



## 2018-2019 Contracted Payor List (\*as of 10/8/2018)

- Go to [Group 3 Medical Plans](#) (pp 1-5)
- Go to [Group 3 Government Plans](#) (pp 6)
- Go to [Group 3 Vision Plans](#) (pp 6-7)
- Go to [Group 4 Medical Plans](#) (pp 7-9)
- Go to [Group 4 Government Plans](#) (pp 9)

Products	Provider Customer Service	Additional Information
<b>Group 3 - Medical Plans</b>		
<b>Aetna</b> <b>HealthScope</b> Coventry Choice POS II Healthfund POS / PPO Managed Choice POS (PPO)*Open Access Elect Choice Open Access Managed Choice Open Access Select Open Choice PPO Select (PCP referral required)	<b>Indemnity &amp; PPO-based plans:</b> 800-632-3862 <b>Medicare:</b> 800-624-0756 <b>Website:</b> <a href="http://www.aetna.com">www.aetna.com</a>	DaVita Medical Group is <i>not</i> contracted with HMO in New Mexico; patients with Aetna HMO products will be self-pay unless it's Urgent/Emergent.  <b>*Effective, January 31, 2019, DaVita Medical Group will not be in network for any Aetna insurance products.</b>
<b>Amerigroup Community Care</b> Medicare Advantage	<b>Medicare:</b> 866-805-4589 <b>Website:</b> <a href="http://www.amerigroup.com">www.amerigroup.com</a>	<i>For clinic use only.</i> Member eligibility is available via Availity.

<p><b>Beech Street</b> A Network</p>	<p><b>Phone Number:</b> 800-877-1444 <b>Website:</b> www.beechstreet.com/providers</p>	<p><i>For clinic use only:</i> Beech Street is a network for several different payers. The patient's ID card will have the Beech Street logo. Contact the insurance company directly through the phone numbers on the patient's ID card in order to obtain benefits, eligibility, and prior authorization information.</p>
<p><b>BlueCross BlueShield of New Mexico</b> Blue Community HMO Blue Medicare Advantage (HMO) Centennial Care Commercial In-State (<i>*Includes group plans such as Sandia National Labs, APS, etc.</i>) Federal</p>	<p><b>Blue Medicare Advantage:</b> 877-774-8592 <b>Federal:</b> 800-245-1609 <b>Commercial:</b> 888-349-3706 <b>Website:</b> www.bcbsnm.com</p>	<p><i>For clinic use only:</i> Out of state plans – utilize phone numbers on the back of the card for eligibility/benefits/pre-authorization, if needed.</p> <p><i>For clinic use only:</i> Out of state Medicare Advantage plans must be uploaded as BCBS Medicare. Submit In-State and Out-of-State claims to our local BCBS plan dependent on the line of business.</p> <p>*Centennial members with ABP (Alternative Benefits Plan) benefits differ.</p>
<p><b>Concord</b> ROTC Candidates</p>	<p>Phone Number: 800-662-1676</p>	<p>Service agreement is for ROTC candidates for Pulmonary services only.</p>
<p><b>CorVel</b> A Network</p>	<p><b>Phone Number:</b> 505-938-7200 <b>Website:</b> www.corvel.com</p>	<p><i>For clinic use only:</i> CorVel is a network for several different payers. The patient's ID card will have the CorVel logo. Contact the plan directly through the phone numbers on the patient's ID card in order to obtain benefits, eligibility, and prior auth info.</p>
<p><b>Coventry/Aetna</b> Automobile Insurance Managed Care Commercial Network Access (A Network) Worker's Compensation</p>	<p><b>Phone Number:</b> 800-937-6824 <b>Website:</b> www.coventrynational.com</p>	<p><i>For clinic use only:</i> Network Access is a rental network portion of the contract for Coventry. The Coventry logo will be on the card with the employer name.</p>

<b>First Care</b> PPO	<b>Phone Number:</b> 800-240-3270 <b>Website:</b> <a href="http://www.firstcare.com">www.firstcare.com</a>	
<b>First Health Network</b> A Network	<b>Phone Number:</b> 800-226-5116 <b>Website:</b> <a href="http://firsthealth.coventryhealthcare.com">firsthealth.coventryhealthcare.com</a>	First Health Network is a network for several different payers. The patient's ID card will have the First Health Network logo. Contact the insurance company directly through the phone numbers on the patient's ID card in order to obtain benefits, eligibility, and prior authorization information.
<b>Fortified Provider Network</b> A Network	<b>Phone Number:</b> Refer to patient's ID card <b>Website:</b> <a href="http://www.fortifiedprovider.com">www.fortifiedprovider.com</a>	Fortified Provider Network is a network for several different payers. The patient's ID card will have the Fortified Provider Network logo. Contact the insurance company directly through the phone numbers on the patient's ID card in order to obtain benefits, eligibility, and prior authorization information.
<b>HCH Administration</b> A Network	<b>Phone Number:</b> Refer to patient's ID card <b>Website:</b> <a href="http://www.hchadmin.com">www.hchadmin.com</a>	HCH Administration is a network for several different payers. The patient's ID card will have the HCH Administration logo. Contact the insurance company directly through the phone numbers on the patient's ID card in order to obtain benefits, eligibility, and prior authorization information.
<b>HealthSmart</b> A Network	<b>Phone Number:</b> 800-687-0500 <b>Website:</b> <a href="http://www.healthsmart.com">www.healthsmart.com</a>	HealthSmart is a network for several different payers. The patient's ID card will have the HealthSmart logo. Contact the insurance company directly through the phone numbers on the patient's ID card in order to obtain benefits, eligibility, and prior authorization information.
<b>Humana Medicare Advantage</b> -Humana Gold Plus HMO -Humana Choice PPO -Humana Gold Choice (PFFS)		<i>For clinic use only.</i> Member eligibility is available via Availity.

<b>Multiplan</b> A Network	<b>Phone Number:</b> 888-342-7427 <b>Website:</b> www.multipan.com	Multiplan is a network for several different payers. The patient's ID card will have the Multiplan logo. Contact the insurance company directly through the phone numbers on the patient's ID card in order to obtain benefits, eligibility and prior authorization information.
<b>New Mexico Health Connections (NMHC) &amp; True Health New Mexico</b>	<b>NMHC/True Health NM Phone Number:</b> 855-769-6642 <b>NMHC/True Health NM Prior Auth:</b> 855-769-6642 <b>NMHC Pharmacy Prior Auth:</b> 855-577-6550 <b>True Health NM Pharmacy Prior Auth:</b> 866-823-1606 <b>NMHC Website:</b> <a href="http://www.mynmhc.org">www.mynmhc.org</a> <b>True Health NM Website:</b> <a href="http://www.truehealthnewmexico.com">www.truehealthnewmexico.com</a>	<i>For clinic use only:</i> True Health NM purchased NMHC's commercial large and small group business, effective 1/1/2018. NMHC still maintains its individual policies both on and off of the NM Health Insurance Exchange.  DaVita Medical Group NM is in network for both NMHC and True Health New Mexico.
<b>New Mexico Mutual</b> Worker's Compensation	<b>Phone Number:</b> 505-345-7260 or 800-788-8851 <b>Website:</b> NMMClaims@newmexicomutual.com	
<b>Presbyterian Health Plan</b> Group – City of Albuquerque Group – Heritage Hotels & Resorts Group – Bernalillo County	<b>Phone Number:</b> 505-923-5757 (All Pres) 505- 923- 7787 (City of ABQ direct line) <b>Website:</b> <a href="http://www.phs.org">www.phs.org</a>	<i>For clinic use only:</i> These groups will present a Presbyterian branded insurance card, but we are in network for them.  <i>For specialty care:</i> If an in-hospital surgery/procedure is needed, DaVita Medical Group surgical services are <b>not</b> in network.
<b>Three Rivers Provider Network (TRPN)</b> A Network	<b>Phone Number:</b> 800-966-8776 <b>Website:</b> www.trpnppo.com	TRPN is a network for several different payers. The patient's ID card will have the TRPN logo. Contact the insurance company directly through the phone numbers on the patient's ID card in order to obtain benefits, eligibility, and prior authorization information.

<p><b>Total Community Care (TCN)</b> A Network</p>	<p><b>Phone Number:</b> 505-924-2650 <b>Website:</b> www.totalcommunitycare.org</p>	<p>TCN is a network for several different payers. The patient's ID card will have the TCN logo. Contact the insurance company directly through the phone numbers on the patient's ID card in order to obtain benefits, eligibility, and prior authorization information.</p>
<p><b>United Healthcare</b> AARP Medicare Complete Medicare SNP (ex. dual eligible) UMR Commercial (Ardent employees only)</p>	<p><b>Medicare:</b> 877-842-3210 <b>UMR:</b> 877-233-1800 <b>Website:</b> <a href="http://www.unitedhealthcareonline.com">www.unitedhealthcareonline.com</a> <a href="http://www.umar.com">www.umar.com</a></p>	<p>DaVita Medical Group is contracted with the United Commercial product called UMR for Ardent (<i>Lovelace</i>) employees, effective 1/1/17.</p> <p><b>Note:</b> Patients with other UHC Commercial Products will be self-pay, unless Urgent /Emergent care.</p>
<p><b>UNM Health</b> <i>*Blue Cross Blue Shield</i> <i>*Presbyterian</i></p>	<p><b>Phone Number for PA:</b> 505-925-2432 <b>Fax for PA:</b> 505-272-6505</p>	<p><i>For clinic use only:</i> The insurance card is BCBS or Presbyterian and has 'UNM Health' as the identifier. Load as BCBS or Presbyterian and select 'UNM Lobocare' as the Financial Status Classification.</p>
<p><b>USA Managed Care Organization (USA MCO)</b> A Network</p>	<p><b>Phone Number:</b> 800-872-0820 <b>Website:</b> www.usamco.com</p>	<p>USA MCO is a network for several different payers. The patient's ID card will have the USA MCO logo. Contact the insurance company directly through the phone numbers on the patient's ID card in order to obtain benefits, eligibility, and prior authorization information.</p>

### Group 3 - Government Plans

<b>CHAMPVA</b>	<b>Phone Number:</b> 800-733-8387 <b>Website:</b> <a href="http://nmmedicaid.acs-inc.com/nm/general/home.do">nmmedicaid.acs-inc.com/nm/general/home.do</a>	Participating provider for current DaVita Medical Group VA patients. New patients may not be accepted by certain specialties.
<b>Medicaid NM (ACS)</b>	<b>Phone Number:</b> 505-246-0710 or 800-299-7304 <b>Website:</b> <a href="http://nmmedicaid.acs-inc.com/nm/general/home.do">nmmedicaid.acs-inc.com/nm/general/home.do</a>	Medicaid ID #: 93670567
<b>Medicare (Novitas)</b>	<b>Phone Number:</b> 855-252-8782 <b>Website:</b> <a href="http://www.novitas-solutions.com/partb/index.htm">www.novitas-solutions.com/partb/index.htm</a>	Medicare PTAN#: 400521253
<b>Railroad Medicare (Palmetto GBA)</b>	<b>Phone Number:</b> 888-355-9165 <b>IVR:</b> 877-288-7600 <b>Website:</b> <a href="http://www.palmettogba.com/medicare">www.palmettogba.com/medicare</a>	Medicare Railroad PTAN #: DE6513

### Group 3 - Vision Plans

<b>Products</b>	<b>Provider Customer Service</b>	<b>Additional Information</b>
<b>Davis Vision</b> Vision	<b>Phone Number:</b> 800-773-2847 <b>Website:</b> <a href="http://www.davisvision.com">www.davisvision.com</a>	
<b>EyeMed Vision Care</b> Vision	<b>Phone Number:</b> 888-581-3648 or 800-521-3605 <b>Website:</b> <a href="http://portal.eyemedvisioncare.com">http://portal.eyemedvisioncare.com</a>	

<b>March Vision Care</b> Vision	<b>Phone Number:</b> 888-493-4070 <b>Website:</b> www.marchvisioncare.com	
<b>Superior Vision Services</b> Vision	<b>Phone Number:</b> 800-507-3800 <b>Website:</b> www.superiorvision.com	
<b>Vision Care Direct</b> Vision	<b>Phone Number:</b> 877-488-8900 <b>Website:</b> www.visioncaredirect.com	
<b>VSP</b> Vision	<b>Phone Number:</b> 800-877-7195 <b>Website:</b> www.vsp.com	

Products	Provider Customer Service	Additional Information
<b>Group 4 - Medical Plans</b>		
<b>Aetna</b> Coventry Choice POS II Healthfund POS Healthfund PPO Managed Choice POS Open Access Elect Choice Open Access Managed Choice Open Access Select Open Choice PPO Select (PCP referral required)	<b>Indemnity &amp; PPO-based plans:</b> 800-632-3862 <b>Medicare:</b> 800-624-0756 <b>Website:</b> www.aetna.com	DaVita Medical Group is <i>not</i> contracted with HMO in New Mexico; patients with Aetna HMO products will be self-pay unless it's Urgent/Emergent.  <b>*Effective, January 31, 2019, DaVita Medical Group will not be in network for any Aetna insurance products.</b>
<b>Amerigroup Community Care</b> Medicare Advantage	<b>Medicare:</b> 866-805-4589 <b>Website:</b> www.amerigroup.com	<i>For clinic use only:</i> Eligibility can be accessed through Availity.

<p><b>BlueCross BlueShield of New Mexico</b>  Blue Community HMO  Blue Medicare Advantage (HMO)  Centennial Care  Commercial In State  Federal</p>	<p><b>Blue Medicare Advantage:</b>  877-774-8592  <b>Federal:</b>  800-245-1609  <b>Commercial:</b>  888-349-3706  <b>Website:</b>  www.bcbsnm.com</p>	<p><i>For clinic use only:</i> Out of state plans – utilize phone numbers on the back of the cards for eligibility/benefits/pre-authorization, if needed.  <i>For clinic use only:</i> Out of state Medicare Advantage plans must be uploaded as BCBS Medicare.  Submit In-State and Out-of-State claims to our local BCBS plan dependent on the line of business.</p> <p>*Centennial members with ABP (Alternative Benefits Plan) benefits differ.</p>
<p><b>HCH Administration</b>  A Network</p>	<p><b>Phone Number:</b>  Refer to patient’s ID card  <b>Website:</b>  www.hchadmin.com</p>	<p>HCH Administration is a network for several different payers. The patient's ID card will have the HCH Administration logo. Contact the insurance company directly through the phone numbers on the patient's ID card in order to obtain benefits, eligibility, and prior authorization information.</p>
<p><b>New Mexico Health Connections (NMHC) &amp; True Health New Mexico</b></p>	<p><b>NMHC/True Health NM Phone Number:</b>  855-769-6642  <b>NMHC/True Health NM Prior Auth:</b>  855-769-6642  <b>NMHC Pharmacy Prior Auth:</b> 855-577-6550  <b>True Health NM Pharmacy Prior Auth:</b>  866-823-1606  <b>NMHC Website:</b> <a href="http://www.mynmhc.org">www.mynmhc.org</a>  <b>True Health NM Website:</b>  <a href="http://www.truehealthnewmexico.com">www.truehealthnewmexico.com</a></p>	<p><i>For clinic use only:</i> True Health NM purchased NMHC’s commercial large and small group business, effective 1/1/2018. NMHC still maintains its individual policies both on and off of the NM Health Insurance Exchange.</p> <p>DaVita Medical Group NM is in network for both NMHC and True Health New Mexico.</p>
<p><b>United Healthcare (UHC)</b>  AARP Medicare Complete  Medicare SNP (ex. dual eligible)  UMR (Commercial for Ardent employees)</p>	<p><b>Medicare Phone Number:</b>  877-842-3210  <b>UMR:</b>  877-233-1800  <b>Website:</b> <a href="http://www.unitedhealthcareonline.com">www.unitedhealthcareonline.com</a>  <a href="http://www.umar.com">www.umar.com</a></p>	<p>DaVita Medical Group is contracted with the United Commercial product, UMR, for Ardent (Lovelace) employees, effective 1/1/17.  <b>Note:</b> Patients with other UHC Commercial Products will be self-pay, unless Urgent /Emergent care.</p>



<b>UNM Health</b> <i>*Blue Cross Blue Shield</i> <i>*Presbyterian</i>	<b>Phone Number for PA:</b> 505-925-2432 <b>Fax for PA:</b> 505-272-6505	<i>For clinic use only:</i> The insurance card is BCBS or Presbyterian and has 'UNM Health' as the identifier. Load as BCBS or Presbyterian and select 'UNM Lobocare' as the Financial Status Classification.
<b>Group 4 - Government Plans</b>		
<b>CHAMPVA</b>	<b>Phone Number:</b> 505-246-0710 or 800-299-7304 <b>Website:</b> nmmedicaid.acs-inc.com/nm/general/home.do	Participating provider for current DaVita Medical Group VA patients. New patients may not be accepted by certain specialties.
<b>Medicaid NM (ACS)</b>	<b>Phone Number:</b> 505-246-0710 or 800-299-7304 <b>Website:</b> nmmedicaid.acs-inc.com/nm/general/home.do	Medicaid ID #: 73776076
<b>Medicare (Novitas)</b>	<b>Phone Number:</b> 855-252-8782 <b>Website:</b> www.novitas-solutions.com/partb/index.htm	Medicare PTAN #: NMB2116
<b>Railroad Medicare (Palmetto GBA)</b>	<b>Phone Number:</b> 888-355-9165 <b>IVR:</b> 877-288-7600 <b>Website:</b> www.palmettogba.com/medicare	Medicare Railroad PTAN #: DE6513
<b>Tricare</b>	<a href="http://www.tricare.mil/Providers">http://www.tricare.mil/Providers</a>	Participating provider for current DaVita Medical Group Tricare patients. New patients may not be accepted by certain specialties.