

Who to Contact *(continued)*

Important Telephone Numbers

Behavioral Health

Salud Members: Contact OptumHealth New Mexico toll free (866) 660-7185
SCI, UNM SCI and Medicare: Contact: Toll free: (888) 825-9266

Claims

Contact Member Services (refer to telephone numbers in this section).

Early and Periodic Screening, Diagnostic, and Treatment (EPSDT)

(See Section G for Provider Responsibility and Sections G & N for Preventive Health Guidelines for additional detail on EPSDT or you may call the Health Improvement Program).

Albuquerque: (505) 342-4660 extension 182618
Toll free: (800) 377-9594 extension 182618

Health Improvement Program

Health Improvement and self-care materials are available upon request on a variety of health education topics. Call the Health Improvement Program Hotline.

Albuquerque: (505) 342-4660 extension 182618
Toll free: (800) 377-9594 extension 182618

Member Services

Albuquerque: (505) 341-7493
Toll free: (888) 825-9266
Fax: (505) 342-0595

Molina Healthcare of New Mexico 24-Hour Nurse Advice Line

Toll free: English - (888) 275-8750, TTY/(866)735-2929
Spanish (866) 648-3537, TTY/(866) 833-4703

Other Contacts

Compliance/Anti-Fraud Hotline
(24 hours a day/7 days a week)
Toll free: (800) 827-2973
Toll free fax: (866) 472-4580
Confidential email: Mhnm.compliance@molinahealthcare.com

Who to Contact *(continued)*

Grievance and Appeals
(24 hours a day/7 days a week)
Albuquerque: (505) 342-4663
Toll free: (800) 723-7762

Dental Services
DentaQuest
(Call Molina Healthcare Member Services)
Albuquerque: (505) 341-7493
Toll free: (888) 825-9266

Transportation Services
Integrated Transport Management (ITM)
Toll free: (888) 593-2052

Vision Services
March Vision Care
Toll free (888) 493-4070

Provider Services
Albuquerque: (505) 342-4660
Toll free: (800) 377-9594
Fax: (505) 798-7313

Quality Improvement (QI)
(See Section M, Quality Improvement)

Health Improvement Program Hotline
Albuquerque: (505) 342-4660 extension 182618
Toll free: (800) 377-9594 extension 182618

Healthcare Services/Utilization Management
(See Section J, Utilization Management)

Complex Medical Case Management/Care Coordination Review
Toll free Fax: (866) 472-4575
Toll free Phone: (866) 403-3018
Albuquerque: (505) 348-1578

Pharmacy
Toll free Fax: (866) 472-4578

Routine/Elective-must be faxed to the health plan
Albuquerque fax: toll free fax: (888) 802-5711

Who to Contact (*continued*)

Important Addresses

Claims

Please submit paper claims to our corporate office in California at the following address:

Molina Healthcare of New Mexico, Inc.
P.O. Box 22801
Long Beach, CA 90801

To overnight claims:

Molina Healthcare of New Mexico, Inc.
200 Oceangate, Ste 100
Long Beach, CA 90802-4317

Correspondence

(For claim reconsiderations, complaints and appeals; notification of address, telephone, contract status, tax identification, name, affiliation, open/closed panel, etc.)

Molina Healthcare of New Mexico, Inc.
P.O. Box 3887
Albuquerque, NM 87190 - 9859

Location

Molina Healthcare of New Mexico, Inc.
8801 Horizon Blvd. NE, Ste. 400
Albuquerque, NM 87113