

Molina Healthcare of New Mexico

New Phone Options

New Mexico Salud Customer Service:

800-580-2811 Toll Free

505-342-4681 Local Albuquerque

New Mexico SCI Customer Service:

866-403-3018 Toll Free

505-348-1578 Local Albuquerque

Direct to IVR

505-346-0781

We are moving towards one number to support Customer Service for Molina Healthcare for each line of business. There will be one number for Salud Members and one number for SCI members.

Once you reach the correct department, please be aware of the new options.

For Eligibility/IVR

- Press Option 1 for Providers, then
- Press Option 1 for Eligibility, then
- Press Option 1 for IVR Self Service or Press Option 2 to speak to a representative

For Provider Claims questions:

- Press Option 1 for Providers, then
- Press Option 2 for Claims

For UM Prior Authorizations questions:

- Press Option 1 for Providers, then
- Press Option 3 for Utilization Management

For Pharmacy Authorizations questions:

- Press Option 1 for Providers, then
- Press Option 4 for Pharmacy Authorizations

If you need to look up an employee by last name you can do this at any time after you select option 1 for Providers. You can press 8 to look up a name in our directory or you can dial our six digit extension.

Key changes:

- Our extensions have changed to six digits. You must drop the first digit of the existing extension and add a "1" and "8" to the number to get the new extension.

- Auto attendant options have changed. We have one number for Customer Service – for both Members and Providers for SCI and one number for Salud.
- Addition of a self service IVR (Interactive Voice Response) system to check member eligibility and PCP.

Self Service IVR Application to check eligibility:

What do you need to enter?

- Enter your Provider Tax ID or Group Tax ID
- Enter the Member ID (this can be either Plan ID or SSN)
- Enter the Members date of birth

What information will you receive from the automated system?

- You will receive information back on whether the Member is eligible for service on the current date
- You will have the option to hear the Member's PCP (name, group, phone number)
- You have the option to check other members or speak to a representative.

Please note that the automated system will only provide eligibility information for the current date. If you are looking for eligibility for a prior date of service, you must speak to a representative.

You can access the IVR by calling into the Customer Service number, selecting 1 for Providers, then 1 for Eligibility, then 1 for the automated system.