

Frequently Asked Questions

1. **I have Lovelace Health Plan. Can I still see my ABQ Health Partners doctor?**

Lovelace Health Plan members need to transition to a new provider by Nov. 8, with a few exceptions.

Members who need time to move to a new provider include those who:

- have a chronic illness
- are receiving cancer or Coumadin treatment
- are pregnant
- have had recent or upcoming surgery
- were discharged from a hospital or nursing home recently
- have FEHBP

These members may contact Customer Care at 505.727.LOVE (5683) to plan their transition of care.

2. **Why is my ABQ Health Partners doctor not taking my health plan?**

ABQ Health Partners' leaders made a decision to terminate their contract with Lovelace Health Plan.

3. **How do I change my doctor or find a new provider?**

There are five easy ways for members to find a new provider:

1. Contact us toll-free at 855.252.2273, Monday through Friday, 8 a.m. to 11 p.m., or from 8 a.m. to 8 p.m. on Saturdays and Sundays. We will help identify a new provider, as well as set up an appointment if needed.
2. A Lovelace Health Plan Customer Care Coordinator will reach out to Medicare members to help these members choose a new provider by Nov. 8. If patients have an immediate concern about treatment that is scheduled within the next 30 days, or if their care is being actively managed (such as ongoing or chronic illness, including diabetes, cancer care, existing pregnancy, durable medical equipment needs or a surgery planned, etc.), we ask they call 505.727.LOVE (5683), TTY/TDD users can call 711, 8 a.m. to 11 p.m., Monday through Friday, or 8 a.m. to 8 p.m. on Saturdays and Sundays.
3. Members may email findadoctor@lovelace.com with questions and we will respond within one business day.
4. The Customer Care Center will be open to answer members' questions in person, Monday through Friday, 8 a.m. to 5 p.m. It is located at Lovelace Health Plan, 4101 Indian School Road NE, in Albuquerque.

5. Finally, <http://providerfinder.lovelacehealthplan.com> offers a comprehensive list of providers.

4. **I have a doctor appointment already scheduled. Do I need to cancel that appointment, or can I still keep it?**
If members have a doctor appointment already scheduled at an ABQ Health Partners clinic, they should call Customer Care at 505.727.LOVE (5683) and we will work with them to ensure their care is transitioned smoothly without gaps in service.

5. **Is this decision final?**
Yes.

6. **Can I still go to Lovelace hospitals?**
Members can still access all Lovelace hospitals, which include Heart Hospital of New Mexico at Lovelace Medical Center, Lovelace Women's Hospital, Lovelace Medical Center, Lovelace Westside Hospital, Lovelace Rehabilitation Hospital and Lovelace Regional Hospital-Roswell.

7. **Can I still go to the pharmacies located in the ABQ Health Partners clinics?**
Yes. This decision does not affect members' relationship with Lovelace pharmacies.

8. **How do I get my medical records changed?**
Ask your new provider to get your medical records transferred.

9. **Will I be charged to change my medical records?**
No, not if your provider makes the request.

10. **Will I be charged extra to see an ABQ Health Partners doctor?**
Members are able to see their ABQ Health Partners provider at the same cost they have been paying until Nov. 8. For specifics about their health plan contract, members should call Customer Care at 505.727.LOVE (5683).

11. **Do you have enough providers for all members who are affected?**
Lovelace Health Plan has more than 4,000 providers in the four-county area that includes Sandoval, Valencia, Tarrant and Bernalillo counties. This includes PCPs, midwives, specialists and ancillaries (labs, radiology, physical and occupational therapy, etc.). We have 9,000 providers statewide. We work with major medical groups in the area, such as the New Mexico Heart Institute, UNM Medical Group, Albuquerque Family Health Center, and many others.

12. **How long will it take me to get an appointment with my new doctor?**
Customer Care Representatives will work with members to find a new provider and will set doctor appointments in the timeframe the member desires.

13. **Who made this decision?**
The leadership of ABQ Health Partners.

- 14. The letter says I can see my ABQ Health Partners provider 30 to 90 days after Nov. 8, based on the terms of my contract. Where are these terms written or how do I access them?**

Members need to contact Customer Care at 505.727.LOVE (5683) for an explanation of the terms of their contract.

- 15. Can I speak to somebody on the weekend?**

Customer Care has additional call-in hours on Saturdays and Sundays from 8 a.m. to 8 p.m. The number is 505.727.LOVE (5683).

- 16. Will Lovelace Health Plan renegotiate this contract with ABQ Health Partners?**

We are always willing to continue discussions with provider groups to ensure our members' continuity of care, safety and satisfaction.

- 17. Will Lovelace Health Plan continue to pay for my prescriptions?**

Yes.

- 18. Where can I go for radiology services?**

You can choose where and when you would like to have your radiology services. You can continue to use Lovelace Health System's seven convenient locations, many of which offer same-day and next-day appointments. For more radiology information, please call 505.727.8966.