

CoLTS Evercare of NM Health Plan Contact List

Executive Director

(505) 449-4146

Medical Director

(505) 449-4116

Director, Health Services (Service Coordination)

(505) 449-4233

Provider Services

(877) 236-0826 Toll Free National Call Center

(888) 363-8476 Toll Free Albuquerque Provider Relations

(866) 942-5854 Toll Free Fax

Billing/Claims Contacts

(866) 842-3278 Toll Free Evercare/UnitedHealth Group Online Billing Help Desk

(800) 842-1109 Toll Free Electronic Billing Help Desk for Clearing house

(505) 727-5453 - Fax

Prior Authorizations - Medical Services

(877) 236-0826 Toll Free (Provider Inquiries – Press option 1, then option 2 for NM Utilization Management; Authorizations/Continuation of Service)

(866) 968-7582 – Toll Free Fax

Customer Call Center (Member Services)

(877) 236-0826 Toll Free (Press option 1, then option 1 again to connect to Albuquerque office)

(505) 449-4236 Native American Liaison

Appeals & Grievance

(505) 449-4241

(505) 449-4225 Fax

Service Coordination

(877) 236-0826 Toll Free (Press option 1, option 1 to access Albuquerque Service Coordination) Toll free

(866) 751-2448 Toll Free Fax

Dental Services / DBP

(800) 445-9090 Toll Free

Vision Services / Spectra

(800) 638-3120 Toll Free

Durable Medical Equipment (DME) / Apria

(505) 881-9111

Pharmacy Authorizations / Prescription Solutions

(800) 797-9791 Toll Free Help Desk

(800) 711-4555 Toll Free Authorizations

Transportation / Logisticare

(866) 913-2492 Toll Free Consumer Reservations

(866) 400-8233 Toll Free Provider Number to schedule long term reservations (i.e. dialysis)

Web Site

- <http://www.evercarehealthplans.com>