

# Provider Bulletin

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## ♥ NEW Provider Response Team Operational Hours –

We are pleased to announce the new operational hours for the Provider Response Team. Based on your feedback, we will now open the Provider Response Team phone lines 1 hour earlier at 7:00 am MT and we will continue to close at 5 pm MT. We will also be closing down these phone lines for lunch from 12:30 pm MT to 1:30 pm MT. During our lunch hour and after operational hours we do have a voicemail system that will allow you to leave a detailed message for a return phone call. The Provider Response Team can be reached at (505) 262-3856. For claims or eligibility inquiries, you also have the option of utilizing our Interactive Voice Response (IVR) line by calling 505-232-1894 or toll free at 1-888-525-4437 ext 1894 for Commercial or Senior Plan members and 505-232-1878 or toll free at 1-877-480-9371 ext 1878 for Medicaid members. Other departments within the Lovelace Health Plan will continue operational hours of 8 am MT – 5 pm MT.

This team was created to better service our provider partners. If you ever have a suggestion or comment regarding this team, please contact either Cynthia Chavez-Provider Response Team Supervisor at (505) 232-1809 [cynthia.chavez@lovelace.com](mailto:cynthia.chavez@lovelace.com) or Tammy Logan-Manager at (505) 232-1712 [tammy.logan@lovelace.com](mailto:tammy.logan@lovelace.com). Thank you for your support.

