

BENEFIT - Quick Reference Guide

Medicaid

Phone: 1-888-997-2583

In-person: Your local HSD office.

Online:

www.yes.state.nm.us

New/Recert Applications:

Phone: 1-800-283-4465

Fax: 1-855-804-8960

Medicare

Phone: 1-800-772-1213

In-person: 500 Lead Ave SW, Albuquerque, NM 87102

Online: medicare.gov

Veterans

Services

New Mexico VA Health Care System

Online: www.va.gov

1501 San Pedro Dr SE, Albuquerque, NM 87108

Phone: (505) 265-1711

Need a New Insurance Card

Please contact your current Health Insurance carrier. If you have Traditional Medicaid (Blue Card), you will need to call Human Services Department at 1-888-997-2883 for card replacement.

Program/Resource Applications

PBA can help assist with applications for: LIHEAP, MEDICAID/SNAP, WIC, MEDICARE and other resources upon request.
*Please note PBA is not the determiner for these programs.

Need to Change MCO

MCO change request can be done during annual re-certification period and Native American members in fee-for-service (FFS -Blue Card) may switch to managed care at any time during the year. Lastly, if you are locked in with an MCO and are not satisfied, you can submit a request in writing or call HSD at 1-888-997-2883 for more information.

Manage Care Organizations (MCO'S)

- **Blue Cross Blue Shield** - 1-866-689-1523
- **Western Sky Community Care** - 1-844-543-8996
- **Presbyterian** - 505-923-5200 or 1-888-977-2333

Change Report for Medicaid

A Change Report will need to be submitted In-person, Phone, Fax or Online (YES. NM.com). PBA can assist with submitting a Change Report to HSD.
****Medicare members** can change address with Social Security Administration at 1-800-772-1213 or online. To change phone number or email address contact Medicare at 1-800-772-1213 or online.

