



BlueCross BlueShield
of New Mexico



Community Social Services Program



The Community Social Services Program connects you to local resources. Some resources include help with rides, food and housing. They are meant to help improve your health and well-being.

The Community Social Services Program respects cultural differences. Our staff works with others who share our values of integrity, respect, commitment and caring.

We make an effort to connect you with local non-profit clinics and agencies that share your history, culture and language.

We may ask a Blue Cross and Blue Shield of New Mexico network provider to send a Community Health Worker to provide services, including:

- Home visits and well checks
- Arranging rides to medical appointments
- Health education
- Translating for you during your visit with one of our providers
- Other services to help meet your known needs.

Call: 1-877-232-5518 (TTY: 711)

If you have a community or social service need, the Community Social Services Program may help you by:

- Connecting you with a local BCBSNM staff member or a Community Health Worker. This can be done by phone or in person, if a Community Health Worker is in your area.
- Providing you with local contacts. These contacts can help you locate:
 - A benefits coordinator
 - A food pantry
 - A public service agency for help with Women, Infants and Children
 - Food stamps
 - Temporary Assistance for Needy Families
 - A program covering the costs of electricity
- Helping you choose a primary care provider (PCP) and connecting you with a medical or behavioral 'health home.' A health home lets you get to know the PCP's staff better. The staff also learns more about you and your health care needs. They can connect you with in-network doctors, pharmacists and therapists. They can also connect you with providers who may be outside our network, when appropriate.

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 health status or need for services or race, color, national origin, age, disability, sex, ancestry, spousal affiliation, sexual orientation and/or gender identity. 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 jiik'eh, éí ná hóló, kojí' hódíłnih 1-855-710-6984 (TTY: 711).