



Important Contacts for True Health New Mexico-Appointed Producers

PRODUCER CONTACTS

Sales Executives can help you with:

- Plan information for prospective members
- Quotes and proposals
- Group applications in progress
- Rate and benefit explanations
- Packet requests
- Employer and employee enrollment meetings
- Urgent and special inquiries

Sales Executives:

Jesse Vela

jvela@truehealthnewmexico.com

Office: 505.492.2062

Mobile: 720.833.8373

Martha Jarrett

mjarrett@truehealthnewmexico.com

Office: 505.900.3453

Mobile: 505.595.4035

Janix Barbosa-Llanos

jllanos@truehealthnewmexico.com

Office: 505.492.2056

Mobile: 505.507.0608

Employer Group Account Management and Sales Director:

Lori Lutgen, Large Group Account Manager

llutgen@truehealthnewmexico.com

Office: 505.900.3449

Melissa Gonzalez, Small Group Account Manager

mgonzalez@truehealthnewmexico.com

Office: 505.322.2355

Michelle Chase, Small Group Account Manager

mchase@truehealthnewmexico.com

Office: 505.900.3452

Michele Toon, Sr. Director of Sales & Account Svcs.

mtoon@truehealthnewmexico.com

Office: 505.200.0418

Individual Account Management:

Gabriela Souza, Individual Plans Account Manager

gsouza@truehealthnewmexico.com

Office: 505.633.8034

ADMINISTRATIVE OFFICES, SALES DEPARTMENT CONTACT INFORMATION, PROVIDER DIRECTORY

2440 Louisiana Blvd. NE

Suite 601

Albuquerque, NM 87110

Sales Department: 505.322.2360

Sales Fax: 1.800.734.1596

sales@truehealthnewmexico.com

Agent of Record Letters:

Submit AORs to your Account Manager

Provider Directory: truehealthnewmexico.com

REQUESTS FOR PROPOSALS (RFPs) AND OTHER PAPERWORK

RFPs:

1. Complete the RFP form and the electronic census form found at truehealthnewmexico.com/producer-forms/.
2. Email both forms to sales@truehealthnewmexico.com **via secure email**. To send a secure email, go to <https://truehealthnewmexico.zixportal.com> and follow the instructions on the screen. You may also fax the paper forms to 1-800-734-1596.

- RFPs with complete information will be completed within three business days.

Other Paperwork

- Group sold-case paperwork: Email **via secure email** to sales@truehealthnewmexico.com. Follow the instructions in #2 above to send secure email.
- Group additions, change forms, and terminations: Email to enroll@truehealthnewmexico.com or fax to 1-800-734-1596.

CUSTOMER SERVICE AND OTHER INFORMATION

Call Customer Service, 1-844-508-4677, Monday–Friday, 8 a.m.–5 p.m. (choose option 3 for the Broker Line), for help with:

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

Member Portal: truehealthnewmexico.com/members/

Enter user name and password to:

- View benefits and eligibility
- Check the status of your claims and prior authorizations
- View and print member ID cards
- Access policy plan documents and other truehealthnewmexico.com resources
- And much more!
- For help with the member portal, call Customer Service at 1-844-508-4677.

How to Make Premium Payments (Employer Groups Only)

- Online: truehealthnewmexico.com/pay-my-bill/
- 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.**
- Call 1-844-508-4677 and ask for Premium Billing.

PHARMACY BENEFITS MANAGER (PBM) INFORMATION

Pharmacy reimbursement submission address:	Specialty pharmacy:	PBM reference numbers for <u>small groups</u>:	PBM reference numbers for <u>large groups on a plan-year benefit</u>:	PBM reference numbers for <u>large groups on a calendar-year benefit</u>:
CVS Caremark – RxClaim	CVS Specialty	<ul style="list-style-type: none"> RXBIN: 004336 RXPCN: ADV Rx group number: RX0974 	<ul style="list-style-type: none"> RXBIN: 004336 RXPCN: ADV Rx group number: RX0975 	<ul style="list-style-type: none"> RXBIN: 004336 RXPCN: ADV Rx group number: RX0976
P.O. Box 52136 Phoenix, AZ 85072-2136 1-866-341-8561 caremark.com	CVS Specialty 1-800-237-2767 CVSpecialty.com			
	CVS Caremark Mail Service (for certain long-term medications): 1-866-341-8561			