



## Turquoise Care Ombudsman Specialist

Blue Cross and Blue Shield of New Mexico,  
a Division of Health Care Service Corporation,  
a Mutual Legal Reserve Company, an  
Independent Licensee of the Blue Cross  
and Blue Shield Association

478149.0324

Access to the Ombudsman Specialist is available at no cost to all Turquoise Care members. The Ombudsman Specialist explores problems and deals with them fairly. The Ombudsman Specialist advocates for your rights by using Medicaid guidelines and Blue Cross and Blue Shield of New Mexico (BCBSNM) resources to help you:

- Review and address concerns regarding services
- Address concerns about benefits you feel should be covered but were denied
- Understand or clarify your rights and responsibilities
- Understand the covered services available to you
- Reach appropriate BCBSNM personnel
- Understand the pros and cons of your options
- Understand BCBSNM policies and procedures
- Research claims issues
- With the appeals and grievance process

You can reach the Ombudsman Specialist by phone or email at (toll free) **1-888-243-1134** (TTY: **711**) or [ombudsman@bcbsnm.com](mailto:ombudsman@bcbsnm.com).

To ask for auxiliary aids and services or materials in other formats and languages at no cost, please call 1-866-689-1523 (TTY/TDD: 711).

Such services are funded in part with the State of New Mexico.

Blue Cross and Blue Shield of New Mexico complies with applicable federal civil rights laws and does not discriminate on the basis of health status or need for services or race, color, national origin, age, disability, sex, ancestry, spousal affiliation, sexual orientation and/or gender identity. See our full non-discrimination notice and contacts.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-710-6984 (TTY: 711).

Díí baa akó nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jjik'eh, éí ná hóló, kojí' hódíłnih 1-855-710-6984 (TTY: 711).