Medical Assistance Division
School Health Office Contact Information

Christie Guinn, School Health Office Manager
505-827-3117
christie.guinn@state.nm.us

Vacant, MSBS Program Manager
505-827-7288

Erica Roybal, Financial Analyst
505-827-6233
erica.roybal@state.nm.us

The **physical address** of the Medicaid School Health Office:
HSD/Medical Assistance Division
School Health Office
2025 South Pacheco St.
Ark Plaza Building
Santa Fe, New Mexico 87505

The **mailing address** of the Medicaid School Health Office:
HSD/Medical Assistance Division
School Health Office
P. O. Box 2348
Santa Fe, New Mexico 87504-2348

Public Education Department
Medicaid Liaison

Ashley Garcia
Medicaid/Health Services Coordinator
New Mexico Public Education Department
120 S. Federal Place, Room 206
Santa Fe, New Mexico
827-1421 (office)
505-827-1815 (fax)
Ashley.Garcia@state.nm.us
# Medical Assistance Division

## School Health Office Contact Information

<table>
<thead>
<tr>
<th>MCO</th>
<th>Name of Contact</th>
<th>Telephone Number</th>
<th>Fax Number</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Presbyterian</td>
<td>Naomi Parra</td>
<td>505-923-5794</td>
<td></td>
<td><a href="mailto:nparra@phs.org">nparra@phs.org</a></td>
</tr>
</tbody>
</table>

Procedure: Districts and RECs can utilize the IVR by calling 505-923-5757. If they would like access to the provider portal, please call Naomi directly and Presbyterian can assist them with access.

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</tr>
</thead>
<tbody>
<tr>
<td>Molina</td>
<td>Jennifer Carlson</td>
<td>505-348-0592</td>
<td>800-377-9594 ext. 180592</td>
<td><a href="mailto:jennifer.carlson@molinahealthcare.com">jennifer.carlson@molinahealthcare.com</a></td>
</tr>
</tbody>
</table>

Procedure: Email or fax a list that includes the students’ last name, first name, last four digits of social security number, date of birth, and any physician information. If you need the PCP Request Template, please contact the NM Medical Assistance Division, School Health Office. Molina customer service will contact you via phone or fax to provide you with the PCP information. Please include all pertinent contact information on your fax cover sheet so that Molina Customer Service will be able to follow up with you.

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<tr>
<td>BCBS</td>
<td>Vanessa Palma</td>
<td>505-816-0342</td>
<td>888-243-1134 (Toll Free)</td>
<td><a href="mailto:vanessa_palma@bcbsnm.com">vanessa_palma@bcbsnm.com</a></td>
</tr>
</tbody>
</table>

Procedure: Email in a HIPAA secured manner list of student names, social security numbers and dates of births. Please title the subject line “School Based Health Services PCP Name Requests’. These requests can be emailed to the following email address: GBSCentennialCareInquiries@bcbsnm.com

BCBS will then respond through our Cisco secured email system.

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</thead>
<tbody>
<tr>
<td>United Healthcare</td>
<td>Tena June Ross (MCH Program Coordinator)</td>
<td>505-565-1118</td>
<td>866-650-8880</td>
<td><a href="mailto:tena_j_ross@uhc.com">tena_j_ross@uhc.com</a></td>
</tr>
</tbody>
</table>

Procedure: Please have school fax monthly on a day of their choosing a spreadsheet for PCP information to UHC MCH Program Coordinator: 866-650-8880. The headers school name, patient name, date of birth, provider name, address, and phone number. UHC MCH Program Coordinator completes information on Excel spreadsheet and returns to school via secure email or fax within 7 business days of receipt.

*Remember that these email list(s) you are providing for the MCO must be under password protection and/or encrypted; and no individually identifiable student information (such as name or SSN) may be in the subject line.  
*Remember to use the Medicaid Portal to determine which MCO the student is in contract with prior to sending your list to the correct MCO contact.

If the primary care physician has not seen the child, has incorrect PCP on record, etc., use the same contacts above.

**Transportation issues**

In most instances, the MCO transportation companies require a 48 hour advanced notice to provide service(s). A parent or guardian must accompany children under the age of 14 years during transport. If urgent transportation is required, please contact the appropriate MCO case manager; if the MCO denies transportation please call an ambulance. If you feel the MCO has incorrectly denied urgent transportation this must be documented and notify the School Health Office.