Medical Assistance Division
School Health Contact Information

Liza Tinguely, Medicaid School Based Services Staff Manager
Elizabeth.Tinguely@hca.nm.gov
505-487-3888

Ashley Zamora, Medicaid School Based Services Program Manager (Districts A-L)
Ashley.Zamora1@hca.nm.gov
505-469-5775

Vanessa Doubek, Medicaid School Based Services Program Manager (Districts M-Z)
Email: Vanessa.Doubek@hca.nm.gov
Phone: 505-437-8767

Katie Interial, Medicaid School Based Services Financial Analyst
Katie.Interial@hca.nm.gov
505-629-3155

Jordan Bustos, Medicaid School Based Services Financial Analyst
Jordan.Bustos@hca.nm.gov
505-709-5467

General Medicaid School Based Services email inbox
Msbs.schoolhealth@hca.nm.gov

General finance email inbox
Msbsfinance.schoolhealth@hca.nm.gov

The **mailing address** of the Medicaid School Health Office:
Health Care Authority/Medical Assistance Division
School Health Office
P. O. Box 2348
Santa Fe, New Mexico 87504-2348

Public Education Department
Medicaid Liaison

Ashley Garcia
Medicaid/Health Services Coordinator
New Mexico Public Education Department
300 Don Gaspar Ave Santa Fe, NM 87501 Santa Fe, New Mexico
505-690-3842
Ashley.Garcia@ped.nm.gov

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School Health Contact Information

MCO	Name of Contact	Telephone Number	Fax Number	Email
Presbyterian	Elizabeth Hernandez	505-923-8684	505-923-5400	Ehernandez26@phs.org

Procedure: Districts and RECs can utilize the automated provider line by calling 505-923-5757, press 1. You will need the child's Medicaid # or Presbyterian member ID number.

MCO	Name of Contact	Telephone Number	Fax Number	Email
BCBS	Melanie Montoya	505-962-7313	N/A	Melanie_montoya@bcbsnm.com

Procedure: Email in a HIPAA secure manner list of student names, Medicaid numbers and dates of births. Please title the subject line "School Based Health Services PCP Name Requests'. These requests can be emailed to the following email address: nmmedicaidbenefitspecialists@bcbsnm.com and Cc... Melanie_montoya@bcbsnm.com
BCBS will then respond through our Cisco secure email system.

MCO	Name of Contact	Telephone Number	Fax Number	Email
United Health Care	Alicia Kormick	N/A	N/A	alicia_kormick@uhc.com

Procedure: **United Healthcare Temporary Procedure**

- **Email Contact**: Send PCP name requests directly to Alicia Kormick at alicia_kormick@uhc.com
- **HIPAA Compliance**: Ensure emails are sent in a HIPAA-secured manner. Use the subject line: *School-Based Health Services PCP Name Request*. Attach a list including student names, Medicaid numbers, and dates of birth.
- **Data Security**: Ensure the attached list is password-protected and/or encrypted. Avoid including individually identifiable student information (e.g., names or Social Security numbers) in the subject line.
- **Password Transmission**: Send the password for the protected attachment in a separate follow-up email.

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MCO	Name of Contact	Telephone Number	Email
Molina	General Inquiries	N/A	NMschoolbasedhealthliasion@molinahealthcare.com
Primary contact	Juliette McCoy, Manager of Social and Health Equity	505-607-2238	Juliette.McCoy@molinahealthcare.com
Secondary contact	Angelica Solares, Program Manager of Health Equity and Cultural Competency	575-270-4453	angelica.solares@molinahealthcare.com

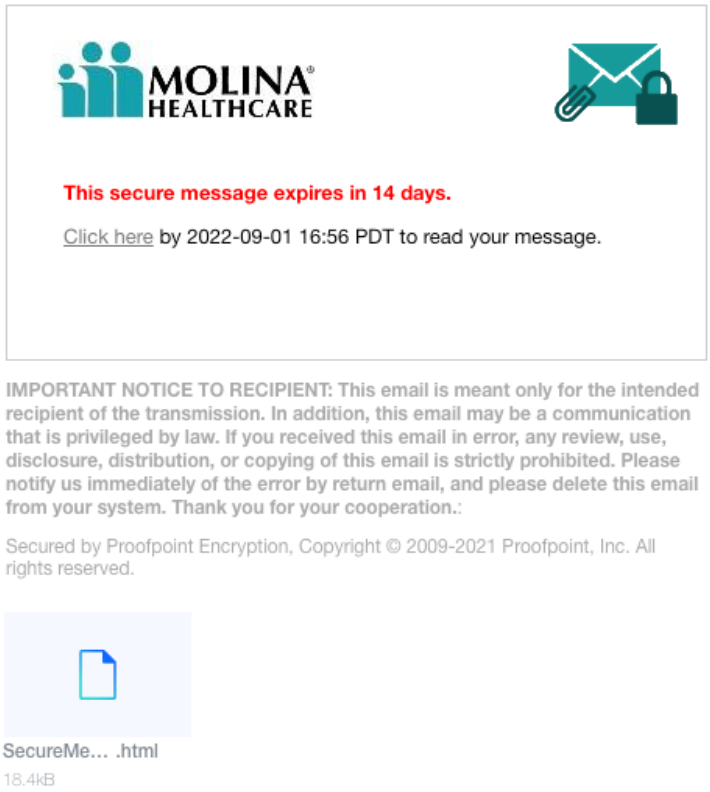
Procedure: **PCP MSBS requests for Molina Healthcare of New Mexico**

- Please address your emails to the following: Juliette.McCoy@molinahealthcare.com and nmschoolbasedhealthliaison@molinahealthcare.com In the event that Juliette is out of office, she will put who to reach out to as back up for PCP requests.
- Juliette will respond to the emails and reply via Proof Point because of the PHI or PII information included in the email message.
- To open these emails, below are the following steps a receiving end user needs to take.

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Below are the steps a person would need to follow to open an encrypted/secure email received from Molina.

1. The recipient will get an email with an HTML attachment as shown Below



2. Recipients will have to click on the attachment or the click here sign.
3. From which they will need to register and login to the secure Molina Healthcare mail site to view the message contents.

You may also call Juliette and/or Angelica Solares directly on their cell phones, for any questions or concerns.

Remember that these email list(s) you are providing for the MCO must be under password protection and/or encrypted; and **no individually identifiable student information (such as name or SSN) may be in the subject line.*
** Please send the password in a **separate email** to ensure security.*
Remember to use the **Medicaid Portal to determine which MCO the student is in contract with prior to sending your list to the correct MCO contact.*

If the primary care physician returned notification has "incorrect PCP" or "not this child's PCP", etc., use the same contacts above.

Transportation issues
In most instances, the MCO transportation companies require a 48-hour advanced notice to provide service(s). A parent or guardian must accompany children under the age of 14 years during transport. If urgent transportation is required, please contact the appropriate MCO case manager; if the MCO denies transportation please call an ambulance. If you feel the MCO has incorrectly denied urgent transportation this must be documented and notify the School Health Office.