



IMPORTANT – PLEASE READ SPECIAL PROVIDER ANNOUNCEMENT

Lovelace Health Plan introduces automated service for claim status.

Providers are able to verify claim status on Lovelace Health Plan's Automated IVR line. Eligibility information is also available on the IVR line by using the member's 7 digit LH number or Social Security number.

- Lovelace Commercial and Senior Plan please call (505) 232-1894 in Albuquerque or (888) 525-4437 ext. 1894 statewide.
- Lovelace Salud!, dates of service after July 1, 2004, please call (505) 232-1878 in Albuquerque and (877) 480-9371 ext. 1878 statewide.
- Lovelace Salud!, dates of service prior to July 1, 2004, please request to speak to a Provider Customer Care Representative at (505) 262-3856 in Albuquerque or (800) 808-7363 ext. 3856 statewide.

If you have questions regarding the IVR line, please contact your Provider Representative at (505) 262-3801 in Albuquerque or (800) 808-7363 ext. 3856 statewide.

Thank you for being a Provider of The Lovelace Health Plan