



Optum – New Mexico

Agent guide

Spring 2025

Discover how Optum can make a difference for your clients

Optum

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Points of contact and health plans

We're here to help

Our growth team can help you navigate the Optum network. They can also help you settle client issues and make connections with clinics.

Primary points of contact for New Mexico



Ana Moreno

Growth Manager

Arizona and New Mexico

1-520-338-0582, TTY 711

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Scott Morris

Director, MA Growth

Colorado, Idaho, New Mexico and Utah

1-801-389-6016, TTY 711

scott.morris@optum.com

Accepted health plans

We accept many major Medicare Advantage and Dual Special Needs plans. We also accept most individual/family and group health plans, including those listed here. We also accept Medicare. Accepted plans may vary by place and provider. Patients should check coverage with their health plan.

Blue Cross Blue Shield

1-855-650-2583, TTY 711 | bcbsnm.com/medicare

- Medicare Advantage Choice Premier PPO
- Medicare Advantage Classic PPO
- Medicare Advantage Dental Premier PPO
- Medicare Advantage Health Choice PPO
- Medicare Advantage Saver Plus PPO
- Medicare Advantage Optimum PPO
- Medicare Advantage Access PPO
- Medicare Advantage Balance PPO
- Medicare Advantage Basic HMO
- Medicare Advantage Select HMO
- Dual Care Plus HMO D-SNP
- Dual Care Plus Preferred PPO D-SNP

Humana

1-505-468-0500, TTY 711 | humana.com/medicare

- Gold Plus HMO
- Gold Plus – Diabetes and Heart HMO C-SNP
- Choice PPO
- Choice – Diabetes and Heart PPO C-SNP
- USAA Honor PPO

Presbyterian Health Plan

1-505-923-6060, TTY 711 | phs.org

- Medicare Advantage Senior Care Plan HMO 1, 2 and 3
- Medicare Advantage UltraFlex HMO-POS
- Medicare Advantage AssistPlus HMO
- Dual Plus HMO (DSNP)
- Employer Group Medicare and Retiree Plans

UnitedHealthcare

1-877-750-6971, TTY 711 | uhc.com

- AARP Medicare Complete HMO
- AARP Medicare Choice PPO
- UHC Complete Care Support (CSNP)
- UHC Complete Care (CSNP)
- GEHA (retiree plan)
- Commercial (group and individual plans)

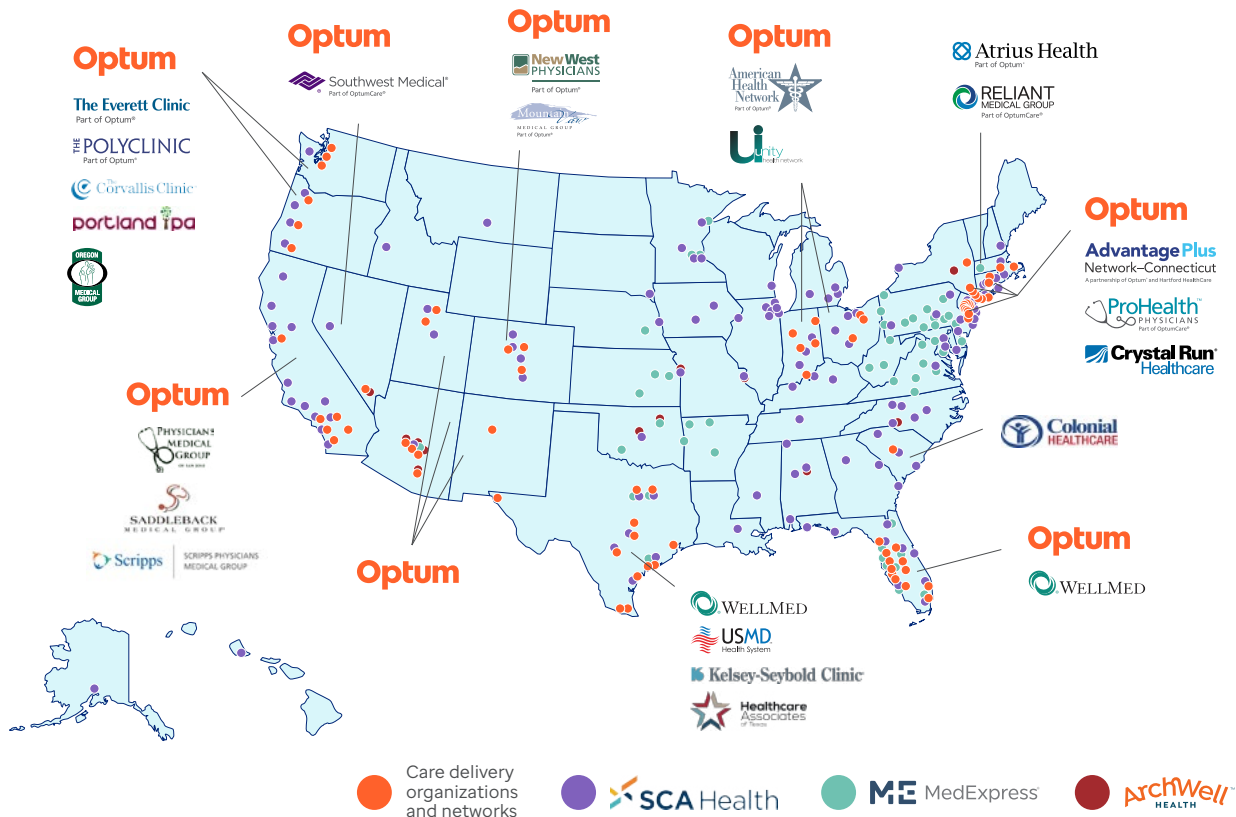
National care with a local touch



We specialize in caring for our community of patients. You specialize in helping your clients find the best health plan for their individual needs. Together, we can improve your clients' health and well-being through quality care that's affordable and accessible.

Who is Optum?

We're a family of dedicated physicians working together to help people across the nation live healthier lives.



In the United States, our networks include:

114,000+

doctors and advanced practice clinicians

23 million+

patients who trust us with their care

1,600+

neighborhood clinics across 17 states offering high-quality primary and specialty care

100+

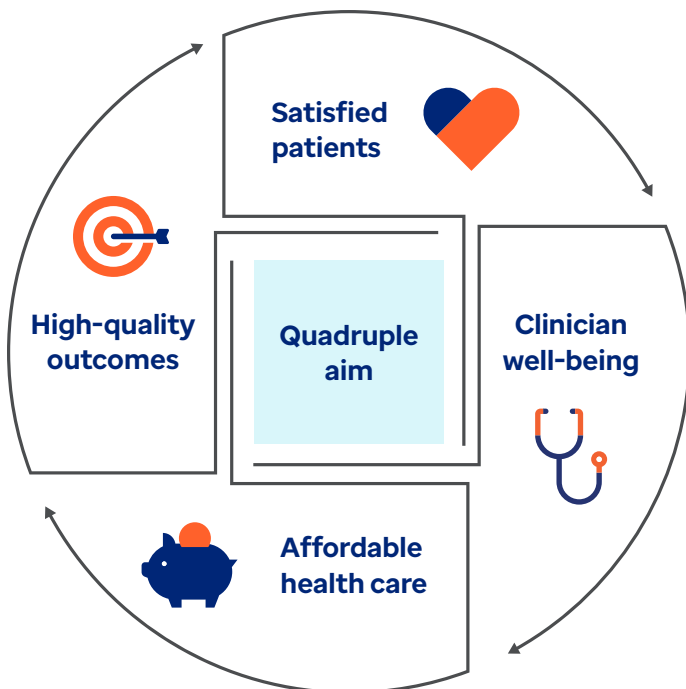
insurance carrier relationships offering the most comprehensive plan choices

What does Optum do for your clients?

You want the best for your clients, and we do too

As the nation's leading care delivery organization, we're committed to value-based care. That means we focus on the quality of the care we provide, not the volume of patients our providers see.

Our providers spend time building deep relationships with patients. They also listen to their concerns. They work with patients to build personalized preventive care plans. These help patients handle their health issues and prevent new ones.



This coordinated approach to care can result in fewer hospitalizations. It can also result in lower health care costs than traditional fee-for-service. And it leads to highly satisfied patients and providers.

Our providers get to focus on the practice rather than the business of care. At the same time, our patients enjoy high-quality, affordable health care designed around their goals and lives.

Optum in New Mexico

In New Mexico, our goal is to give your clients the care they deserve.

We're proud to offer 14 specialties and 13 clinics nearby. We can help your clients stay healthy, even if they have long-term medical problems.

Specialties and services

- Cardiology (heart)
- Diabetes education
- Endocrinology
- Extensivist*
- Family medicine
- Hospitalist care
- Internal medicine (adult)
- Interventional pain and spine
- Ophthalmology
- Palliative care*
- Pediatrics
- Radiology, X-ray, MRI, CT, mammography and other diagnostic services
- Rheumatology

We're here to support your clients' whole health



A warm welcome letter: New members will get a letter in the mail. It'll have details on how they can schedule their first visit. It'll also have contact information for patient support.



Optum patient portal: Members can see their medical records on the portal. They can also make appointments, refill prescriptions, message their doctor and more.



Optum - New Mexico mobile clinic: We travel to members with important screenings, tests, shots and other care services.



Programs designed to improve quality of life while getting care.

*For Medicare Advantage members.

For agent use only. This communication is not for distribution as marketing material to the general public.

Our Medicare Advantage members have access to extra care services like:



No-cost community center

The Optum Community Center offers no-cost classes and events. They help improve physical, mental and emotional health. We help our members stay in touch with others in the 55+ community with things such as:

- Fitness classes like yoga and Latin dancing
- Classes about diabetes, hearing loss, healthy minds, Medicare and more
- Fun activities like art classes, movie afternoons and parties

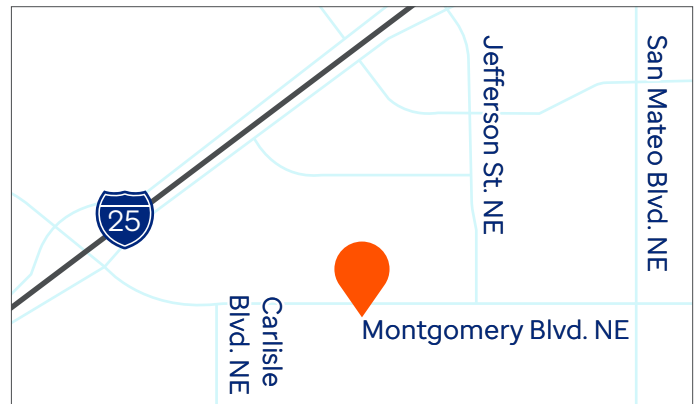
Address:

Optum Community Center
4010 Montgomery Blvd. NE
Albuquerque, NM 87109

Hours: Monday–Friday, 8 a.m.–5 p.m.
Saturday and Sunday, closed

How to reach us:

1-505-254-6100, TTY 711
[optum.com/nmcommunitycenters](https://www.optum.com/nmcommunitycenters)



Did you know that our community center has primary care doctors, too? Your clients can come in for their annual screenings and get help with their prescriptions. And the best part? Walk-ins are welcome.

In case of an emergency, your clients should dial 911 or go to the nearest emergency room (ER).



Working together to improve health, one client at a time

Thank you for supporting Optum and ensuring your community has access to great doctors and high-quality, affordable health care.

What we ask of agents

Your role is key to helping our patients find quality care and coverage. We depend on you to:

- Have an in-depth knowledge of available health plans. You should have a strong understanding of the Optum network and value proposition.
- Place the patient first at every interaction while providing white-glove service.
- Participate in Optum events and initiatives to better understand our model while also strengthening your relationship with Optum providers in your community.

Our commitment to you

At Optum, we believe you're a vital extension of our team. We're committed to investing in your success through:

- "Always on" customer service
- Consumer and industry insights to help you grow your business
- Agent recognition in our national broker and physician communications

Optum Primary Care clinics

New Mexico locations

1. Optum – Journal Center

5150 Journal Center Blvd. NE
Albuquerque, NM 87109

2. Optum – Sunport

2901 Transport St. SE
Albuquerque, NM 87106

3. Optum Community Center (CWC)

4010 Montgomery Blvd. NE
Albuquerque, NM 87111

4. Optum – Coors

2929 Coors Blvd. NW
Albuquerque, NM 87120

5. Optum – Juan Tabo

2121 Juan Tabo Blvd. NE
Albuquerque, NM 87112

6. Optum – Los Lunas North

111 Sandoval Rd.
Los Lunas, NM 87031

7. Optum – Los Lunas South

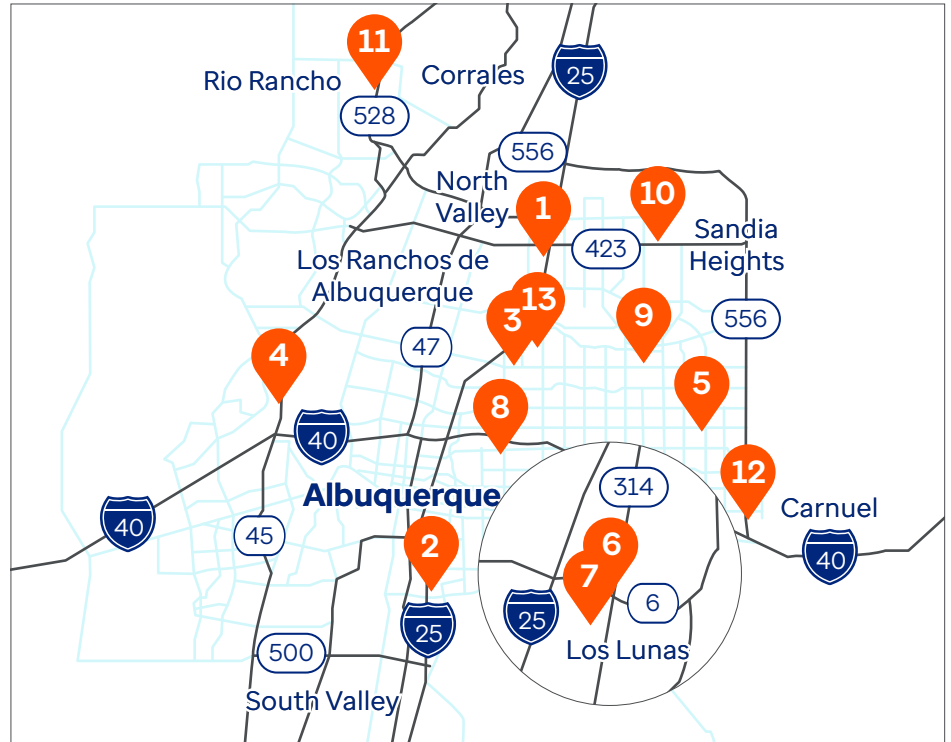
127 Sandoval Rd.
Los Lunas, NM 87031

8. Optum – Midtown

1821 Carlisle Blvd. NE
Albuquerque, NM 87110

9. Optum – Montgomery

9101 Montgomery Blvd. NE
Albuquerque, NM 87111



10. Optum – Paseo

9501 Paseo del Norte
Blvd. NE, Ste. C
Albuquerque, NM 87122

11. Optum – Rio Rancho

1721 Rio Rancho Blvd. SE
Rio Rancho, NM 87124

12. Optum – Tramway

13701 Encantado Rd. NE
Albuquerque, NM 87123

13. Optum – Jefferson

4600 Jefferson Ln. NE
Ste. A
Albuquerque, NM 87109



To schedule an appointment, call our broker support line at **1-505-232-1008, TTY 711.**



Our OptumCare Network of New Mexico is a local, physician-led organization with over 700 providers in 150+ locations across the state. Scan the QR code to find a provider near you.



Any person depicted in the stock image is a model.

The company does not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs and activities. We provide free services to help you communicate with us. This includes letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call 1-505-262-7000, TTY 711. ATENCIÓN: Si habla español (Spanish), hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al 1-505-262-7000, TTY 711. 請注意：如果您說中文 (Chinese)，我們免費為您提供語言協助服務。請致電：1-505-262-7000。

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