UNM HEALTH
Insurance Plan

QUICK REFERENCE GUIDE

The UNM Health Insurance Plan is an employer-sponsored, self-funded health benefit plan established by UNM Hospitals to provide health care coverage for eligible employees and their eligible family members.

UNM Health Plan Contacts

Provider Operations	Phone: 1-855-819-9506 Email: ccp.provider@ccpares.org Monday - Friday, 8 AM - 5 PM
Provider Portal	planlink@ccpcares.org
Enrollee Eligibility Verification	planlink.ccpcares.org or 1-866-602-1751
Prior Authorizations	• Prior authorization requests: planlink.ccpcares.org • Check prior auth status: planlink.ccpcares.org or 1-866-602-1751
Member Services	1-866-602-1751
Pharmacy	Prime 1-800-424-7897
Laboratory	TriCore

Claims Information

Claims Clearinghouse	Availity availity.com/
Payer Name	UNMH EMP
Payer ID	59064
Claims Registration	Availity or 1-800-282-4548
Timely filing	Claims must be submitted within 180 calendar days from the date of service
Claims Appeals	Must be submitted using PlanLink within 90 days from the date of denial, or fax a Claim Appeal Form to 1-954-417-7187
Electronic Funds Transfer (EFT) Registration	EFT Form
Electronic Remittance	Availity availity.com/
For Claim Status	planlink.ccpcares.org or 1-866-602-1751