



# PROVIDER RESOURCE: Quick Contact List



## Blue Cross Community Centennial<sup>SM</sup> Contact List for In-Network Providers

Contact Name	Phone / Fax / Email / URL
<b>Availity<sup>TM</sup></b>	Phone (800) 282-4548 Web <a href="http://www.availity.com">www.availity.com</a>
<b>BCBSNM Fraud Hotline Special Investigations Department</b> Report suspected fraud and abuse	Phone (877) 272-9741 Web <a href="http://bcbsnm.com/sid/reporting">bcbsnm.com/sid/reporting</a>
<b>BCBSNM Provider One Call</b>	Phone (855) 610-9833
<b>Blue Cross Community Centennial Behavioral Health</b>	Phone (800) 693-0663
<b>Blue Cross Community Centennial Bilingual (English-Spanish) Member Services</b>	Phone (866) 689-1523
<b>Blue Cross Community Centennial Case Management (CM) Programs</b>	Phone (800) 325-8334 Fax (505) 816-3854
<b>Blue Cross Community Centennial Claims Address</b> Paper claims submissions	Blue Cross Community Centennial PO Box 27838 Albuquerque, NM 87125-7838
<b>Blue Cross Community Centennial Community Social Services</b>	Phone (877) 232-5518
<b>Blue Cross Community Centennial Condition Management /Disease Management Programs</b>	Phone (866) 874-0912 Fax (505) 816-3856
<b>Blue Cross Community Centennial Network Services Representative</b>	Phone (505) 837-8800 (local) or (800) 567-8540 (toll-free)
<b>Blue Cross Community Centennial Ombudsman Specialist</b>	Phone (888) 243-1134 Email <a href="mailto:NMCentennialCareOmbudsman@bcbsnm.com">NMCentennialCareOmbudsman@bcbsnm.com</a>
<b>Blue Cross Community Centennial Pharmacy</b>	Phone (800) 325-8334
<b>Blue Cross Community Centennial Provider Customer Service</b> Claims, benefits, etc.	Phone (800) 693-0663



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<b>Blue Cross Community Centennial Provider Resources</b>	Web <a href="http://bcbsnm.com/provider/network/medicaid">bcbsnm.com/provider/network/medicaid</a>
<b>Blue Cross Community Centennial Quality Improvement Department</b>	Phone (855) 699-0042
<b>Blue Cross Community Centennial Utilization Management (UM)</b> Preauthorization and Out-of-Network Referrals Preauthorization Fax UM Member Appeals	Phone (877) 232-5518 Fax (505) 816-3854 Phone (877) 232-5520
<b>Davis Vision<sup>®</sup></b>	Phone (800) 584-3140
<b>DentaQuest<sup>®</sup></b>	Phone (800) 746-4614
<b>Electronic Claim Questions or Problems</b>	Phone (800) 746-4614
<b>eviCore</b> Prior authorization for outpatient molecular and genomic testing and outpatient radiation therapy	Phone (855) 252-1117
<b>Language Interpreter Line</b>	Phone (800) 874-9426
<b>LogistiCare<sup>®</sup></b> Transportation services	Phone (866) 913-4342
<b>Relay NM</b> TTY deaf, hearing and/or speech impaired; available in Spanish upon request	Phone (800) 659-1779

Availity is a trademark of Availity, LLC, a separate company that operates a health information network to provide electronic information exchange services to medical professionals. Availity provides administrative services to BCBSNM.

eviCore is an independent company that provides specialty medical benefits management for BCBSNM.

Davis Vision is an independent company that administers vision services for Blue Cross Community Centennial.

DentaQuest is an independent company that administers dental services for Blue Cross Community Centennial.

LogistiCare Solutions, LLC is an independent company that administers transportation services for Blue Cross Community Centennial.

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