b>Medical</b> – Southeast; CHS	Jan Montoya	(505) 816-2303	<a href="mailto:jan_montoya@bcbsnm.com">jan_montoya@bcbsnm.com</a>
<b>Medical</b> - Southwest including Cibola Co.	Open	(505) 816-4086	
<b>Medical</b> – North	Jessica Taylor	(505) 816-4042	<a href="mailto:jessica_x_taylor@bcbsnm.com">jessica_x_taylor@bcbsnm.com</a>
<b>Medical</b> - UNM//Optum/HME Specialists	Karen Sierra	(505) 816-4132	<a href="mailto:karen_sierra@bcbsnm.com">karen_sierra@bcbsnm.com</a>
<b>Long Term Care</b> Northwestern Region, Southern Region Alpha L-Z & Bernalillo County Alpha L-Z	Patricia Chavez	(505) 816-4282	<a href="mailto:patricia_chavez@bcbsnm.com">patricia_chavez@bcbsnm.com</a>
<b>Long Term Care</b> Northeastern Region, Southern Region Alpha A-K & Bernalillo County Alpha A-K	Jessica Maito	(505) 816-5214	<a href="mailto:Jessica_Maito@bcbsnm.com">Jessica_Maito@bcbsnm.com</a>
<b>Behavioral Health</b> Southwest Region & Bernalillo County Alpha A-J	Laura Nguyen	(505) 816-2005	<a href="mailto:Laura_Nguyen@bcbsnm.com">Laura_Nguyen@bcbsnm.com</a>
<b>Behavioral Health</b> East Region & Bernalillo County Alpha K-Z	Naomi Parra	(505) 816-2098	<a href="mailto:naomi_parra@bcbsnm.com">naomi_parra@bcbsnm.com</a>
<b>Behavioral Health</b> Northwest Region	Nicole Wilson	(505) 816-4275	<a href="mailto:nicole_wilson@bcbsnm.com">nicole_wilson@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.**



## STATEWIDE REPRESENTATIVES

Service	Provider Network Representative
Air Ambulance; Ambulatory Surgical Centers; Community Paramedicine;	Medical Regional Representatives
Ambulatory Surgical Center (Hospital/IPA); Audiology Providers/Hearing Aids; Home Health (Hospital/IPA); Imaging; Pathology; Radiology; Sleep Center Facility; Sleep Center Providers; Any Medical Provider Tied to a Hospital or IPA	
Agency Based Community Benefit (ABCB)*; Support Brokers; Nursing Facility; Skilled Nursing Facility; Long Term Acute Care; Home Health; Hospice; Dialysis; DME/Prosthetics/Orthotics; Genetic Laboratory; Home Infusion; Reference Laboratory; Specialty Pharmacy;	Long Term Care Regional Representative
Indian Health Services (IHS), Tribes and Tribal Organizations, and Urban Indian Organizations (ITU); CHRISTUS St. Vincent Hospital	Cassandra Romero

\*ABCB 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

## HOSPITALS

Hospital	Provider Network Representative
Alta Vista Regional Hospital; Animas Surgical Hospital; Cibola Gen Hosp; Guadalupe County Hospital; Holy Cross Hospital; Los Alamos Med Center; Mercy Medical Center; Miners Colfax Med Center; Rehoboth McKinley Hosp; San Juan Reg Med Center; Union County Gen Hosp	Jessica Taylor
Artesia General Hospital; Carlsbad Medical Center Llc; Covenant Medical Center Lakeside; Covenant Children’s Methodist; Eastern Nm Med Center; Gerald Champion Regional Med Ctr; Lea Regional Medical Center; Mountain View Regional Hosp; Nor Lea Gen Hosp; Roosevelt General Hospital; Seminole Hospital District DbA Memorial Hospital;	Jan Montoya
UNM Hospital; UNM Sandoval Regional Medical Center	Karen Sierra
Lovelace Med Ctr Downtown; Lovelace Regional Hospital Roswell; Lovelace Westside Hospital; Lovelace Women’s Hospital;	Liz Cordova-Martinez
Cibola Gen Hospital; Gila Regional Med Center; Las Palmas Medical Center; Memorial Medical Center; Mimbres Memorial Hospital; Providence East; Providence Mem Hospital; Sierra Med Center; Sierra Vista Hospital	Open
Dan C Trigg Memorial Hosp; Espanola Hospital; Lincoln Co Med Ctr; Plains Reg Med Ctr Clovis; Presbyterian Hospital; Socorro General Hospital	Tricia MacLaughlin

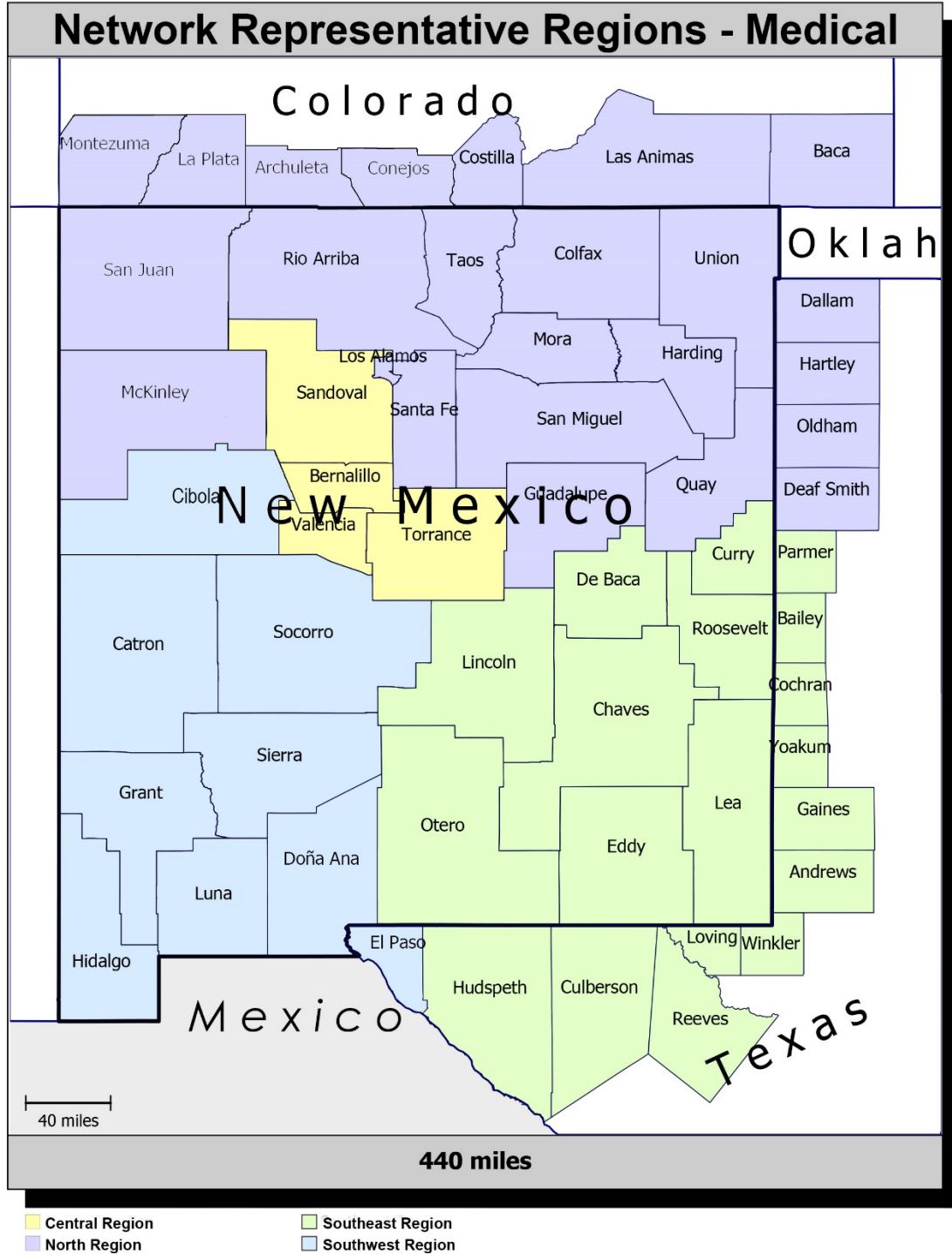


## BEHAVIORAL HEALTH GROUPS

Core Service Agencies Groups	Provider Network Representative
Guidance Center of Lea County, La Familia Namaste, Mental Health Resources, New Mexico Solutions, Open Skies Healthcare, St. Martins Hospitality Center, Tri-County Community Services, Inc, Youth Development Inc	Naomi Parra
All Faiths Receiving Home, ChildHaven Inc., The Life Link	Nicole Wilson
Hidalgo Medical Services, La Casa De Buena Salud Inc, La Clinica De Familia	Laura Nguyen
Presbyterian Medical Services; New Mexico Behavioral Health Institute	Liz Cordova-Martinez
Supervisory Protocol Providers Groups	Provider Network Representative
High Desert Family Services Inc, Inner Guidance LLC, La Familia Inc, New Life Center for Family Development, Pacific Child & Family Assoc LLC, Rio Grande Counseling & Guidance Services Pa, Samaritan, Counseling Center, Service Organization for Youth Inc, Southwest Family Guidance Center LLC, Southwest Services for The Deaf, Streetwise Inc, The Community Lighthouse, Youth Services Int'l Db a Desert Hills	Naomi Parra
A New Awakening, A New Day Youth and Family Services, Albuquerque Behavioral Health, Aliviar Counseling Services Inc, Bair Foundation, Cottonwood Clinical Services Inc, Desert View Inc, Equest Counseling Center LLC, Las Cumbres Community Services Inc, Los Alamos Family Council Inc, Rio Vista Counseling LLC, Santa Fe Recovery Center Rtc, Solace Crisis Treatment Center, Youth Shelters and Family Services	Nicole Wilson
Amanecer Psychological Services, Children's Treatment Center, Counseling and Psychotherapy, Crossroads for Women, Esperanza Guidance Services, Family Works Inc, Family Workshop LLC, Formation Counseling, Rio Valle Behavioral Health, Sierra Community Counseling Center Inc	Laura Nguyen
Nils4Bils Groups	Provider Network Representative
Children in Need of Services, DJ2 Junctions Inc, Healthy Families of ABQ, Kids Counseling, Small Steps Child Counseling	Naomi Parra
A Child's Voice, Awake and Aware, Be Me Better, Earth Spirit and Awakening, Four Winds Behavioral Health, Hoy Recovery, Re-Cycled Man LLC, Santa Fe Mountain Center, The Family Connection	Nicole Wilson
Amistad Family Services Inc, Duke City Recovery Tool Box, Eating Disorders Treatment Center LLC, Evolution Group, Serenity Counseling, Tafoya And Associates	Laura Nguyen
ABA Groups	Provider Network Representative
Guidance Center of Lea County Inc	Naomi Parra
Autism Spectrum Therapies New Mexico, Bridges Inc, Center for Autism and Related Disorders	Nicole Wilson
Aprendamos, Behavior Change Institute LLC, Centria Healthcare LLC, Montanez Associates LLC	Laura Nguyen



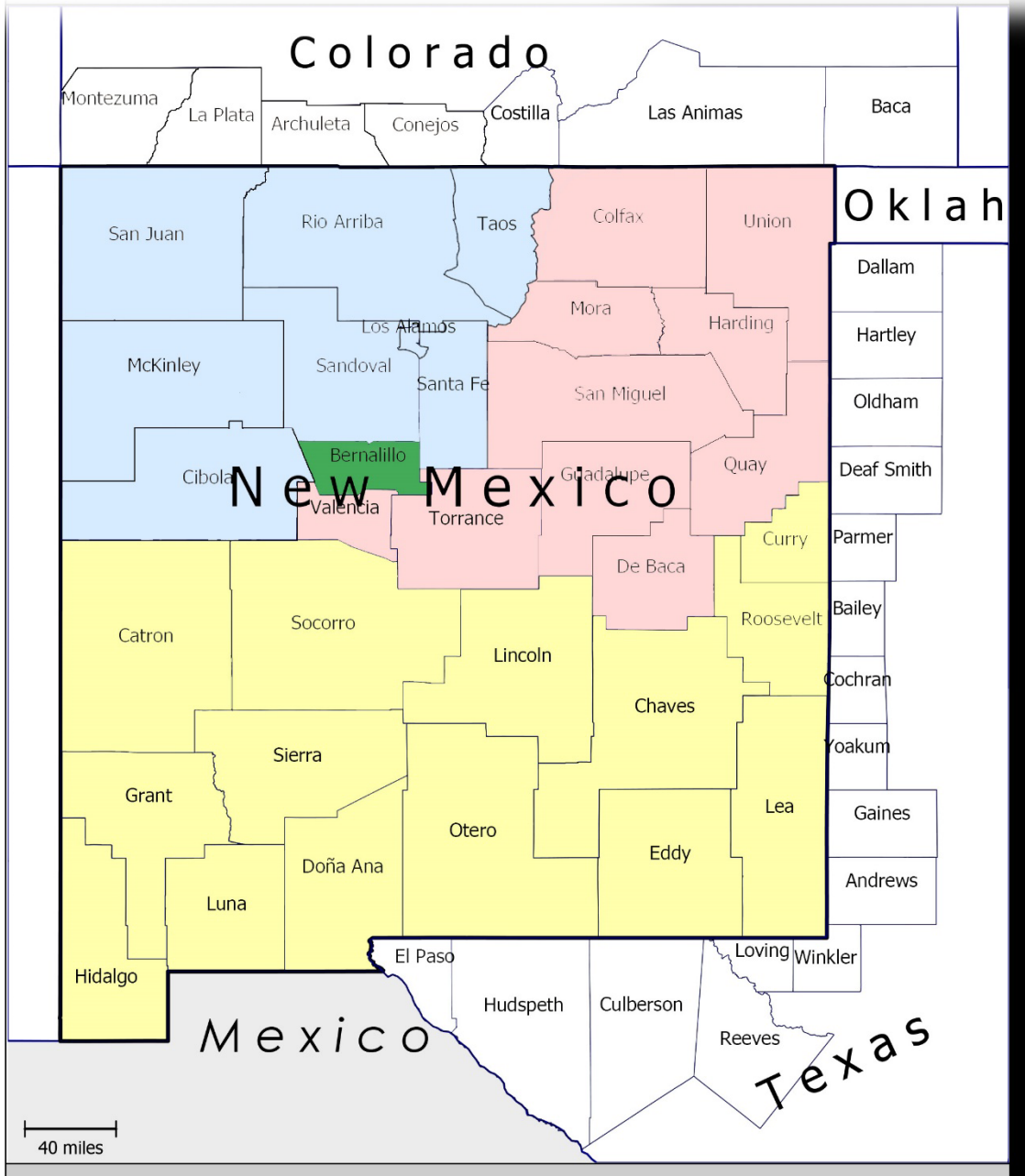
Commercial Business



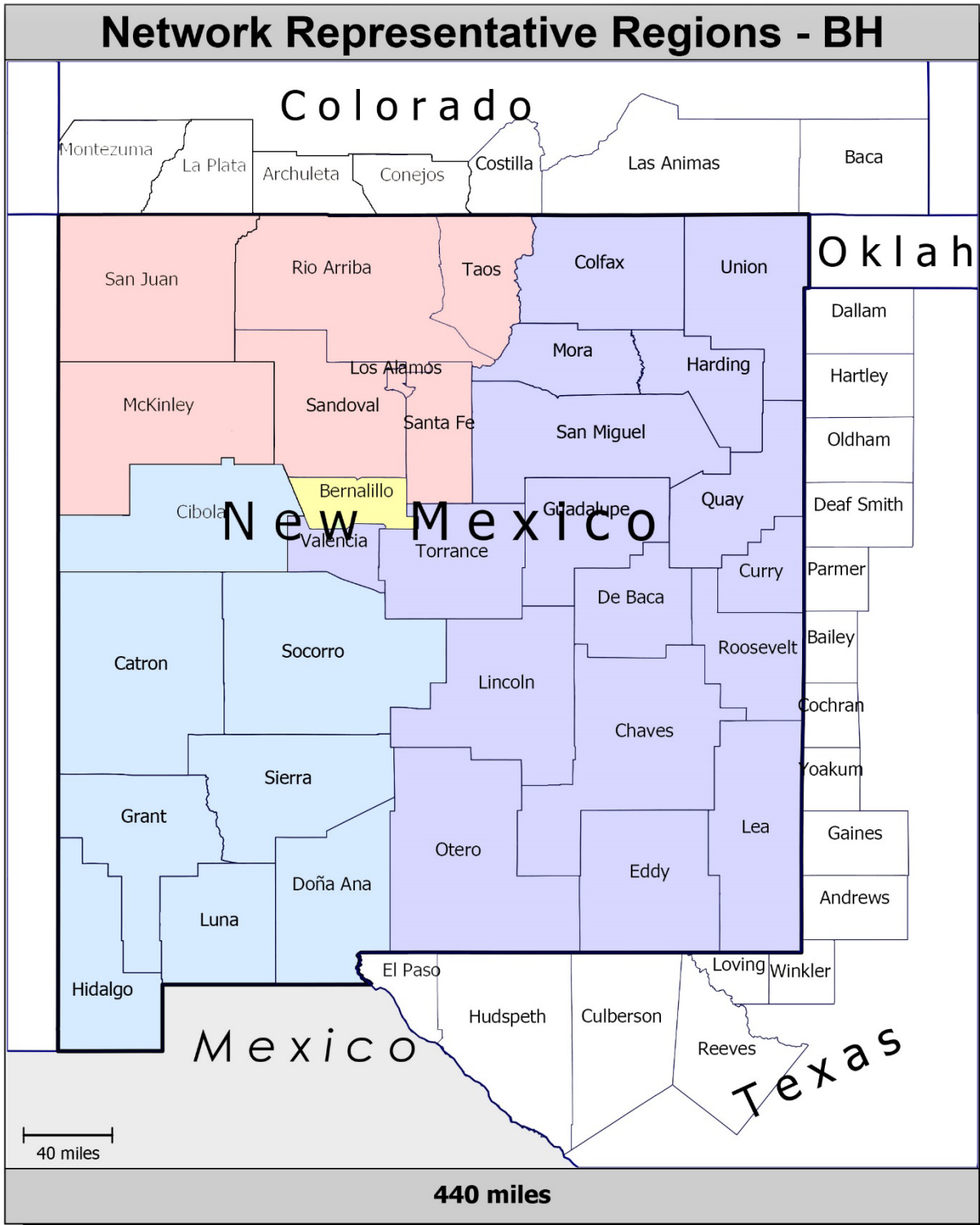
- Central Region
- Southeast Region
- North Region
- Southwest Region



# Network Representative Regions - LTC/DME



- Northwest Region
- South Region
- Northeast Region
- Bernalillo County



- Central Region
- Northwest Region
- East Region
- Southwest Region

Geotitles