



**UnitedHealthcare Community Plan of New Mexico
Centennial Care Quick Reference Guide**

We appreciate you being part of our care provider network and caring for UnitedHealthcare Community Plan members. This Quick Reference Guide gives you ready access to a variety of resources to make it easier to reach us. Thank you!

Care Provider Customer Service Numbers

UnitedHealthcare Community Plan Centennial Care Customer Service	
Monday through Friday 8 a.m. – 5 p.m., local time (Claims status, eligibility, benefit inquiries, primary care physician assignments, vision benefit questions, etc.)	888-702-2202, TTY 711
Logisticare (non-emergent transportation)	
Reservations	866-913-2492
Ride Assistance (Where’s My Ride?)	866-913-2493
Reoccurring appointments (chemotherapy, dialysis, etc.)	866-400-8233
TTY	866-288-3133
Behavioral Health Services	888-702-2202
UnitedHealthcare Dental	877-408-0159
Pharmacy Help Desk	877-305-8952
MARCH Vision	844-706-2724

Authorization Telephone Numbers

UnitedHealthcare Community Plan of New Mexico Centennial Care:	
Care Coordination and Authorizations	888-702-2202
Follow the voice prompts for health care professionals, then listen to the menu options before making your selection:	
Prior Authorizations	
Admissions/Prior Authorizations	Say: Prior Authorization
Care Coordinator	Say: Care Coordinator
Behavioral Health Prior Authorization Fax Number	844-388-2241
Behavioral Health Prior Authorization Email	um.bh-nm@uhc.com
Long Term Care Prior Authorization Fax Number	855-229-4390
Medical Prior Authorization Fax Number	866-968-7582
Care Coordination Fax Number	866-751-2448
Pharmacy Prior Authorization Phone Number	800-310-6826
Pharmacy Prior Authorization Fax Number	866-940-7328
UnitedHealthcare Medicare Clinical Care Center (select option 9, then option 1)	877-702-5110

Other Important Telephone Numbers

New Mexico Aging & Long Term Services Department	
Aging & Disability Resource Center	800-432-2080
Centennial Care Enrollment Phone Number	888-997-2583
Centennial Care State Email Address	CCInfo@state.nm.us
New Mexico Human Services Department, Medical Assistance Div. of Medicare (Centers for Medicare & Medicaid)	888-997-2583
Novitas Solutions	855-252-8782

For UnitedHealthcare provider use only. Do not distribute to members.



Claims Mailing Addresses

Paper Claims and Corrected Claim Submissions

UnitedHealthcare Community Plan of New Mexico Claims
P.O. Box 31348
Salt Lake City, UT 84131-1348

Electronic Claims Submission (claim status eligibility and look-up)

UnitedHealthcareOnline.com
Payer ID: 87726

If you receive an overpayment from UnitedHealthcare Community Plan, please return the check to:
UnitedHealthcare Community Plan of New Mexico Refunds
PO Box 740804
Atlanta GA 30374-0804

Claims Appeals Requests

Appeals & Grievance
P.O. Box 31364
Salt Lake City, UT 84131

Claims Reconsideration Requests

Provider Dispute Unit
P.O. Box 31348
Salt Lake City, UT 84131-0369

Provider Resource Guides

Go to **UHCCommunityPlan.com** > For Health Care Professionals > New Mexico > Claims and Member Information

UnitedHealthcareOnline.com and EDI Help Desk (set-up, transactions, etc.)

UnitedHealthcare Online Help Desk	866-842-3278, option 2
EDI Hotline	800-842-1109
Electronic Payments and Statements Help Desk	866-842-3278, option 5

Personalized Customer Service

If you have questions about benefits or billing, please call our customer service specialists who will help answer your UnitedHealthcare Community Plan Medicaid and UnitedHealthcare Medicare Solutions questions. Please call us at the following numbers:

UnitedHealthcare Community Plan of New Mexico Provider Customer Service	888-702-2202
UnitedHealthcare Medicare Solutions	877-842-3210

UnitedHealthcare Community Plan of New Mexico Provider Relations

Please contact your Provider Advocate.

If you have questions about who your Provider Advocate is, contact customer service at one of the numbers listed above for assistance.

For UnitedHealthcare provider use only. Do not distribute to members.