



BlueSalud Key Contacts List	
Provider Customer Service	1-888-349-3706
Network Services Representative	1-505-837-8800 or toll-free 1-800-567-8540
Contract Representative – Angela Sanchez-Caldwell	505-816-2038
Utilization Management (UM)	
<ul style="list-style-type: none"> • Preauthorization and Out-of-Network Referrals 	1-800-325-8334
<ul style="list-style-type: none"> • Preauthorization Fax 	1-505-816-3854
<ul style="list-style-type: none"> • Utilization Management Member Appeals 	1-877-232-5520
Case Management (CM) Programs	1-866-689-1523
Case Management Programs Fax	1-505-816-3854
Condition Management/Disease Management Programs	1-866-874-0912
Condition Management/Disease Management Programs Fax	1-505-816-3858
Davis Vision	1-800-584-3140
DentaQuest	1-800-417-7140
LogistiCare (Transportation services)	1-866-913-4342
Behavioral Health	
OptumHealth New Mexico (BlueSalud)	1-866-660-7185
Electronic Claim Questions or Problems	
<ul style="list-style-type: none"> • Availity Health Information Network 	1-800-282-4548
<ul style="list-style-type: none"> • Web site Address 	www.availity.com
BlueSalud Claims Address <i>(For submission of paper claims)</i>	Medicaid P.O. Box 27838 Albuquerque, NM 87125-7838
BlueSalud Rx	1-800-325-8334, option 5
Fraud Hotline (BCBSNM Special Investigations Department (SID))	1-877-272-9741 www.bcbsnm.com/sid/reporting