



Important Contacts for NMHC-Appointed Producers (Individual Plans Only)

PRODUCER CONTACTS

Our Individual Plan Manager can help you with:

- Plan information for prospective members
- Quotes; rate and benefit explanations
- Individual applications in progress
- Packet requests
- Urgent and special inquiries
- **For SHOP group questions**, please contact Damian Esquibel (see below).

Sales Department Staff:

Lori Lutgen, Individual Plan Sales & Service Manager
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Office: 505.492.2074

Patty Padon, Sr. Director of Sales & Account Services
ppadon@truehealthnewmexico.com
Office: 505.200.0418 Mobile: 505.249.6891

Damian Esquibel, Channel Manager
desquibel@truehealthnewmexico.com
Office: 505.492.2062 Mobile: 505.463.3038

ADMINISTRATIVE OFFICES, SALES DEPARTMENT CONTACT INFORMATION, PROVIDER DIRECTORY

2440 Louisiana Blvd. NE
Suite 601
Albuquerque, NM 87110

Sales Department: 505.322.2360
Sales Fax: 1.800.734.1596
sales@truehealthnewmexico.com

Agent of Record Letters:
brokerinquiry@truehealthnewmexico.com

Provider Directory:
mynmhc.org/find_a_doctor.aspx

CUSTOMER SERVICE AND OTHER INFORMATION – “BROKER LINE”

Call Customer Service, 1-855-769-6642, Monday-Friday, 8 a.m.-5 p.m., (choose option 4 for the Broker Line) for help with:

- Benefit information
- Claims questions, status, and reconsiderations
- Provider information
- Billing questions
- ID cards
- Member additions, changes, and terminations
- Member portal login questions
- General information and questions

MEMBER PORTAL: MYNMHC.ORG/MY-ACCOUNT-LOGIN.ASPX

Click on *NMHC Member Portal*. Register and log in to view:

- Verify benefits and covered dependents
- Check claims and prior authorization status
- View and print member ID cards
- Access essential health plan documents and other mynmhc.org resources
- And much more!

HOW TO MAKE PREMIUM PAYMENTS

- Online: mynmhc.org/pay-my-bill.aspx
- Telephone: 1-800-203-7702 (credit card, debit card, or bank account)
- Check: Mail to NMHC, P.O. Box 912637, Denver, CO 80291-2637. **Members should write ID number on the check and include the invoice stub.**
- Money order: At any MoneyGram, Albertsons, CVS, or Walmart location