



Provider Resource: Network Services Contacts

Provider Network Representatives are available to assist you | **Monday – Friday** (8 a.m.– 5 p.m.) | **Fax:** 1-866-290-7718

PROVIDER NETWORK REPRESENTATIVES

Behavioral Health

REGION	NAME	PHONE	EMAIL
<ul style="list-style-type: none"> Southeast Region Central Territory Alpha: O-Z 	Josephine Nakai	(505) 816-4349	Josephine_Nakai@bcbsnm.com
<ul style="list-style-type: none"> Southwest Region Central Territory Alpha: A-C 	Freddy Bolanos	(505) 816-4058	Freddy_Bolanos@bcbsnm.com
<ul style="list-style-type: none"> Northeast Region Central Territory Alpha: M-N 	Nicole Wilson	(505) 816-4275	Nicole_Wilson@bcbsnm.com
<ul style="list-style-type: none"> Northwest Region Central Territory Alpha: D-L 	Sarah Ayala	(505) 816-5030	Sarah_Ayala@bcbsnm.com

Long Term Care

<ul style="list-style-type: none"> Northern Region Central Territory Alpha: A-I 	Arlene Angel-Armijo	(505) 816-4116	Arlene_AngelArmijo@bcbsnm.com
<ul style="list-style-type: none"> Southern Region Central Territory Alpha: J-Z 	Frankie Nava	(505) 816-5001	Frankie_Nava@bcbsnm.com

Physical Health

<ul style="list-style-type: none"> Central Territory Alpha: H, W-Z El Paso County Alpha: P-Z 	Peter Crespin	(505) 816-4057	Peter_Crespin@bcbsnm.com
<ul style="list-style-type: none"> Central Territory Alpha: A-B Santa Fe County Alpha: A-E Region 4 	Liz Cordova-Martinez	(505) 816-2161	Liz_Cordova-Martinez@bcbsnm.com
<ul style="list-style-type: none"> Central Territory Alpha: T-V Doña Ana County Alpha: A-N Region 2 	Lisa Goodman	(505) 816-2789	Lisa_Goodman@bcbsnm.com
<ul style="list-style-type: none"> Central Territory Alpha: Q-S Region 7 	Jocelyn Armijo	(505) 816-4187	Jocelyn_M_Armijo@bcbsnm.com
<ul style="list-style-type: none"> Central Territory Alpha: K-L El Paso County Alpha: A-D Region 5 	Greg Castillo	(505) 816-2614	Gregory_Castillo@bcbsnm.com

County-level maps of each region available at the end of this document.

Please contact your regional representative to reach the contract management team.

PROVIDER NETWORK REPRESENTATIVES

Physical Health

REGION	NAME	PHONE	EMAIL
<ul style="list-style-type: none"> Central Territory Alpha: D-G Region 1 	Charisse Romo	(505) 816-4124	Charisse_Romo@bcbsnm.com
<ul style="list-style-type: none"> Central Territory Alpha: N-P Santa Fe County Alpha: F-M Region 3 	Cristyn Rush	(505) 816-2850	Cristyn_Rush@bcbsnm.com
<ul style="list-style-type: none"> Central Territory Alpha: I-J, M Doña Ana County Alpha: O-Z El Paso County Alpha: E-O 	Margie Romero	(505) 816-4203	Margie_Romero@bcbsnm.com
<ul style="list-style-type: none"> Central Territory Alpha: C Santa Fe County Alpha: N-Z Region 6 	Felicia Louissena	(505) 816-2151	Felicia_Louissena@bcbsnm.com

STATE REPRESENTATIVES

MEDICAL

SERVICES

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|---|---|---|
| <ul style="list-style-type: none"> Air Ambulance/Ambulatory Surgical Centers Ambulatory Surgical Center (Hospital/IPA) Audiology Providers/Hearing Aids Community Paramedicine | <ul style="list-style-type: none"> Home Health (Hospital/IPA) Imaging Pathology Radiology | <ul style="list-style-type: none"> Sleep Center Facility Sleep Center Providers Any Medical Provider tied to a Hospital or IPA |
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LONG TERM CARE

SERVICES

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| <ul style="list-style-type: none"> Agency Based Community Benefit (ABCB)* Dialysis Prosthetics/Orthotics Home Health | <ul style="list-style-type: none"> Home Infusion Hospice Long Term Acute Care Nursing Facility | <ul style="list-style-type: none"> Reference Laboratory Skilled Nursing Facility Specialty Pharmacy Support Brokers |
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* ABCB services include Adult Day Health, Assisted Living, Behavior Support Consultation, Community Transition Services, Emergency Response, Employment Supports, Environmental Modifications, Home Health Aide, Nutritional Counseling, Personal Care – Consumer Directed/Consumer Delegated, Private Duty Nursing for Adults (PDN), Nursing Respite, Respite, Skilled Maintenance Therapy Services – Occupational Therapy for Adults, Physical Therapy for Adults, Speech Therapy for Adults

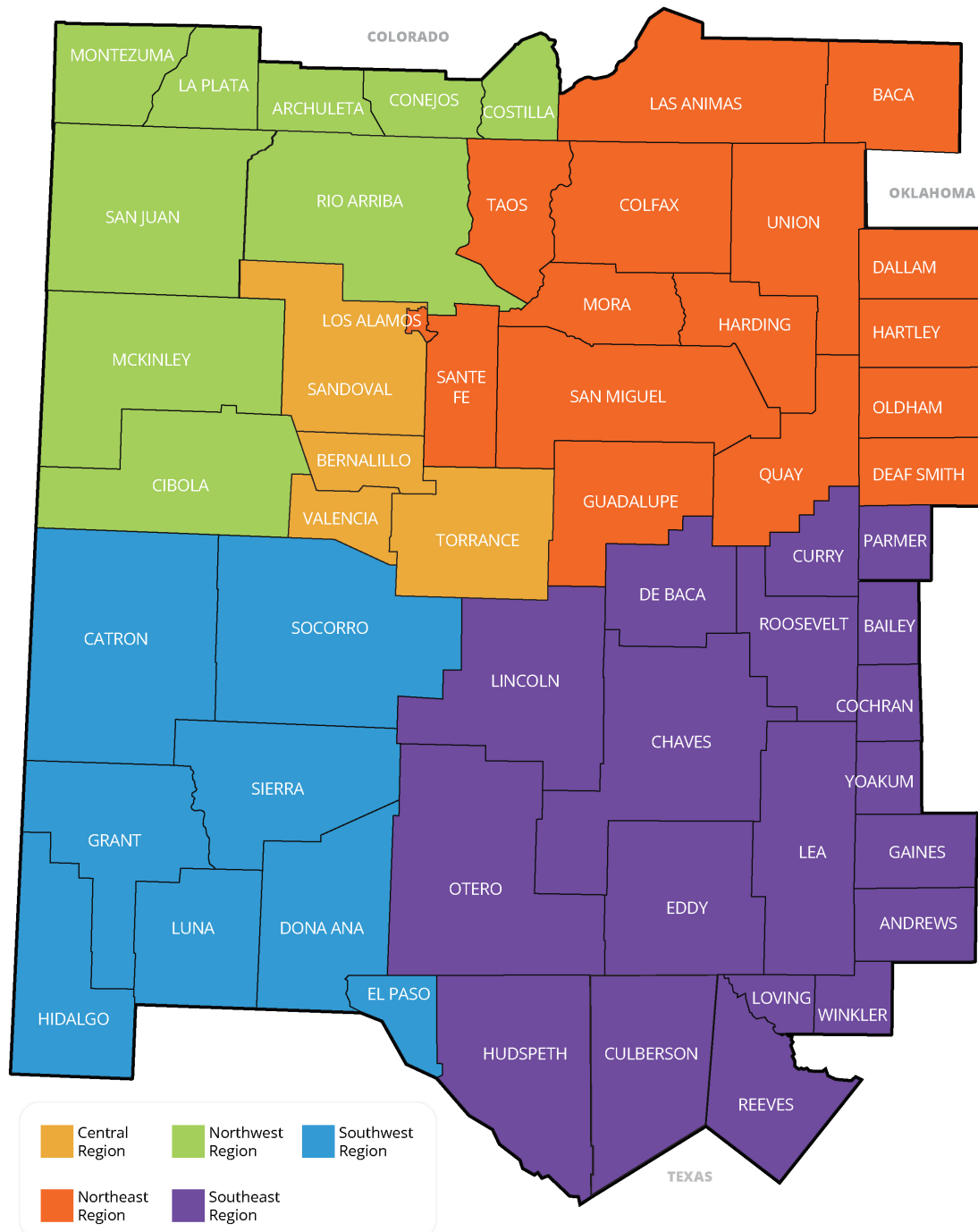
Jocelyn Armijo	Felicia Louissena
<ul style="list-style-type: none"> Indian Health Services (IHS), Tribes and Tribal Organizations, and Urban Indian Organizations (ITU) 	<ul style="list-style-type: none"> VA Medical Center

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Network Representative Regions

Behavioral Health



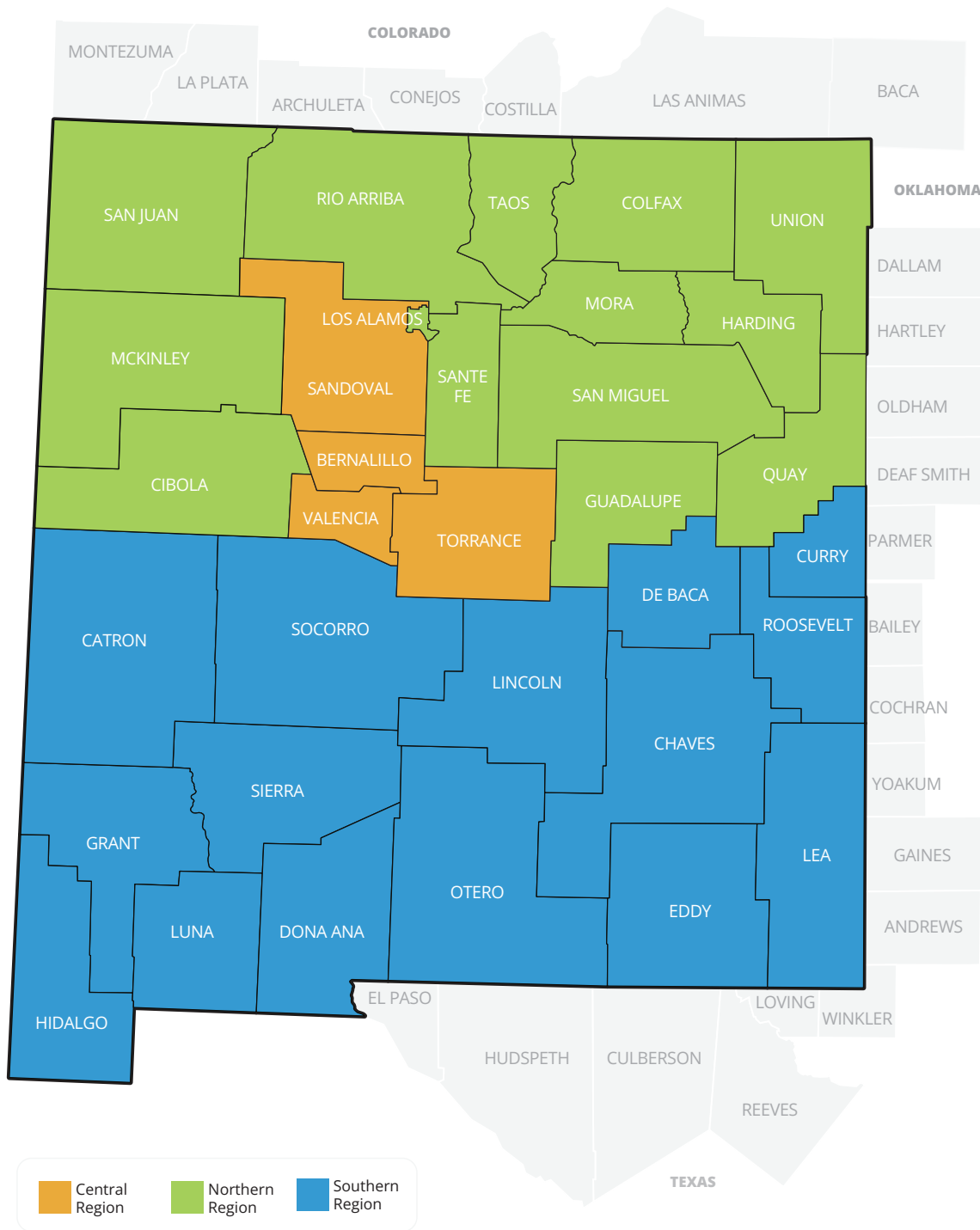
BEHAVIORAL HEALTH

CORE SERVICE AGENCIES

Sarah Ayala	Nicole Wilson	Freddy Balanos	Josephine Nakai
	<ul style="list-style-type: none"> Guidance Center of Lea County Mental Health Resources New Mexico Solutions Teambuilders Behavioral Health The Life Link 		<ul style="list-style-type: none"> HopeWorks

Network Representative Regions

LONG TERM CARE



LONG TERM CARE

PROVIDERS

Arlene Angel-Armijo

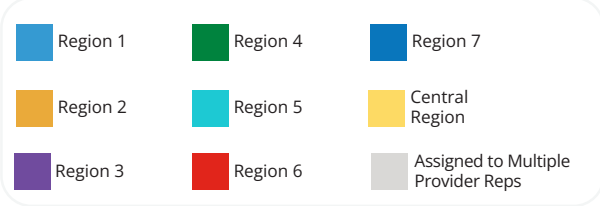
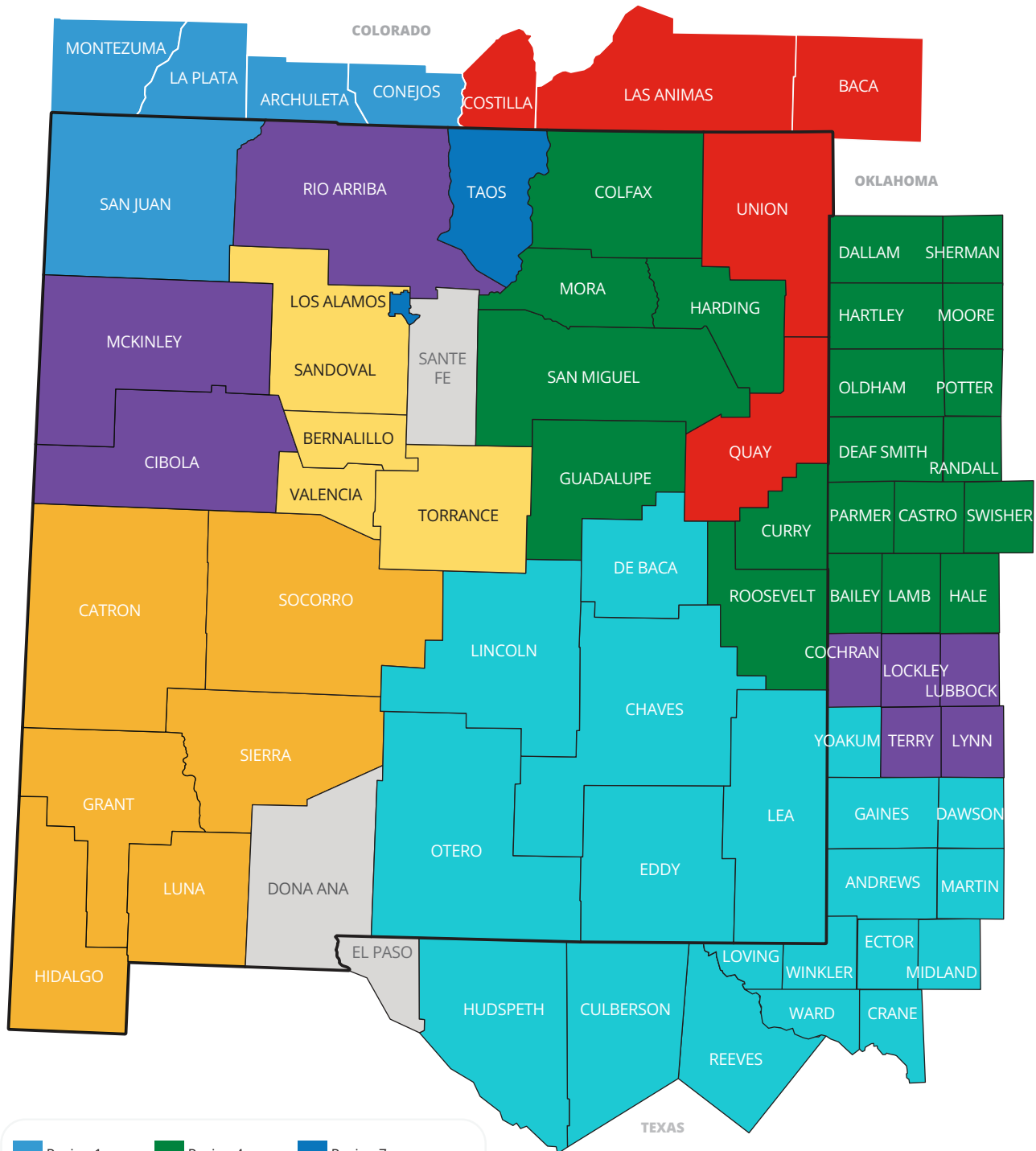
- Ambercare
- Compassus
- Genesis

Frankie Nava

- Canyon Creek
- Good Samaritan
- Fundamental
- Kindred
- OnPointe

Network Representative Regions

PHYSICAL HEALTH



487699.0324

Network Representative Regions

PHYSICAL HEALTH

PHYSICAL HEALTH GROUPS/HOSPITALS

STATEWIDE SPECIALIZED GROUPS AND HOSPITALS

Peter Crespin

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| <ul style="list-style-type: none"> Albuquerque Ambulance Eastern NM Medical Center IPA of NM | <ul style="list-style-type: none"> Mountain View Regional Hospital Mountain View Surgery Center PHS/PMG | <ul style="list-style-type: none"> Rio Grande Family Medicine Roswell Clinic Corp Southwest Integrative Health Center |
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Liz Cordova-Martinez

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| <ul style="list-style-type: none"> Casa de Salud Covenant Medical Group Department of Health | <ul style="list-style-type: none"> Family Medicine Partners of Santa Fe PC Lovelace/Lovelace Regional Hospital Southwest Medical Associates | |
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Lisa Goodman

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| <ul style="list-style-type: none"> Alamogordo Imaging Center Desert States IPA Gila IPA | <ul style="list-style-type: none"> Optum X-Ray Associates | |
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Jocelyn Armijo

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| <ul style="list-style-type: none"> After Hours Pediatrics Aspen Medical Group GCRMC | <ul style="list-style-type: none"> Los Alamos PHO New Mexico Orthopedic New Mexico Oncology Hematology Consultants Ltd | <ul style="list-style-type: none"> Northern NM IPA Omni Medical Group LLC St. Vincent Hospital |
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Charisse Romo

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| <ul style="list-style-type: none"> Albuquerque Ambulatory Eye Surgery Center Cibola General Hospital McLeod Medical Center of NM dba Duke City PCP | <ul style="list-style-type: none"> Surgery Center of Santa Fe University of NM Health Systems | |
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Cristyn Rush

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| <ul style="list-style-type: none"> Professional Flu Clinics | | |
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Greg Castillo

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| <ul style="list-style-type: none"> FHLP LLC | <ul style="list-style-type: none"> La Casa de Buena Salud | <ul style="list-style-type: none"> WSIPA |
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