

# Blue Cross and Blue Shield of New Mexico Supporting Members Affected by Wildfires

June 26, 2026

Our thoughts are with all who have been impacted by the recent wildfires in New Mexico. Blue Cross and Blue Shield of New Mexico want to thank community members, responders, providers, employees, and others for supporting each other during this time.

Blue Cross and Blue Shield of New Mexico (BCBSNM) is actively reaching out to members who may be impacted by the ongoing wildfires across New Mexico to help ensure they continue receiving the care and support they need.

Our care coordination teams are proactively contacting members who live in or near areas affected by active wildfires to check on their safety, assess their health care needs, and help address any barriers to accessing care or services.

If you are a BCBSNM member and need assistance, we are available to support you during this time. Here are some resources:

- Get information on local resources [here](#).
- If you have questions about how/where to access resources, call the Fire Information Phone: ([1-575-323-8964](tel:1-575-323-8964)).

BCBSNM Medicaid plan members who need immediate help can [contact us](#). We can discuss how you can get the support you need. This may include medicine, medical equipment such as oxygen, or care for new or existing health care needs. We can also help if you need care coordination for health conditions. Reach out to BCBSNM Member Services:

- Call us toll-free at [1-866-689-1523](tel:1-866-689-1523). Members with hearing or speech loss can call the **TTY/TDD** line at **711**.
- Member Services is available 8 a.m. to 5 p.m. MT, Monday–Friday. If you call after hours, please leave a message. We will return your call the next business day.
- You can also [email us](#) at any time.

Other BCBSNM resources can be found here:

- **24/7 Nurseline** – Our Medicaid members can access registered nurses who can answer questions and guide you to the right care. A nurse can help you decide if you should call your doctor, visit the ER or urgent care, or treat the problem yourself. The line is available 24 hours a day, 7 days a week. Call toll-free [1-877-213-2567](tel:1-877-213-2567). TTY: 711.
- **Galileo and MDLIVE** - If you aren't able to receive care in person please visit our website for our virtual resources: <https://www.bcbsnm.com/turquoise-care/getting-care/virtual-care>
- **Learn to Live: Digital Mental Health Self-Help Support Program** – This is a confidential online resource you can access from anywhere, at any time. There is no cost to you and your family (ages 13 and older). To start, [register at the Learn to Live website](#) (Access Code: **NMMED**).
- **Health and Wellness Programs** – Take charge of your health. Members can find the right resources, save money, and manage your medical conditions. BCBSNM offers programs and resources with your well-being in mind. [Learn more](#).
- **Value-Added Services (VAS)** – Your plan covers more than just standard Medicaid benefits. [Check out the many VAS available to you](#).
- **Other BCBSNM Medicaid Service Lines** – [Go to Contact Us](#) for a complete list of phone numbers and other ways to reach us.

The health and well-being of our members remain our top priority during this emergency. We encourage members in affected areas to follow guidance from local emergency officials and prioritize their safety.