

June 21, 2024

New Mexico Medicaid Extends Support to Members Affected by Ruidoso Evacuations

Governor Lujan Grisham has issued an Executive Order declaring a state of emergency in Lincoln County and Mescalero Apache Reservations due to the Salt Fire and South Fork Fire. The Department of Homeland Security and Emergency Management is coordinating requests for assistance.

A free help line at 866-447-3573 is open to everyone who might need to talk to a mental health specialist or a referral to community resources. Staffed by specially trained mental health specialists, the help line is available Monday through Friday, 8 a.m. to 8 p.m. CST.

The New Mexico Department of Homeland Security and Emergency Management has established an emergency services center at the Roswell Convention Center, open 8:00 a.m. to 6:00 p.m. daily beginning Thursday, June 20. The Health Care Authority and Medicaid Turquoise Care health plan representatives will be on site to assist SNAP and Medicaid recipients with replacement cards ID or other needs.

Medicaid members in need of immediate emergency services due to evacuation requirements can also contact their health plan or New Mexico Medicaid.

Health plan contact numbers are:

Blue Cross Blue Shield Member Services

(866) 689-1523

Molina Healthcare Member Services

(844) 862-4543

Presbyterian Health Plan Member Services

(505) 923-5200

(888) 977-2333

United Healthcare Community Plan Member Services

1-877-236-0826

Western Sky Community Care Member Services

(844) 543-8996

Fee-for-Service Medicaid Members

1-800-283-4465

NM.Customers@state.nm.us

[New Mexico Medicaid Portal \(https://nmmedicaid.portal.conduent.com\)](https://nmmedicaid.portal.conduent.com)

Medicaid Fee-for-Service Providers

1-800-299-7304

NM.Providers@state.nm.us

Health plans have been instructed to provide members with care coordination, medication refills, medical equipment such as oxygen, and health care appointments as needed.

We continue to monitor the developing situation in Ruidoso and will provide additional information as it becomes available.