

HAVING ISSUES WITH YOUR HEALTH INSURANCE? FREE HELP IS AVAILABLE!



The Office of Superintendent of Insurance



Managed Health Care Bureau

New Mexico Consumers: You have a free resource* to contact at the Office of Superintendent of Insurance for questions, concerns, or complaints about your private/commercial health insurance coverage (not Medicare, Medicaid, or Social Security**).

**Medical/Behavioral/Mental
Prescription
Coverage Denials/Terminations**

**Claim Payments
Balance Billing
Reimbursements**

Our team can help guide you through the health insurance grievance and appeals processes, as well as assist you in finding additional resources.

*Managed Health Care Bureau also provides
assistance to healthcare providers regarding
issues such as:*

**Timely Credentialing
Claims affected by untimely credentialing**

Complaint forms are available online and via email or call our office for assistance.

www.osi.state.nm.us **1-855-427-5674** mhcb.grievance@osi.nm.gov

* The Office of Superintendent of Insurance does not provide legal advice and using our services does not establish an attorney-client relationship.

** Please contact the following agencies directly if you are enrolled in any of these programs:
Medicaid (1-888-997-2583), Medicare (1-800-633-4227), NM Public Schools Insurance Authority (505-988-2736), NM Risk Management for State Employees (1-877-301-8041), NM Retiree Healthcare Authority (505-222-6408).