

CLAIMS & ELIGIBILITY QUICK REFERENCE GUIDE

Paper Submissions	Individual, small, group, and large group claims	True Health New Mexico P.O. Box 211468 Eagan, MN 55121 Fax: 312-386-5676	<ul style="list-style-type: none"> Filing deadline is 90 days from the date of service. Professional services (CPT) must be submitted on a CMS-1500 claim form. Inpatient services must be submitted on a UB-04 claim form. Handwritten submissions will be rejected. Do not use labels, stickers, or stamps on the claim form. Do not send duplicate copies of any forms or supporting information.
	Federal employee claims	True Health New Mexico P.O. Box 830955 Birmingham, AL 35283-0955	
Electronic Submissions	Individual, small, group, and large group claims	Member ID Prefixes: THOO, 000, G1, GS8, 600, GS2 Group IDs: THINDOFF01, THINDONX01, GT0, 500, GT01591001	Payer ID for individual, small, and large groups: 82288
		Member ID Prefix: IB0 Group ID: NMHCAPS	Payer ID for Albuquerque Public Schools: 85600
	Federal employee claims	Member ID Prefix: FB00 Group ID: FEHB01	Payer ID for federal claims: 85824
	All claim types		<ul style="list-style-type: none"> X12 837 format is accepted. Version 5010 compliance required.
Claim Status Inquiries	True Health New Mexico	Customer Service: 844-508-4677	Limited to five claim inquiries per call.
Claim Re-Assessment/ Adjustment Form	Submit re-assessment and adjustment requests using the form located at truehealthnewmexico.com/provider-forms-and-other-resources/ .	True Health New Mexico P.O. Box 37200 Albuquerque, NM 87176	Access forms via the Provider Portal or at truehealthnewmexico.com/provider-forms-and-other-resources/ .
Appeal and Grievance Submissions	Submit appeals and grievances using the form located at truehealthnewmexico.com/member-forms/ .	True Health New Mexico P.O. Box 37200 Albuquerque, NM 87176	Access forms via the Provider Portal or at truehealthnewmexico.com/member-forms/ .

MEMBER ELIGIBILITY & PRIOR AUTHORIZATIONS

Member Eligibility Verification	<ul style="list-style-type: none">• Online: truehealthnewmexico.com/providers• Telephonically: Eligibility Verification Line (IVR) or Customer Service: 1-844-508-4677• Paper identification forms• Member ID card
PRIOR AUTHORIZATION	<p>Contact True Health New Mexico's Medical Management Department: Phone: 1-844-508-4677 Fax: 1-866-446-3774</p> <ul style="list-style-type: none">• Members are required to have in-network primary care providers.• Referrals to in-network specialists DO NOT require prior authorization.• Prior Authorization request form and additional information is available at truehealthnewmexico.com/prior-authorization-requests.

PHARMACY SERVICES

Contact True Health New Mexico Pharmacy Services at 1-866-823-1606 or by fax at 1-866-718-7938.

VISION CLAIMS

Contact VSP at 1-800-877-7195.

OTHER RESOURCES

Provider Services	1-844-508-4677	Provider Services is available to help you Monday-Friday, 8:00 a.m.-5:00 p.m.
True Health New Mexico Care Connect Line (Nurse Line)	1-844-308-2552	<ul style="list-style-type: none">• Available 24/7/365.• Bilingual services are available.• Exclusive service for True Health New Mexico members and dependents.• Nurse may elect to arrange a telephonic consultation with an MDLIVE® physician, if the situation warrants.