

Quick Reference Guide Amerigroup Community Care of New Mexico, Inc.	
Topic	Resource
Provider Education Webinars	https://www.beaconhealthoptions.com/providers/beacon/important-tools/webinars/
General Provider Training Inquiries	Provider.training@beaconhealthoptions.com
Customer Service	Please call the number on the back of the member's ID card.
Beacon National Provider Service Line	1-800-397-1630, 8 a.m. to 8 p.m. ET, Monday through Friday
Claims Overview	Please utilize the Availity portal, www.Availity.com .
Claims Status Inquiry	Please utilize the Availity portal, www.Availity.com or call the number on the back of the member's ID card.
Claims Issue Resolution	Please utilize the Availity portal, www.Availity.com or call the number on the back of the member's ID card.
Availity Help Desk (for Availity technical support)	Availity Client Services, 1-800-282-4548, 8 a.m. to 8 p.m. ET, Monday through Friday
Prior Authorization	Please call the number on the back of the member's ID card.
Eligibility & Benefits	Please utilize the Availity portal, www.Availity.com or call the number on the back of the member's ID card.
Credentialing/Recredentialing	Beacon's National Provider Service Line at 1-800-397-1630 Mon. through Fri., 8 a.m. to 8 p.m. ET.
By Phone or Email	NetworkIntegration@beaconhealthoptions.com
Provider Demographic Changes	All provider demographic updates should be sent via the Beacon provider portal and the provider's CAQH profile . When updating your CAQH profile, it is important to select "Global" for your access to ensure Beacon can review these changes to your data. You may also contact the Beacon National Provider Services Line at 1-800-397-1630, from 8 a.m. to 8 p.m. ET, Monday through Friday to update your demographic information.
Amerigroup Behavioral Health Resources	https://provider.amerigroup.com/new-mexico-provider/resources/training-academy
Amerigroup Forms and Guides	https://provider.amerigroup.com/new-mexico-provider/resources/manuals-and-guides
Amerigroup Medical Policies, Clinical Guidelines & Manuals	https://provider.amerigroup.com/new-mexico-provider/resources/manuals-and-guides/medical-policies-and-clinical-guidelines
Provider Experience Associate	NetworkIntegration@beaconhealthoptions.com