



As of March 1, 2015, Qualis Health will provide Third Party Assessor (TPA) and utilization review (UR) services to the State of New Mexico Human Services Department, Medical Assistance Division (HSD/MAD). Our regional office is located in Albuquerque, NM. Qualis Health strives to improve and advance the efficiency, economy, effectiveness and quality of healthcare services provided to New Mexico Medicaid recipients.

Qualis Health will provide utilization review/prior authorization of Medicaid Fee for Service (FFS) benefits for recipients accessing:

- Inpatient and outpatient physical and behavioral health services
- Alternative Benefit Plan (ABP)
- Emergency Medical Services for Undocumented Aliens (EMSA)
- Dental Review

As the TPA, we:

- Answer clinical and technical questions related to prior authorizations and processes
- Offer telephonic and onsite provider education
- Provide resource accessibility on our webpage

Contact Us:

Telephone

Customer Service Line: (866) 962-2180 (Toll free)

Fax

FFS Prior Authorizations Fax Line: (888) 515-2067 (Toll Free)