

Ombudsman in Turquoise Care New Mexico

Each Managed Care Organization (MCO) contracted with New Mexico's Turquoise Care Medicaid program is required to have an Ombudsman. Access to the Ombudsman is available at no cost to all Turquoise Care members.



What is an Ombudsman?

The Ombudsman explores problems and works independently to find an impartial solution. They advocate for the member's rights by using Medicaid guidelines and resources from the Managed Care Organization (MCO) where they work. The Ombudsman is separate from the MCO's Grievance and Appeals process.



How can someone reach an Ombudsman?

- **Blue Cross Blue Shield of New Mexico:** 888.243.1134.
nmcentennialcareombudsman@bcbsnm.com
- **Presbyterian Health Plan:** 505.923.5780.
ombudsman@phs.org
- **United Healthcare:** 1.877.236.0826
- **Molina Healthcare:** 844.862.4543

How can an Ombudsman help?

- Help understand or clarify your rights and responsibilities under Turquoise Care
- Help understand covered services that are available to you
- Help understand the pros and cons of your possible options
- Help understand MCO policies and procedures
- Help you research claims issues
- Help you with the appeals and grievance process

