

MOLINA HEALTHCARE OF NEW MEXICO'S HEADQUARTERS IS MOVING TO DOWNTOWN ALBUQUERQUE

Molina Healthcare of New Mexico, Inc. (Molina Healthcare) is excited to announce that we will be located in downtown Albuquerque effective June 29, 2015.

What does this mean for our valued providers?

Nothing changes for our providers except our physical address. Our telephone numbers, mailing addresses/post boxes and Email addresses will **not** change. Our new address will be:

**400 Tijeras Ave NW, Suite 200
Albuquerque, NM 87102**

- **ALL** telephone numbers, fax numbers, Email addresses and mailing addresses remain the same.
- Our move downtown will **not** affect the address to where paper claims are mailed or where to send provider reconsideration reviews/appeals.
- Please refer to the attached list for key telephone and fax numbers, mailing and claim submission addresses for Centennial Care (Medicaid) that is provided for your convenience. Web links to Molina Medicare and Marketplace contacts are below.

[Molina Medicare 2015 Provider Manual-Section III pages 9-11](#)

[Molina Marketplace 2015 Provider Manual - Section 1](#)

Please contact your dedicated Provider Service Representative toll free at (800) 377-9594 with any questions.

Thank you,

Provider Services Team
Molina Healthcare of New Mexico, Inc.

Centennial Care Correspondence / Mailing Address

(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

Provider Services and other areas within Network Management and Operations including Provider Contracting, Provider Information and Data Management, Appeals and Training and Communication		
	Albuquerque Toll Free Fax	(505) 342-4660 (800) 377-9594 (505) 798-7313
24 Hour Nurse Advice Line / After Hours Behavioral Health Crisis Line		
Services available in English and Spanish	English Phone Spanish Phone	Toll Free (888) 275-8750 Toll Free (866) 648-3537
	Hearing Impaired (TTY/TDD)	Toll Free (866) 735-2929 or dial 711
Appeals and Grievances (24 hours a day/7 days a week)		
	Albuquerque Toll Free Phone	(505) 342-4663 (800) 723-7762
Services available in English and Spanish	English Telephone Spanish Telephone Hearing Impaired (TTY/TDD)	Toll Free (888) 275-8750 Toll Free (866) 648-3537 Toll Free (800) 659-8331 or dial 711
Claims and Claims Appeals		
Provider Customer Services Paper Claims: 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, Suite 100 Long Beach, CA 90802-4317	Albuquerque Toll Free Phone Fax Spanish Hearing Impaired (TTY/TDD)	(505) 341-7493 (888) 825-9266 (505) 342-0595 (866) 648-3537 (800) 659-8331 or dial 711

Compliance / Anti-Fraud Hotline (24 hours a day/7 days a week)		
Confidential Compliance Official 400 Tijeras Ave NW, Suite 200 Albuquerque, NM 87102	Toll Free Web link	Molina Healthcare AlertLine at: (866) 606-3889 Molina Healthcare Fraud Alert
Complex Medical Care Management / Care Coordination Review		
	Toll Free Phone Toll Free Fax	(800) 377-9594 extension 181120 (866) 472-4575
Credentialing		
Molina Healthcare of New Mexico, Inc. Credentialing Department 400 Tijeras Ave NW, Suite 200 Albuquerque, NM 87102	Toll Free Phone Fax	(800) 377-9594 (505) 342-4660
Dental Services		
Dental Services / DentaQuest Call Molina Healthcare Member Services	Albuquerque Toll Free Phone	(505) 341-7493 (888) 825-9266
Early and Periodic Screening, Diagnostic, and Treatment (EPSDT)		
	Albuquerque Toll Free Phone	(505) 342-4660 extension 182618 (800) 377-9594 extension 182618
Health Improvement Program		
	Albuquerque Toll Free Phone	(505) 342-4660 extension 182618 (800) 377-9594 extension 182618
Member Services / Provider Customer Services (for Member eligibility) 8:00 a.m. to 5:00 p.m.		
	Albuquerque Toll Free Phone Fax Spanish Nurse Spanish TY/TDD Hearing Impaired (TTY/TDD)	(505) 341-7493 (888) 825-9266 (505) 342-0595 (866) 648-3537 (866) 833-4703 (800) 659-8331 or dial 711

Prior Authorizations: 8:00a.m. -5:00 p.m.		
	Toll Free Phone Toll Free Fax	(877) 262-0187 (888) 802-5711
	Medicare Phone Medicare Fax	(888) 440-0127 (866) 450-3914
Pharmacy and Formulary		
	Toll Free Phone	(888) 825-9266
Quality Improvement		
Molina Healthcare of New Mexico, Inc. Quality Improvement Department 400 Tijeras Ave NW, Suite 200 Albuquerque, NM 87102	Toll Free Phone	(800) 377-9594
	Toll Free Fax	(877) 553-6508
Transportation Services		
Integrated Transport Management (ITM)	Toll Free Phone	(888) 593-2052
Utilization Management, Referrals, and Authorization		
Molina Healthcare of New Mexico, Inc. Utilization Management	Toll Free Phone	(888) 665-1328
	Fax	(888) 802-5711
Vision Services		
March Vision Services	Toll Free Phone	(888) 493-4070