

Quick Reference Guide | New Mexico



Provider Portal:

providers.fridayhealthplans.com

The provider portal will help you:

- Check authorization status
- Access Claims data
- Search the Friday Formulary
- Review the provider manual
- See member eligibility

Submit Paper Claims:

Friday Health Plans

PO Box 194

Sidney, NE 69162

Credentialing Contact:

providers@fridayhealthplans.com

Provider Relations Team:

NM-providers@fridayhealthplans.com

Pharmacy Prior Authorization:

Phone: 855-712-2779

Fax: 833-434-0563

Customer Service:

Phone: 844-805-5000

Email: questions@fridayhealthplans.com

Referrals and Prior Authorization:

Fax: 1-888-610-0019

Email: NM-medical@fridayhealthplans.com

Provider Payment Information:

- All payments go through our payment vendor, Zelis Payments.
- To update payment and remittance delivery methods, or notification options, please call Zelis Payments Client Service at (877) 828-8770 or visit: zelispayments.com.
- Explanations of Payment (EOP's) are available through the Zelis Provider Portal.

Electronic Claims Submission*:

Friday Health Plans Payer ID – H0657

Clearinghouses used:

- ChangeHealth
- ClaimRemedi
- CortexEDI
- GE Healthcare
- Infinedi
- InsightEDI RelayHealth
- ViaTrack
- Zotec


*additional clearinghouses available, call customer service for a comprehensive list

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Sample ID Cards:

Friday Member:
CODI TEST



Plan: Friday Silver X94%
ID: 200017585-01
Group: Individual OnEx FHP-NM
Rx Bin: 610852
Rx PCN: CHM
Rx Group: JD27
Deductible: \$0

Primary Care Visit: \$0 per Visit
Specialist Visit: 10% after Ded.
Mental Health Visit: \$0 per Visit
Urgent Care Visit: \$25 per Visit
In-Patient Hospital: 10% after Ded.
Emergency Room: 20% after Ded.
VSP Vision: \$0
Effective: 01/01/2022

HMO NM/QHP

Pre-auth is required for all hospital admissions and other additional services. Call 844-805-5000 for pre-auth and full list.

fridayhealthplans.com
Customer Service: 844-805-5000
questions@fridayhealthplans.com
Pharmacy--Provider: 855-712-2779
Pharmacy--Member: 855-712-2779
Medical Fax: 888-610-0019

Submit claims to:
Friday Health Plans
PO Box 194
Sidney NE 69162

For claims and managed healthcare assistance, call: 855-427-5674 or visit <https://www.osi.state.nm.us/index.php/managed-healthcare-complaint/>

Call for out-of-network approval. This card does not guarantee benefits or eligibility.

Friday Health Health Plans of Colorado, Inc.

