



Thank you for choosing a Medicare plan from Blue Cross and Blue Shield of New Mexico. If you need help finding a network provider or pharmacy, please call your plan’s customer service number:



Blue Cross Medicare AdvantageSM

1-877-774-8592 TTY 711

Blue Cross Medicare Advantage Dual Care (HMO SNP)SM

1-877-688-1813 TTY 711

Blue Cross MedicareRx (PDP)SM

1-888-285-2249 TTY 711



Or visit your plan’s online searchable directories:

Blue Cross Medicare Advantage Provider Directory:

www.getbluenm.com/mapd/providers

Blue Cross Medicare Advantage

Dual CareSM Provider Directory:

www.getbluenm.com/dsnp/providers

Blue Cross Medicare Advantage Pharmacy Directory:

www.getbluenm.com/mapd/pharmacies

Blue Cross Medicare RxSM Pharmacy Directory:

www.getbluenm.com/pdp/pharmacies

If you would like a provider and/or pharmacy directory mailed to you, please either call Customer Service or email this completed Directory Request form to MedicareDirectory@bcbsnm.com.

Please follow these instructions to request a pharmacy and/or provider directory via email:

Step 1: Complete the Contact Information and Directory Type sections below.

Both sections must be filled out for us to complete your request.

Step 2: Save this Directory Request Form to your computer.

Step 3: Attach the completed Directory Request Form to an email with the subject line **“Directory Request: NM - Directory Type.”** (For example: *Directory Request: NM - Provider Directory*).

Step 4: Send the email to MedicareDirectory@bcbsnm.com.

YOUR CONTACT INFORMATION

First Name

Last Name

Mailing Address

City

State

ZIP Code

SELECT YOUR PLAN NAME AND DESIRED DIRECTORY

Employer/Group name your insurance is through (if applicable) _____

Medicare Advantage Plan (check one)

Blue Cross Medicare Advantage (HMO)SM

Blue Cross Medicare Advantage (PPO)SM

Blue Cross Medicare Advantage Dual Care

Directory (select all that you need)

Pharmacy Directory

Provider Directory

Medicare Prescription Drug Plan

Blue Cross MedicareRx

Directory (Pharmacy ONLY)

Pharmacy Directory

Blue Cross Medicare Advantage (MAPD)

ATTENTION: If you speak English, language assistance services, free of charge, are available to you.

Call 1-877-774-8592 TTY 711. We are open between 8:00 a.m. and 8:00 p.m., local time, 7 days a week. If you are calling from April 1 through September 30, alternate technologies (for example, voicemail) will be used on the weekends and holidays.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

Llame al 1-877-774-8592 TTY 711. Nuestro horario es de 8:00 a.m. a 8:00 p.m., hora local, los 7 días de la semana. Si usted llama del 1 de abril al 30 de septiembre, durante los fines de semana y feriados, se usarán tecnologías alternas (por ejemplo, correo de voz).

Blue Cross Medicare Advantage Dual Care (HMO SNP)

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Blue Cross MedicareRx (PDP)

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Medicare Part D Plan Notice:

Prescription drug plan is provided by Blue Cross and Blue Shield of New Mexico, which refers to HCSC Insurance Services Company (HISC), an Independent Licensee of the Blue Cross and Blue Shield Association. A Medicare-approved Part D sponsor. Enrollment in HISC's plan depends on contract renewal.

Medicare Advantage Plan Notice:

HMO, PPO, and HMO Special Needs Plans provided by Blue Cross and Blue Shield of New Mexico, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company (HCSC), an Independent Licensee of the Blue Cross and Blue Shield Association. HCSC is a Medicare Advantage organization with a Medicare contract and a contract with the New Mexico Medicaid program. Enrollment in HCSC's plans depends on contract renewal.