

## 2017 Contracted Payor List

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### Group 3

Products	Provider Customer Service	Additional Information
<b>Medical Plans</b>		
<b>Aetna</b> <b>HealthScope</b> Coventry Choice POS II Healthfund POS Healthfund PPO Managed Choice POS Medicare Advantage Plan (PPO)*Open Access Elect Choice Open Access Managed Choice Open Access Select Open Choice PPO Select (PCP referral required)	<b>Indemnity &amp; PPO-based plans:</b> 800-632-3862 <b>Medicare:</b> 800-624-0756 <b>Website:</b> <a href="http://www.aetna.com">www.aetna.com</a>	DaVita Medical Group is <i>not</i> contracted with HMO in New Mexico; patients with Aetna HMO products will be self-pay unless it's Urgent/Emergent.  *Medicare group numbers will have to start with the alpha prefix 'ME' to be considered contracted.
<b>Amerigroup Community Care</b> Medicare Advantage	<b>Medicare:</b> 866-805-4589 <b>Website:</b> <a href="http://www.amerigroup.com">www.amerigroup.com</a>	Member eligibility is available via Availity.
<b>Beech Street</b> A Network	<b>Phone Number:</b> 800-877-1444 <b>Website:</b> <a href="http://www.beechstreet.com/providers">www.beechstreet.com/providers</a>	Beech Street is a network for several different payers. The patient's ID card will have the Beech Street logo, which identifies the insurance as a participant in the Beech Street network. Contact the insurance company directly through the phone numbers on the patient's ID card in order to

		obtain benefits, eligibility, and prior authorization information.
<b>BlueCross BlueShield of New Mexico</b> Blue Community HMO Blue Medicare Advantage (HMO) Centennial Care Commercial In State Federal	<b>Blue Medicare Advantage:</b> 877-774-8592 <b>Federal:</b> 800-245-1609 <b>Commercial:</b> 888-349-3706 <b>Website:</b> <a href="http://www.bcbsnm.com">www.bcbsnm.com</a>	Out of state plans – utilize phone numbers on the back of the cards for eligibility/benefits/pre-authorization, if needed.  NOTE: Any out of state Medicare Advantage plans are not capitated, and must be uploaded as BCBS Medicare. Submit In-State and Out-of-State claims to our local BCBS plan dependent on the line of business. Centennial members and Centennial members with ABP (Alternative Benefits Plan) benefits differ.
<b>Concord</b> ROTC Candidates	<b>Phone Number:</b> 800-662-1676 <b>Website:</b> N/A	Service agreement is for ROTC candidates only, for pulmonary services.
<b>CorVel</b> A Network	<b>Phone Number:</b> 505-938-7200 <b>Website:</b> <a href="http://www.corvel.com">www.corvel.com</a>	CorVel is a network for several different payers. The patient's ID card will have the CorVel logo, which identifies the insurance as a participant in the CorVel network. Contact the insurance company directly through the phone numbers on the patient's ID card in order to obtain benefits, eligibility, and prior authorization information.
<b>Coventry/Aetna</b> Automobile Insurance Managed Care Commercial Network Access (A Network) Worker's Compensation	<b>Phone Number:</b> 800-937-6824 <b>Website:</b> <a href="http://www.coventrynational.com">www.coventrynational.com</a>	Network Access is a rental network portion of the contract for Coventry. The Coventry logo will be on the card with the employer name.

<p><b>First Care</b> PPO</p>	<p><b>Phone Number:</b> 800-240-3270 <b>Website:</b> www.firstcare.com</p>	
<p><b>First Health Network</b> A Network</p>	<p><b>Phone Number:</b> 800-226-5116 <b>Website:</b> firsthealth.coventryhealthcare.com</p>	<p>First Health Network is a network for several different payers. The patient's ID card will have the First Health Network logo, which identifies the insurance as a participant in the First Health Network. Contact the insurance company directly through the phone numbers on the patient's ID card in order to obtain benefits, eligibility, and prior authorization information.</p>
<p><b>Fortified Provider Network</b> A Network</p>	<p><b>Phone Number:</b> Refer to patient's ID card <b>Website:</b> www.fortifiedprovider.com</p>	<p>Fortified Provider Network is a network for several different payers. The patient's ID card will have the Fortified Provider Network logo, which identifies the insurance as a participant in the Fortified Provider Network. Contact the insurance company directly through the phone numbers on the patient's ID card in order to obtain benefits, eligibility, and prior authorization information.</p>
<p><b>HCH Administration</b> A Network</p>	<p><b>Phone Number:</b> Refer to patient's ID card <b>Website:</b> www.hchadmin.com</p>	<p>HCH Administration is a network for several different payers. The patient's ID card will have the HCH Administration logo, which identifies the insurance as a participant in the HCH Administration network. Contact the insurance company directly through the phone numbers on the patient's ID card in order to obtain benefits, eligibility, and prior authorization information.</p>
<p><b>HealthSmart</b> A Network</p>	<p><b>Phone Number:</b> 800-687-0500 <b>Website:</b> www.healthsmart.com</p>	<p>HealthSmart is a network for several different payers. The patient's ID card will have the HealthSmart logo, which identifies the insurance as a participant in the HealthSmart network. Contact the insurance</p>

		company directly through the phone numbers on the patient's ID card in order to obtain benefits, eligibility, and prior authorization information.
<b>Humana Medicare Advantage</b> -Humana Gold Plus HMO -Humana Choice PPO -Humana Gold Choice (PFFS)		Member eligibility and benefits information is available via Availity.
<b>Molina Healthcare</b> Centennial Care Medicare SNP Molina Exchange Products -Gold -Silver -Bronze	<b>Phone number:</b> 505-342-4600 or 800-377-9594 <b>Website:</b> www.molinahealthcare.com	Routine/Elective prior authorization requests must be faxed—the form can be found on their website. Medically Urgent PA request: 505-798-7371 or 877-262-0187.  Centennial members and Centennial members with ABP (Alternative Benefit Plan) benefits differ.
<b>Multiplan</b> A Network	<b>Phone Number:</b> 888-342-7427 <b>Website:</b> www.multiplan.com	Multiplan is a network for several different payers. The patient's ID card will have the Multiplan logo, which identifies the insurance as a participant in the Multiplan network. Contact the insurance company directly through the phone numbers on the patient's ID card in order to obtain benefits, eligibility and prior authorization information.
<b>New Mexico Health Connections (NMHC)</b>	<b>Phone Number:</b> 855-769-6642 <b>Prior Auth:</b> 855-769-6642 <b>Pharmacy Prior Auth:</b> 855-577-6550 <b>Website:</b> www.mynmhc.org	
<b>New Mexico Mutual</b> Worker's Compensation	<b>Phone Number:</b> 505-345-7260 or 800-788-8851 <b>Website:</b> NMMClaims@newmexicomutual.com	Multiplan is a network for several different payers. The patient's ID card will have the Multiplan logo, which identifies the insurance as a participant in the Multiplan network. Contact the insurance company directly

		through the phone numbers on the patient's ID card in order to obtain benefits, eligibility, and prior authorization information.
<b>Presbyterian Health Plan</b> Commercial – City of Albuquerque	<b>Phone Number:</b> 505-923-5757 (all Pres) 505- 923- 7787 (City of Albq. direct line) <b>Website:</b> www.phs.org	County of Bernalillo employees and dependents are <b>not</b> covered under the City of Albuquerque agreement. We can see County of Bernalillo members with out of network benefits. If they do not have out of network benefits we must obtain a prior authorization.
<b>Three Rivers Provider Network (TRPN)</b> A Network	<b>Phone Number:</b> 800-966-8776 <b>Website:</b> www.trpnppo.com	TRPN is a network for several different payers. The patient's ID card will have the TRPN logo, which identifies the insurance as a participant in the TRPN network. Contact the insurance company directly through the phone numbers on the patient's ID card in order to obtain benefits, eligibility, and prior authorization information.
<b>Total Community Care (TCN)</b> A Network	<b>Phone Number:</b> 505-924-2650 <b>Website:</b> www.totalcommunitycare.org	TCN is a network for several different payers. The patient's ID card will have the TCN logo, which identifies the insurance as a participant in the TCN network. Contact the insurance company directly through the phone numbers on the patient's ID card in order to obtain benefits, eligibility, and prior authorization information.
<b>United Healthcare</b> AARP Medicare Complete Centennial Care Medicare SNP UMR Commercial (Ardent employees only)	<b>Medicare:</b> 877-842-3210 <b>Medicaid:</b> 888-702-2202 <b>UMR:</b> 877-233-1800 <b>Website:</b> <a href="http://www.unitedhealthcareonline.com">www.unitedhealthcareonline.com</a> <a href="http://www.umar.com">www.umar.com</a>	DaVita Medical Group is now contracted with the United Healthcare Commercial product called UMR for Ardent employees, effective 1/1/17. Note: Patients with other UHC Commercial Products will be self-pay, unless Urgent /Emergent care.

<p><b>UNM Health</b> Blue Cross/Blue Shield will pay claims</p>	<p><b>Phone Number for PA:</b> 505-925-2432 <b>Fax for PA:</b> 505-272-6505</p>	<p>The insurance card is BC/BS and has 'UNM Health' as the identifier. Clinic staff: Please load as BCBS and select 'UNM Lobocare' as the Financial Status Classification</p>
<p><b>USA Managed Care Organization (USA MCO)</b> A Network</p>	<p><b>Phone Number:</b> 800-872-0820 <b>Website:</b> www.usamco.com</p>	<p>USA MCO is a network for several different payers. The patient's ID card will have the USA MCO logo, which identifies the insurance as a participant in the USA MCO network. Contact the insurance company directly through the phone numbers on the patient's ID card in order to obtain benefits, eligibility, and prior authorization information.</p>
<p><b>Government Plans</b> (DaVita Medical Group is <i>not contracted</i> with the government payers, but we are enrolled with them)</p>		
<p><b>CHAMPVA</b></p>	<p><b>Phone Number:</b> 800-733-8387 <b>Website:</b> nmmedicaid.acs-inc.com/nm/general/home.do</p>	
<p><b>Medicaid NM (ACS)</b></p>	<p><b>Phone Number:</b> 505-246-0710 or 800-299-7304 <b>Website:</b> nmmedicaid.acs-inc.com/nm/general/home.do</p>	<p>Medicaid ID #: 93670567</p>
<p><b>Medicare (Novitas)</b></p>	<p><b>Phone Number:</b> 855-252-8782 <b>Website:</b> www.novitas-solutions.com/partb/index.htm</p>	<p>Medicare PTAN#: 400521253</p>
<p><b>Railroad Medicare (Palmetto GBA)</b></p>	<p><b>Phone Number:</b> 888-355-9165 <b>IVR:</b> 877-288-7600 <b>Website:</b> www.palmettogba.com/medicare</p>	<p>Medicare Railroad PTAN #: DE6513</p>

Vision Plans		
<b>Davis Vision</b> Vision	<b>Phone Number:</b> 800-773-2847 <b>Website:</b> www.davisvision.com	
<b>EyeMed Vision Care</b> Vision	<b>Phone Number:</b> 888-581-3648 or 800-521-3605 <b>Website:</b> http://portal.eyemedvisioncare.com	
<b>March Vision Care</b> Vision	<b>Phone Number:</b> 888-493-4070 <b>Website:</b> www.marchvisioncare.com	
<b>Superior Vision Services</b> Vision	<b>Phone Number:</b> 800-507-3800 <b>Website:</b> www.superiorvision.com	
<b>VSP</b> Vision	<b>Phone Number:</b> 800-877-7195 <b>Website:</b> www.vsp.com	

## Group 4

Products	Provider Customer Service	Additional Information
<b>Medical Plans</b>		
<b>Aetna</b> Coventry Choice POS II Healthfund POS	<b>Indemnity &amp; PPO-based plans:</b> 800-632-3862 <b>Medicare:</b> 800-624-0756	DaVita Medical Group is <b>not</b> contracted with HMO in New Mexico; patients with Aetna HMO products will be self-pay unless it's Urgent/Emergent.

<p>Healthfund PPO Managed Choice POS Medicare Advantage Plan (PPO)* Open Access Elect Choice Open Access Managed Choice Open Access Select Open Choice PPO Select (PCP referral required)</p>	<p><b>Website:</b> <a href="http://www.aetna.com">www.aetna.com</a></p>	<p>*Medicare group numbers will have to start with the alpha prefix 'ME' to be considered contracted.</p>
<p><b>Amerigroup Community Care</b> Medicare Advantage</p>	<p><b>Medicare:</b> 866-805-4589 <b>Website:</b> <a href="http://www.amerigroup.com">www.amerigroup.com</a></p>	<p>Eligibility can be accessed through Availity.</p>
<p><b>BlueCross BlueShield of New Mexico</b> Blue Community HMO Blue Medicare Advantage (HMO) Centennial Care Commercial In State Federal</p>	<p><b>Blue Medicare Advantage:</b> 877-774-8592 <b>Federal:</b> 800-245-1609 <b>Commercial:</b> 888-349-3706 <b>Website:</b> <a href="http://www.bcbsnm.com">www.bcbsnm.com</a></p>	<p>Out of state plans – utilize phone numbers on the back of the cards for eligibility/benefits/pre-authorization if needed. Note: Any out-of-state Medicare Advantage plans are not capitated, and must be uploaded as BCBS Medicare. Submit In-State and Out-of-State claims to our local BCBS plan dependent on the line of business. Note: Centennial and Centennial ABP (Advanced Benefit Plan) benefits differ.</p>
<p><b>HCH Administration</b> A Network</p>	<p><b>Phone Number:</b> Refer to patient's ID card <b>Website:</b> <a href="http://www.hchadmin.com">www.hchadmin.com</a></p>	<p>HCH Administration is a network for several different payers. The patient's ID card will have the HCH Administration logo, which identifies the insurance as a participant in the HCH Administration network. Contact the insurance company directly through the phone numbers on the patient's ID card in order to obtain benefits, eligibility, and prior authorization information.</p>



<p><b>Molina Healthcare</b> Centennial Care Molina Exchange Products -Gold -Silver -Bronze</p>	<p><b>Phone Number:</b> 505-342-4660 or 800-377-9594 <b>Website:</b> www.molinahealthcare.com</p>	<p>Routine/Elective prior authorization requests must be faxed—the form can be found on their website. Medically Urgent PA Requests (phone) 505-798-7371 or 877-262-0187 Note: Centennial and Centennial ABP (Alternative Benefit Plan) benefits differ.</p>
<p><b>New Mexico Health Connections (NMHC)</b></p>	<p><b>Phone Number:</b> 855-769-6642 <b>Prior Auth:</b> 855-769-6642 <b>Pharmacy Prior Auth:</b> 855-577-6550 <b>Website:</b> www.mynmhc.org</p>	
<p><b>United Healthcare (UHC)</b> AARP Medicare Complete Centennial Care Medicare SNP UMR (Commercial for Ardent employees)</p>	<p>Medicare Phone Number: 877-842-3210 Medicaid: 888-702-2202 UMR: 877-233-1800 Website: <a href="http://www.unitedhealthcareonline.com">www.unitedhealthcareonline.com</a> <a href="http://www.umar.com">www.umar.com</a></p>	<p>DaVita Medical Group is now contracted with the United Healthcare Commercial product called UMR for Ardent employees, effective 1/1/17. Note: Patients with other UHC Commercial Products will be self-pay, unless Urgent /Emergent care.</p>
<p><b>UNM Health</b> Blue Cross/Blue Shield will pay claims</p>	<p><b>Phone Number for PA:</b> 505-925-2432 <b>Fax for PA:</b> 505-272-6505</p>	<p>The insurance card is BC/BS and has 'UNM Health' as the identifier. Clinic staff: Please load as BCBS and select 'UNM Lobocare' as the Financial Status Classification</p>
<p><b>Government Plans</b> (DaVita Medical Group is <i>not contracted</i> with the government payers, but we are enrolled with them)</p>		
<p><b>CHAMPVA</b></p>	<p><b>Phone Number:</b> 505-246-0710 or 800-299-7304 <b>Website:</b> nmmedicaid.acs-inc.com/nm/general/home.do</p>	

<b>Medicaid NM (ACS)</b>	<b>Phone Number:</b> 505-246-0710 or 800-299-7304 <b>Website:</b> nmmedicaid.acs-inc.com/nm/general/home.do	Medicaid ID #: 73776076
<b>Medicare (Novitas)</b>	<b>Phone Number:</b> 855-252-8782 <b>Website:</b> www.novitas-solutions.com/partb/index.htm	Medicare PTAN #: NMB2116
<b>Railroad Medicare (Palmetto GBA)</b>	<b>Phone Number:</b> 888-355-9165 <b>IVR:</b> 877-288-7600 <b>Website:</b> www.palmettogba.com/medicare	Medicare Railroad PTAN #: DE6513
<b>Tricare</b>	<b><a href="http://www.tricare.mil/Providers">http://www.tricare.mil/Providers</a></b>	Non-network, but participating provider