

DTS Zone	Facilities Supported	IT / Technical Contacts	Phone #
Zone 1	101 Mountain (Storage Facility), Albuquerque Ambulance (AAS), El Camino, Kaseaman, Los Lunas, MD Anderson Radiation Treatment Center (KH), PAC / Home Health Users, Presbyterian Downtown (Cedar and Lead), Rio Bravo/Isleta, The Solutions Group (Pennsylvania)	IT Service Desk - Normal Line	1-505-923-6825
		IT Service Desk - Long Distance	1-866-640-7205
		Tech Backline (DO NOT give to users)	1-505-923-6250
		SD Manager - Kellie Carroll-Juarez	Cell: 505-340-5351 Desk: 505-944-2776
Zone 2	Aquatics Center, Carmel, Cooper Center, Healthplex, Montgomery, Northside(Pan American), Out-of-State Remote Users, Radiology Associates of Albuquerque (RAA), San Mateo, Wyoming	SD Tier II - Joseph Vallejos	Cell: 505-544-3023 Desk: 505-944-2769
		SD Tier II - Patrick Buffington	Cell: 505-980-3930 Desk: 505-944-2769
		SD Tier II - Ryan Hill	Cell: 505-588-8114 Desk: 505-944-2773
Zone 3	Alameda, Atrisco, Intel, MD Anderson Radiation Treatment Center (RMC), Paradise,Rio Rancho 528, Rio Rancho High Resort, Rio Rancho Southern, Rust Medical Center	SD Tier II - Lee Goff	Cell: 720-325-5122 Desk: 505-944-2785
		ECC / Clinical Contacts Phone #	
PRMC / DCT	Dan C. Trigg (Tucumcari), Logan, Plains Regional Medical Center (Clovis)	ECC Service Desk - Normal Line	1-505-923-7111
		ECC Tier II - Juan Kurtz	Cell: 505-515-8354 Desk: 505-944-2775
LCMC	Capitan, Carrizozo, Corona,Lincoln County Medical Center (Ruidoso), White Mountain Medical Center	ECC Tier II - Heather Heslop	Cell: 505-363-0370 Desk: 505-944-2790
SGH	Belen & Socorro PMG	MyChart / Patient Contacts Phone #	
		MyChart Support - Normal Line	1-505-923-5590
SFMC	Santa Fe Med Ctr & St. Michael's PMG	PT Manager - Stephanie Harris	Cell: 505-620-2403 Desk: 505-944-2939
		PT Tier II - Juan Galindo	Cell: 505-639-9538
EGH	Espanola General Hospital	Member Services & Premium Billing	1-505-923-5678
		Patient Billing	1-505-923-6600
	Home / Remote User Routing Instructions	Provider Services	1-505-923-5757
Remote User:	Send remote-user tickets to the zone that corresponds to the user's preferred facility. (ASK!)	Video Visit / MeMD	1-844-733-7737
Home Health User:	Route all Home Health & Hospice incidents to DTS ZONE 1.	Wellness at Work - Normal Line	1-505-923-8030
		Wellness at Work - Long Distance	1-855-460-7737
		Medical Records	1-505-559-6683
		Customer Complaint Line	1-505-923-5256
		Other Contacts Phone #	
		T-Systems North America (TSNA) Service Desk	1-866-532-0672
		BioMed / Facilities / Maintenance	1-505-724-7770
		BioMed On-Call (Not to be given out to users)	1-505-841-1885
		Ricoh	Business Hrs: 505-724-7720 After Hrs: 888-456-6457
		Human Resources / Applicants	Local: 505-923-8750 Long Distance: 800-432-4600
		Medical Staff Affairs (MSA)	1-505-841-1430
		Payroll	1-505-923-6334
		Sales Call Line	1-505-841-6363
		NS Healthplex	1-505-823-8399
		CC Security	1-505-975-7884
		PH Security	1-505-841-1200
		UnityBPO Service Desk	1-866-538-6489
		Citrix Tech Support	1-800-424-8749