



Key contact numbers

Local Provider Relations department	1-877-269-5706
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Local Service Coordination and Case Specialist department	1-877-269-5660
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Provider Services at the National Contact Center	
■ Available Monday through Friday 8:00 a.m. – 5:00 p.m. Mountain time	1-800-454-3730
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Provider Inquiry Line (IVR)	
■ Check claims status, eligibility and authorizations	1-800-454-3730
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Member Services	
■ Available Monday through Friday 8:00 a.m. – 5:00 p.m. Mountain time	1-800-600-4441
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Precertification fax number	1-866-920-8358
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Amerigroup EDI Hotline	1-800-590-5745
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Website address	www.amerigroupcorp.com/providers
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Pharmacy Services	1-800-454-3730
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Behavioral Health Services OptumHealth NM	1-866-660-7185
■ www.optumhealthnewmexico.com	
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DentaQuest	
■ www.DentaQuest.com	
■ Provider Relations	1-800-341-8478
■ Utilization Management	1-800-294-9650
■ Member Services (find a dentist)	1-888-291-3765
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Transportation (Access2Care)	
■ Please contact Access2Care for information on becoming a transportation vendor or to arrange transportation services for members	1-866-442-4937
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Vision (Block Vision)	1-800-243-1401
■ Please refer to the provider manual for a complete description of covered services	