



**BlueCross BlueShield
of New Mexico**

May 28, 2014

Dear Member,

We're pleased to tell you that starting June 1, 2014, you will become a member of Blue Cross and Blue Shield of New Mexico.

Lovelace Health Plan will no longer provide your health coverage after May 31, 2014. You can continue to call Lovelace Customer Care at 505-727-5683 for benefit information and for claims with dates of service through May 31, 2014.

To start using your benefits with us:

- Use your Lovelace ID card along with this letter until you get your new Blue Cross and Blue Shield of New Mexico ID card.
- Have your doctor call 888-349-3706 to check your benefits and learn how to file electronic claims.

To file paper claims for care on or after June 1, 2014, use the address below:

Medical Claims:
Blue Cross and Blue Shield of New Mexico
P.O. Box 27630
Albuquerque, NM 87125

Our goal is to serve your health insurance needs through all of life's changes. If you have any questions, our team stands ready to help. Call us at **888-371-1928**, Monday through Friday from 6 a.m. to 8 p.m., or Saturday and most holidays from 8 a.m. to 5 p.m. TTY/TDD: 711.

Comuníquese a nuestro número de Servicio al cliente al 888-371-1928 (los usuarios de TTY/TDD deben llamar al 711).

Sincerely,

Your Customer Advocates
Blue Cross and Blue Shield of New Mexico