



Community Resources

P.O. Box 3548
 Albuquerque, NM 87190
 (866) 796-9121
 (505) 796-9121
 www.nmtod.org

Resource	Disease Management Programs	Web-based Information	24/7 Nurse Advice Line	Nurse Care Advisors	Case Management/ Care Coordination	Other
Blue Cross and Blue Shield of New Mexico and HMONM	BCBSNM/HMONM members and Providers can access information about BCBSNM Disease Management Programs by calling 1-866-252-8106 .	BCBSNM/HMONM members can access the Personal Health Manager with Ask a Nurse, Ask a Dietitian, and Ask a Trainer features, through Blue Access for Members at www.bcbsnm.com .	BCBSNM/HMONM members can call 1-800-973-6329 to access the 24/7 Nurse Advice Line.	BCBSNM/HMONM Members can access our Nurse Care Advisors Monday through Friday between 8 am to 5 pm at 1-866-874-0912 .	BCBSNM/HMONM Members and Providers can access Case Management Services by calling 1-866-252-8107 .	
Lovelace Health Plan	Lovelace commercial, Medicaid, and Medicare members and providers can call (505) 232-1844 or 1-877-480-9368 to join or refer members to the Disease Management Program.	Lovelace commercial, Medicaid, and Medicare members can access information online at www.lovelacehealthplan.com or www.lovelace.com .	Lovelace commercial, Medicaid, and Medicare members can call the 24/7 Nurse Advice Line at 1-877-725-2552 .	Nurse Care Advisors are available in Disease Management, Case Management, and the Nurse Advice Line.	Lovelace commercial, Medicaid, and Medicare members and providers can call (505) 262-7363 or 1-800-808-7363 to access Case Management and Care Coordination services.	
Molina Healthcare of New Mexico	MHNM members can access information or request enrollment in our Disease Management Programs. For information on these programs, please call 1-505-342-4660, ext. 182618 or toll-free 1-800-377-9594, ext. 182618 . MHNM has special communication services for members who speak a language other than English or who are hard of hearing. Call Customer Service if you need help in another language, and you will be transferred to a translation service. If you are deaf or hard of hearing and you use a TTY system, you can still call our Customer Service Department. Molina Healthcare uses the Relay NM Service. To do this, first dial (800) 659-8331, and then dial (800) 580-2811 .	Molina Healthcare of New Mexico Members can access the Member Handbook - SALUD and SCHIP, Preventive Health Guidelines, Rights & Responsibilities, Health and Wellness, Health Management Programs, Breathe with ease (Asthma Program), Healthy Living with Diabetes, Patient Safety Program, Newsletters, Fraud Prevention, Service Area and Contact Us at: http://www.molinahealthcare.com/mhnm/member/index-po.htm	24 hour Nurse Line English: 1-888-275-8750 Spanish: 1-866-648-3537		A Case Manager's job is to make sure that the treatment your doctor ordered is right for you and covered by your health plan. Answer questions you may have about your illness and your health plan coverage. Set goals with you to help you recover from an illness. Talk to the medical director of the health plan about your care, if needed. Help you find other sources for things that may not be covered by your health plan. Help coordinate appointments, tests and transportation. If you want a Case Manager, please call Member Services at 1-800-580-2811 or 1-505-342-4681 for assistance. Care Coordination is a service offered to Individuals with Special Health Care Needs who are in the Salud program. An Individual with Special Health Care Needs is any adult or child who is receiving health services for an ongoing health problem. You may contact the Care Coordination Intake Specialist Monday through Friday from 8:00 am – 5:00 pm at 1-800-377-9594 ext. 181120 for a referral.	

Resource	Disease Management Programs	Web-based Information	24/7 Nurse Advice Line	Nurse Care Advisors	Case Management/ Care Coordination	Other
Presbyterian Health Plan	<p>If you have diabetes and would like to find out if you are eligible to enroll in the LifeMasters® program, please call Member Services</p> <p>Presbyterian Health Plan (505) 923-5678; toll-free 1 (800) 356-2219 TDD Hearing Impaired Access Line 1 (877) 298-7407, Monday – Friday</p> <p>Presbyterian Salud and Presbyterian statewide coverage (505) 923-5200, toll-free 1 (888) 977-2333 TDD Hearing Impaired Access Line 1 (888) 872-7568 every day, 7:00 AM to 7:00 PM</p> <p>Presbyterian Senior Care or Medicare PPO (505) 923-6060; toll-free 1 (800) 797-5343 TDD Hearing Impaired Access Line 1 (888) 625-8818, Monday – Friday, 8:00 AM to 8:00 PM</p> <p>Presbyterian Insurance Company (505) 923-6980; toll free 1 (800) 923-6980, Monday – Friday, 7:00 AM to 6:00 PM</p>	http://www.phs.org/healthinfo/diabetes.shtml	<p>Presbyterian employees and their dependents enrolled in Presbyterian group plans: 1-800-905-3282</p> <p>Presbyterian Salud: 1-888-730-2300</p> <p>Presbyterian SCI: 1-888-730-2300</p> <p>Presbyterian Health Plan (commercial) members: 1-866-221-9679</p> <p>Presbyterian Senior Care members: 1-800-887-9917</p> <p>NM Public Schools groups (NMPSIA) and NM Retiree Health Care Authority(NMRHCA): 1-888-233-5016 (WellCorp)</p> <p>TDD/TTY service for any Nurse Advice Line, dial 711. Provide the number of the nurse advice line.</p>		<p>Providers or members can obtain information about Care Coordination services at 1-866-672-1242.</p>	
United Health Care of New Mexico	<p>UHC members can access information about UHC Disease Management Programs by calling the Customer Service number on the back of their member ID card, or through member website www.myuhc.com.</p>	<p>UHC members can access health information, chat etc. with a health professional through www.myuhc.com.</p>	<p>UHC members can access the 24/7 Nurse Line by calling the Customer Service number on the back of their member ID card, or through www.myuhc.com.</p>	<p>UHC members can access a nurse or health coach by calling the Customer Service number on the back of their member ID card, or through www.myuhc.com.</p>	<p>UHC members can access Care Management by calling the Customer Service number on the back of their member ID card, or through www.myuhc.com.</p>	
New Mexico Department of Health Diabetes Prevention and Control Program	<p>1-888-523-2966 to speak to a nurse who can refer to services</p>	<p>The public can access facts about diabetes in New Mexico, resources and publications www.diabetesnm.org</p>	<p>877-725-2552 24/7 nurse help line</p>	<p>877-725-2552 24/7 nurse advice line</p>	<p>1-888-523-2966 for information about clinics in your area</p>	

Resource	Disease Management Programs	Web-based Information	24/7 Nurse Advice Line	Nurse Care Advisors	Case Management/ Care Coordination	Other
American Heart Association	People can access info on diabetes and heart issues by calling 1-800-AHA-USA1 (1-800-242-8721)	americanheart.org/diabetes offers the Heart of Diabetes booklet and information on diabetes, cardiovascular disease and insulin resistance. Participants in the program receive: a. Access to Game Plan For A Healthy Life, a 2-week fitness and exercise improvement program for people with diabetes b. Free monthly online newsletters c. Interactive wallpapers and recipes The Heart Of Diabetes materials are available in Spanish.		From the Heart of Diabetes web site: To find a diabetes educator near you, call 1-800-TEAMUP4 (se habla español) or go to the "Find an Educator" portion of the American Association of Diabetes Educators Web site: www.diabeteseducator.org .		Also online: Keeping track of your path to heart health has never been so easy! Use our new Heart Healthy Tracker to log your glucose, cholesterol or blood pressure numbers from any Web browser anywhere, any time. You choose how often to enter your data: every day, once a week or monthly. When it's time for your next medical appointment, print out and take your data and corresponding graphs showing your improvement.
American Diabetes Association - New Mexico	The American Diabetes Association is the nations leading organization for diabetes programs, reasearch and information. For general information, visit www.diabetes.org or call 1-888-DIABETES (342-2383) . The ADA "Wizdom Kit" is a fun, educational kit for kids with diabetes (and their parents) www.diabetes.org/wizdom . To contact your local ADA office, dial 1-888-DIABETES or 505-266-5716 .	ADA Live a series of live question and answer sessions on topics related to diabetes and healthy living. Mark your calendars and join authors, dietitians, pharmacists and other special guests. The American Diabetes Association has worked to eliminate barriers for people with diabetes. This includes working to improve access to online materials for people with disabilities. To this end, we have carefully designed our site to be easily accessed by all visitors including people with disabilities. We recognize people with disabilities are a significant portion of our site visitors, and Internet users in general. For example, one-fifth of all Americans is affected by a visual, aural, cognitive, or physical disability. The web site can be viewed in Spanish.	D.I.A.L. is the American Diabetes Association's information and referral program for people with diabetes, their families, medical professionals and the general public. 1-800-DIABETES (342-2383) as well in Spanish			
Tobacco Cessation	Tobacco Cessation	1-800-QUIT NOW 1-800- 784-8669		www.health.state.nm.us/pdf/FY03-TUPAC-Report.pdf www.health.state.nm.us/tobacco.html		Callers are offered: one on one telephone sessions with a trained quit coach, bilingual, personalized quit plan, unlimited telephone support, open 6 a.m. to 10 p.m. 7 days a week, services for youths and adults, translation available for other languages.