



Provider Resource: Quick Contact List

Blue Cross Community Centennial SM Contact List for In-Network Providers	
CONTACT NAME	PHONE / FAX / EMAIL / URL
AvailityTM	Phone (800) 282-4548 Web www.availity.com
BCBSNM Fraud Hotline Special Investigations Department Report suspected fraud and abuse	Phone (800) 853-0867 Web bcbsnm.com/sid/reporting
BCBSNM Provider One Call	Phone (855) 610-9833
Blue Cross Community Centennial Behavioral Health	Phone (800) 693-0663
Blue Cross Community Centennial Bilingual (English-Spanish) Member Services	Phone (866) 689-1523
Blue Cross Community Centennial Case Management (CM) Programs	Phone (800) 325-8334 Fax (505) 816-3854
Blue Cross Community Centennial Claims Address Paper claims submissions	Blue Cross Community Centennial P.O. Box 650712 Dallas, TX 75265-0712
Blue Cross Community Centennial Community Social Services	Phone (877) 232-5518
Blue Cross Community Centennial Condition Management/Disease Management Programs	Phone (866) 874-0912 Fax (505) 816-3856
Blue Cross Community Centennial Network Services Representative	Phone (505) 837-8800 (local) or (800) 567-8540 (toll-free)
Blue Cross Community Centennial Ombudsman Specialist	Phone (888) 243-1134 Email NMCentennialCareOmbudsman@bcbsnm.com
Blue Cross Community Centennial Pharmacy	Phone (855) 457-0755
Blue Cross Community Centennial Provider Customer Service Claims, benefits, etc.	Phone (800) 693-0663



Blue Cross Community CentennialSM
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CONTACT NAME	PHONE / FAX / EMAIL / URL
Blue Cross Community Centennial Provider Resources	Web bcbsnm.com/provider/network-participation/network-participation/medicaid
Blue Cross Community Centennial Quality Improvement Department	Phone (855) 699-0042 Email qualityinquiry@bcbsnm.com
Blue Cross Community Centennial Utilization Management (UM) Preauthorization and Out-of-Network Referrals Preauthorization Fax UM Member Appeals	Phone (877) 232-5518 Fax (505) 816-3854 Phone (877) 232-5520
Davis Vision®	Phone (800) 584-3140
DentaQuest®	Phone (800) 417-7140
Electronic Claim Questions or Problems	Phone (800) 746-4614
Carelon Medical Benefits Management Prior authorization for outpatient review	Phone (800) 859-5299 Web Carelon Provider Portal
Language Interpreter Line	Phone (800) 874-9426
ModivCare Transportation services	Phone (866) 913-4342
Relay NM TTY deaf, hearing and/or speech impaired; available in Spanish upon request	Phone (800) 659-1779

Availity is a trademark of Availity, LLC, a separate company that operates a health information network to provide electronic information exchange services to medical professionals. Availity provides administrative services to BCBSNM.

Carelon Medical Benefits Management is an independent company that has contracted with BCBSNM to provide utilization management services for members with coverage through BCBSNM.

Davis Vision is an independent company that administers vision services for Blue Cross Community Centennial.

DentaQuest is an independent company that administers dental services for Blue Cross Community Centennial.

ModivCare is an independent company providing transportation services to BCBSNM through a contractual arrangement between BCBSNM and ModivCare. The relationship between BCBSNM and ModivCare is that of independent contractors.

BCBSNM makes no endorsement, representations or warranties regarding any products or services provided by third party vendors. If you have any questions about the products or services provided by such vendors, you should contact the vendor(s) directly.

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