

Lovelace Medicare Plan (HMO and HMO-POS) Contact List

As of June 1, 2014, Blue Cross Blue Shield of New Mexico now administers the Lovelace Medicare Plan, which is offered to individuals who reside in Bernalillo, Chaves, Cibola, Eddy, Lea, Lincoln, Otero, Rio Arriba, San Miguel, Sandoval, San Juan, Santa Fe, Taos, Torrance and Valencia counties. Contact and address information has changed. Please ensure that all of the information below replaces previous contact information that Lovelace Medicare Plan providers and facilities utilized before June 1, 2014.

Member/Provider Customer Service (To obtain benefits, eligibility, or claims status)	1-877-895-6448 Hours of Operation: 8 a.m. – 8 p.m., MST, 7 days a week. From February 15 through September 30 alternate technologies (for example, voicemail) will be used on the weekends and holidays
Network Services Representative: John Vargas (For Medicare Advantage Amendment information)	1-505-816-2059
Utilization Management (UM) (For Medical & Behavioral Health)	
<ul style="list-style-type: none"> • Preauthorization & Out-of-Network Referrals 	1-877-895-6448
<ul style="list-style-type: none"> • Preauthorization Fax 	1-855-874-4711
Disease Management	1-877-895-6448
Case Management Programs (Medical & Behavioral Health)	1-877-895-6448
Participating Lab	
<ul style="list-style-type: none"> • Quest 	1-800-232-3766
The Availity Health Information Network (for electronic claim questions)	1-800-282-4548
<ul style="list-style-type: none"> • Website Address 	www.availity.com
Claims Address (For submission of paper claims)	Lovelace Medicare Plan BCBSNM P. O. Box 11968 Albuquerque, NM 87192
Appeals and Grievances P. O. Box 4288 Scranton, PA 18505	Medicare Coverage Determinations/Appeals Fax: 1-855-674-9185 Grievances Fax: 1-855-674-9189
MAPD Pharmacy Help Desk	1-800-693-6704
CMS Website Address	www.cms.gov