

Producer Resources

<https://www.truehealthnewmexico.com/producer-resources/>

Agent-of-Record (AOR) Letters

Email AOR Form to: commissions@truehealthnewmexico.com. Form is available on the Producer Resources web page.

Commission Inquiries

Email commissions@truehealthnewmexico.com.

Provider Directory

<https://www.truehealthnewmexico.com/>

Customer Service and Other Information for Producers

Call Customer Service, 1-844-508-4677, Monday – Friday, 8 a.m. – 5 p.m. for help with:

- Benefit information
- Claims questions, status, and reconsiderations
- Prior authorization status
- Provider information
- Billing questions
- ID cards
- Member additions, changes, and terminations
- Member portal login questions
- General information and questions
- Reporting requests
- Provider issues

Appeals and Grievances

<https://www.truehealthnewmexico.com/appeals-and-grievances/>

Email: member-a-and-g@truehealthnewmexico.com

Billing Questions and Invoice Support for Employer Groups

<https://www.truehealthnewmexico.com/pay-my-bill/>

Email: billingsupport@truehealthnewmexico.com

Enrollment: Additions, Terminations, and Changes for Existing Members and Groups

Email: enroll@truehealthnewmexico.com

Member Portal:

<https://www.truehealthnewmexico.com/>

Enter username and password to:

- View benefits and eligibility
- Check the status of your claims and prior authorizations
- Access policy plan documents

Premium Payment Information for Employer Groups

- Pay online: <https://www.truehealthnewmexico.com/pay-my-bill/>
- Pay by check: Mail to True Health New Mexico, P.O. Box 913133, Denver, CO 80291-3133. **Employer groups should write the ID and group number on the check and include the invoice stub.**

Pharmacy Benefits Manager (PBM) Information

Pharmacy Customer Service: 1-866-341-8561

Pharmacy reimbursement submission:

- CVS Caremark – RxClaim, P.O. Box 52136, Phoenix, AZ 85072-2136
- 1-866-341-8561
- <https://www.caremark.com>

Specialty pharmacy:

- CVS Specialty
- 1-800-237-2767
- <https://www.cvsspecialty.com/>

CVS Caremark Mail Service (for certain long-term medications): 1-866-341-8561

PBM reference numbers for small groups:

Small Group On-Exchange:

- RXBIN: 004336
- RXPCN: ADV
- Rx group number: RX0973

Small Group Off-Exchange:

- RXBIN: 004336
- RXPCN: ADV
- Rx group number: RX0974

PBM reference numbers for large groups:

Large Group Plan Year:

- RXBIN: 004336
- RXPCN: ADV
- Rx group number: RX0975

Large Group Calendar Year:

- RXBIN: 004336
- RXPCN: ADV
- Rx group number: RX0976

beWellnm Inquiries

Eligibility, individual/family plan members, employer groups, and billing

- 1-833-862-3935
- <https://www.bewellnm.com/contact-us/>
- Email: partners@nmhix.com