

# Web Portal Electronic Transactions Overview

# Purpose

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The purpose of the web portal transaction overview is to familiarize providers with the electronic features available on the NM Medicaid web portal.

# Objectives

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We will review the following:

- Provider Information
- FAQs
- Electronic Submissions Through the Web Portal
- Web Registration
- Provider Enrollment

# Introduction of HIPAA

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The Health Insurance Portability and Accountability Act of 1996, known as HIPAA, was enacted on August 21, 1996, as an attempt to incrementally reform the healthcare system. The goal was to simplify and streamline the burdens of healthcare. The most widely known portion of the law is the Administrative Simplification Section which includes requirements for the following:

- Standardization of electronic patient health, administrative and financial data
- Privacy
- Security standards protecting the confidentiality and integrity of individually identifiable providers
- Unique health identifiers for individuals, employers, health plans and health care providers

# Why Utilize Electronic Transactions?

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The push for administrative simplification originated in the health insurance industry as a way to standardize the claims processing and payment cycle, the eligibility and enrollment cycle, and even health insurers' billing.

It is important to note that HIPAA does not require physicians to conduct transactions electronically. However, if they conduct any electronic transactions, they must submit these transactions according to HIPAA standards.

# Billing Electronically through EDI

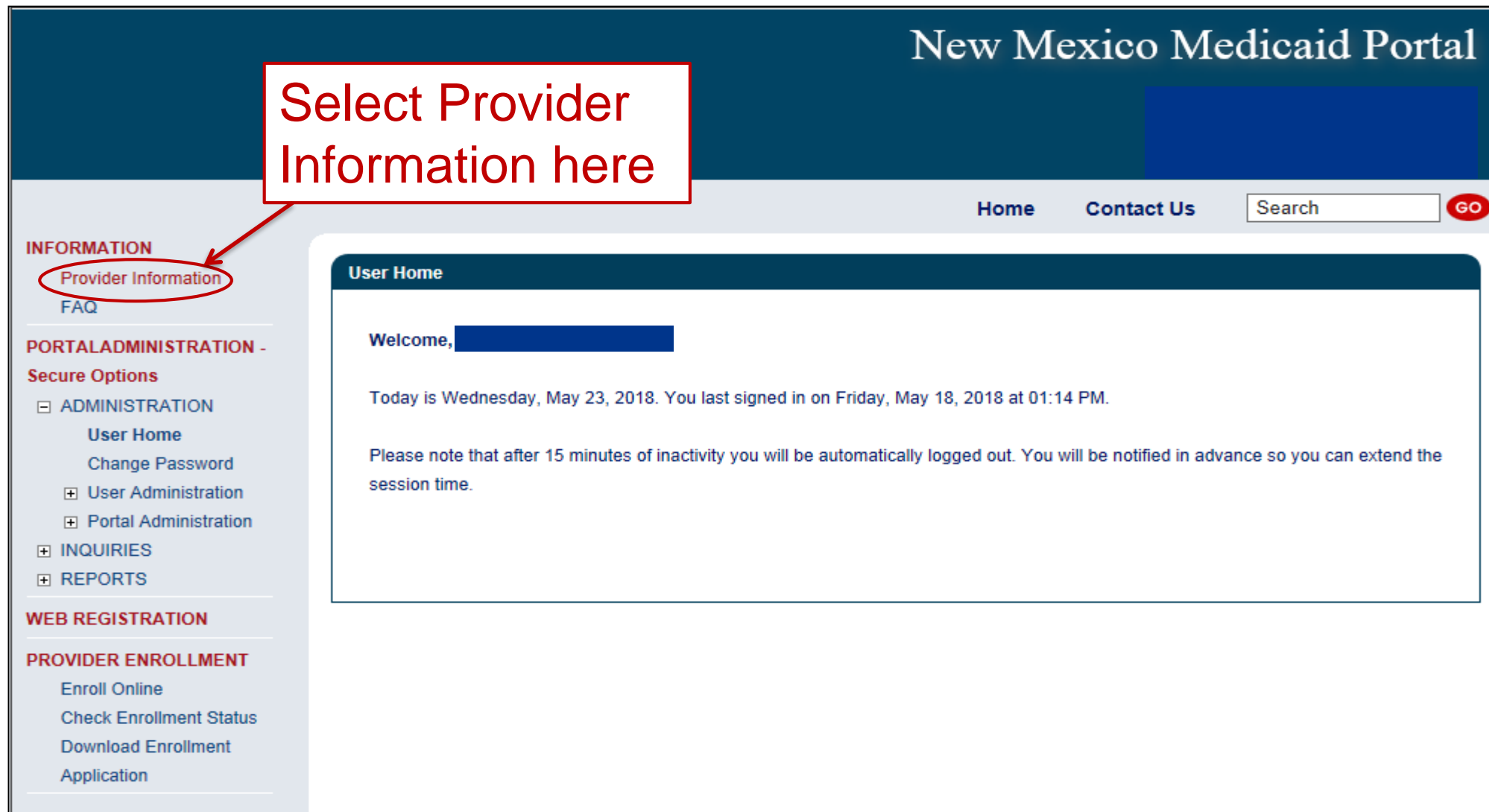
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For questions regarding billing via Electronic Data Interchange, please reference the HIPAA 5010 Transactions Overview PowerPoint which is located on the NM Medicaid portal in the Provider Information section. It can be found on the following link:

<https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm#TrainingPresentations>

# Provider Information

# Provider Information & FAQs



New Mexico Medicaid Portal

Home Contact Us Search GO

**INFORMATION**  
Provider Information  
FAQ

**PORTALADMINISTRATION - Secure Options**

- ADMINISTRATION
  - User Home
  - Change Password
  - User Administration
  - Portal Administration
- INQUIRIES
- REPORTS

**WEB REGISTRATION**

**PROVIDER ENROLLMENT**

- Enroll Online
- Check Enrollment Status
- Download Enrollment Application

**User Home**

Welcome, [REDACTED]

Today is Wednesday, May 23, 2018. You last signed in on Friday, May 18, 2018 at 01:14 PM.

Please note that after 15 minutes of inactivity you will be automatically logged out. You will be notified in advance so you can extend the session time.



# Provider Information

The Provider Information section is a resource for providers who are already enrolled as participating or looking to become NM Medicaid providers. [https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm#sandbox\\_title](https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm#sandbox_title)

New Mexico Medicaid Portal

Providers

**HOME**

**PROVIDER**

- Provider Login
- Provider Information
- FAQ
- E-News and Notices
- Links
- Contact Us
- Provider Search

Provider Information

**Electronic Data Exchange (EDI)**  
*Downloading Tips*

Topic	Word	Adobe
What's new with EDI		Adobe
<a href="#">ANSI ASC X12N 5010 Implementation Guides</a>		
EDI Forms	Word	Adobe
EDI Form Description / Usage	Not Available	PDF Format
EDI Provider Trading Partner Agreement	Word Format	PDF Format
EDI Submitter Trading Partner Agreement	Word Format	PDF Format
EDI Authorization Form	Word Format	PDF Format
EDI Update Form	Word Format	PDF Format
EDI Termination Form	Word Format	PDF Format
FAQ's	Word	Adobe
Provider / Submitter Not yet Enrolled in EDI	Not Available	PDF Format
Provider / Submitter Already Enrolled in EDI	Not Available	PDF Format
<a href="#">Link to Companion Guides</a>		
Switch Vendor	Word	Adobe
<a href="#">Becoming a Switch Vendor with NM Medicaid</a>	Not Available	PDF Format

**1095 Information**

Topic	Word	Adobe
<a href="#">Questions and Answers about Health Care Information Forms for Individuals (Forms 1095-A, 1095-B, and 1095-C)</a>	Not Available	Not Available

[Back to Top](#)

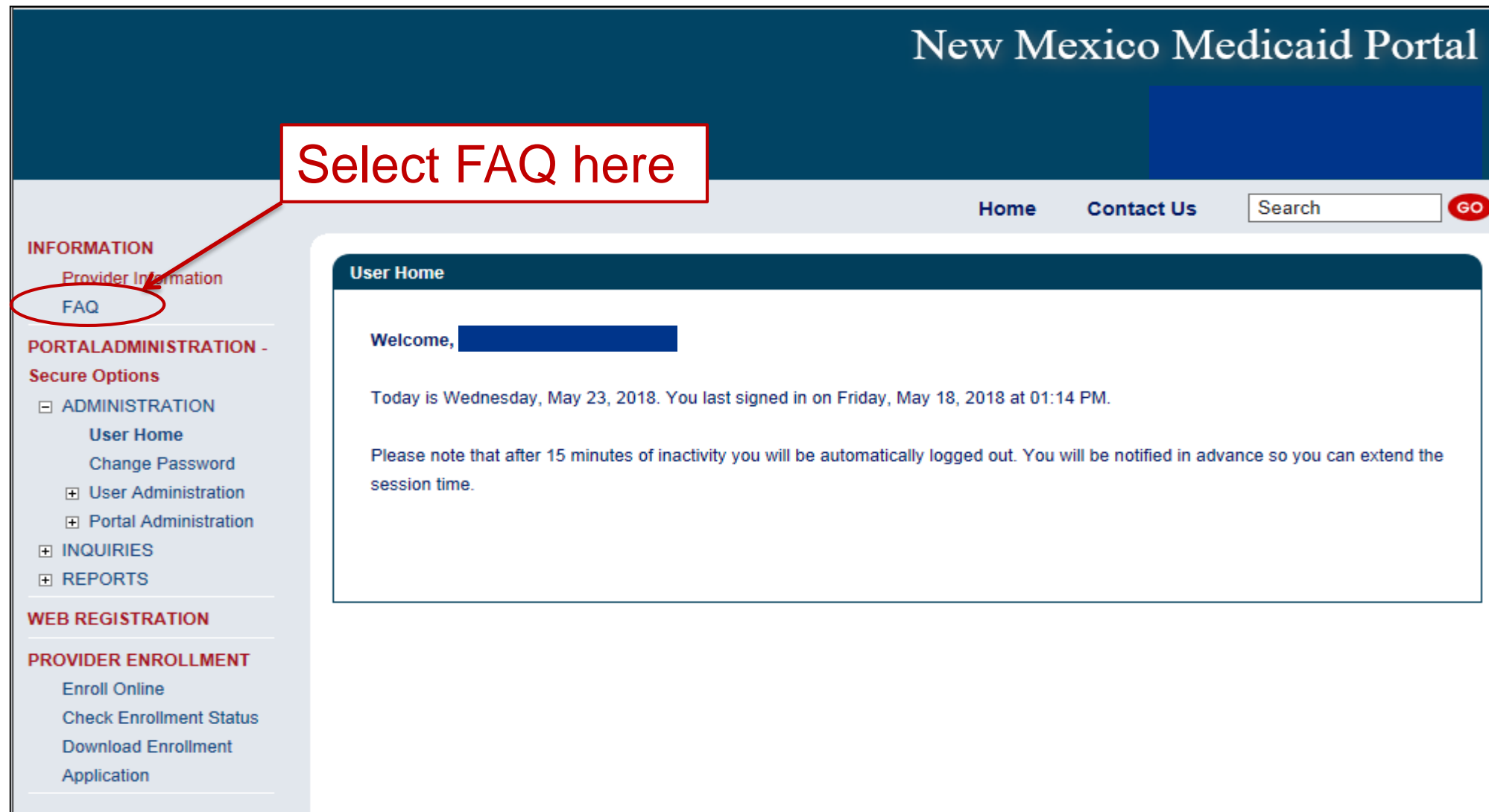
**Important State Announcements**  
*Downloading Tips*

Topic	PowerPoint	Adobe
Medicaid provider audits	Not Available	PDF Format
RTC Medicaid Payment Reduction effective 12-01-09	Not Available	PDF Format
Medicaid Enrollment Review-MAD 220 Form 2013	Not Available	PDF Format

# FAQs



# FAQs



The screenshot displays the New Mexico Medicaid Portal interface. At the top, the title "New Mexico Medicaid Portal" is centered. Below the title is a navigation bar with "Home" and "Contact Us" links, a search box, and a "GO" button. On the left side, there is a vertical navigation menu with several sections: "INFORMATION" (containing "Provider Information" and "FAQ"), "PORTALADMINISTRATION - Secure Options" (containing "ADMINISTRATION" with sub-links "User Home", "Change Password", "User Administration", and "Portal Administration"), "INQUIRIES", and "REPORTS". The "FAQ" link is circled in red, and a red box with the text "Select FAQ here" and an arrow points to it. The main content area shows a "User Home" section with a welcome message, a date and time of the last sign-in, and a note about session inactivity.

New Mexico Medicaid Portal

Home Contact Us Search GO

**INFORMATION**  
Provider Information  
FAQ

**PORTALADMINISTRATION - Secure Options**  
ADMINISTRATION  
User Home  
Change Password  
User Administration  
Portal Administration  
INQUIRIES  
REPORTS

**WEB REGISTRATION**

**PROVIDER ENROLLMENT**  
Enroll Online  
Check Enrollment Status  
Download Enrollment Application

**User Home**

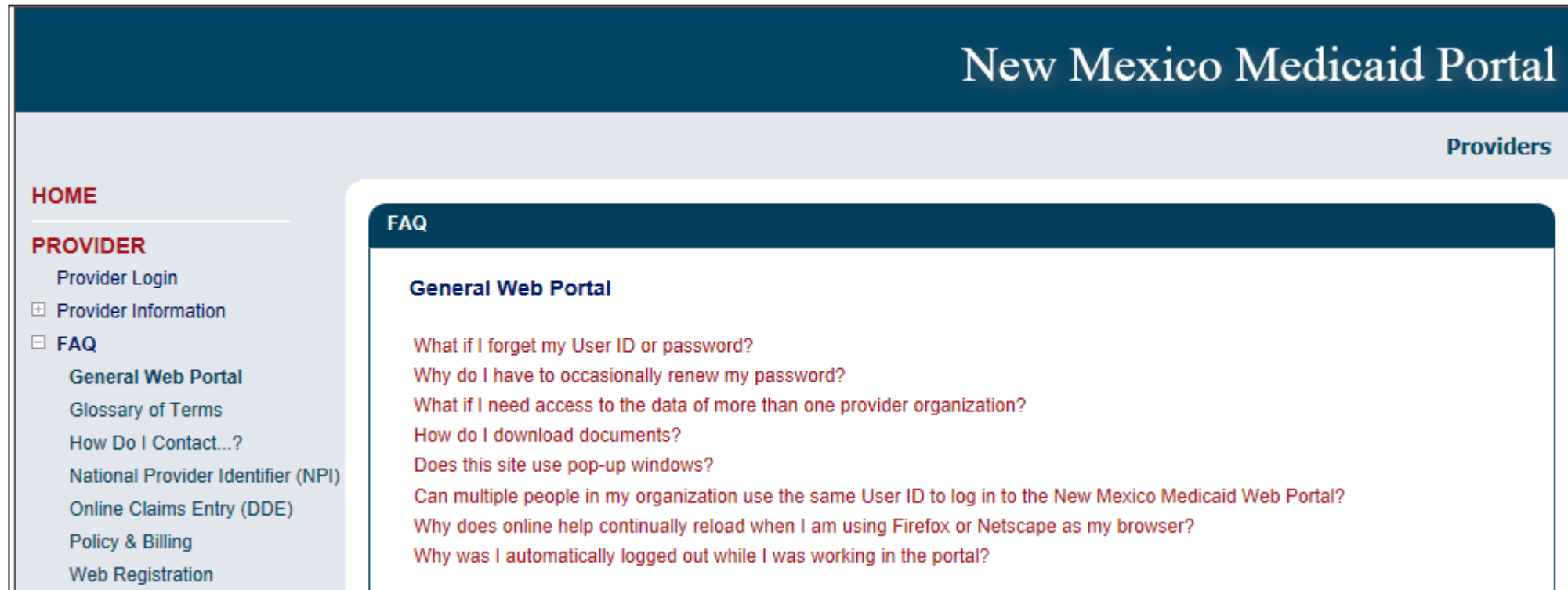
Welcome, [REDACTED]

Today is Wednesday, May 23, 2018. You last signed in on Friday, May 18, 2018 at 01:14 PM.

Please note that after 15 minutes of inactivity you will be automatically logged out. You will be notified in advance so you can extend the session time.

# FAQs

The FAQ section poses general web portal questions that providers might encounter when trying to navigate the NM Medicaid web portal. <https://nmmedicaid.portal.conduent.com/static/FAQ.htm>



The screenshot shows the 'New Mexico Medicaid Portal' for 'Providers'. The page has a dark blue header with the title 'New Mexico Medicaid Portal' and a light blue sub-header with 'Providers'. On the left is a navigation menu with 'HOME' and 'PROVIDER' sections. The 'PROVIDER' section includes links for 'Provider Login', 'Provider Information', and 'FAQ'. Under 'FAQ', there are links for 'General Web Portal', 'Glossary of Terms', 'How Do I Contact...?', 'National Provider Identifier (NPI)', 'Online Claims Entry (DDE)', 'Policy & Billing', and 'Web Registration'. The main content area is titled 'FAQ' and contains a sub-section 'General Web Portal' with several questions listed in red text.

**New Mexico Medicaid Portal**

Providers

**HOME**

**PROVIDER**

- Provider Login
- Provider Information
- FAQ
  - General Web Portal
  - Glossary of Terms
  - How Do I Contact...?
  - National Provider Identifier (NPI)
  - Online Claims Entry (DDE)
  - Policy & Billing
  - Web Registration

**FAQ**

**General Web Portal**

- What if I forget my User ID or password?
- Why do I have to occasionally renew my password?
- What if I need access to the data of more than one provider organization?
- How do I download documents?
- Does this site use pop-up windows?
- Can multiple people in my organization use the same User ID to log in to the New Mexico Medicaid Web Portal?
- Why does online help continually reload when I am using Firefox or Netscape as my browser?
- Why was I automatically logged out while I was working in the portal?

# FAQs

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- What if I forget my User ID or password?  
Contact your Master Administrator, click on the “I forgot my Password” link, or contact the HIPAA Help Desk at (800) 299-7304.
- Why do I have to occasionally review my password?  
For security reasons, your password expires every sixty (60) days. You will receive prompts to change your password five (5) days prior to its expiration.
- What if I need to access the data of more than one provider organization?  
Since your user ID can be associated with multiple organizations, the Master Administrator of each organization will have to associate your user ID with each organization.

# FAQs (continued)

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- How do I download documents?

Move the mouse cursor over the name of the document and press right mouse key. Choose “Save Target As” or “Save Link As” and save to your PC.

- Does this site use pop-up windows?

Yes, the inactivity warning message is a pop-up window. You should disable all pop-up blockers for this site only. If you do not, after 15 minutes of inactivity, you will be automatically logged out of the site without receiving a warning.

- Can multiple people in my organization use the same User ID to log in to the NM Medicaid Portal?

No, each user should have his/her own unique User ID since there can only be one active portal session per User ID.

# FAQs (continued)

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- Why does online help continually reload when I am using Firefox or Netscape as my browser?

This is a known issue with the third-party software used to author the portal's online help. The only workaround is to use a different browser program, such as Internet Explorer.

- Why was I automatically logged out while I was working in the portal?

If you are inactive for 10 minutes and receive the Session Timeout Warning pop-up but continue working without clicking the 'Continue Working' button, you will be automatically logged out 5 minutes after receiving the warning. To avoid this, please be sure to click the 'Continue Working' button when you receive the warning message.

# Electronic Submissions Through the Web Portal





# NM Medicaid Web Portal

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By creating an account and logging in to the New Mexico Medicaid Web Portal, users can do the following:

1. Submit CMS-1500, UB-04, and ADA Dental Claims.
2. Adjust claims (originally submitted via the Web Portal) that have paid and need to be corrected.
3. Void a claim (originally submitted via the Web Portal) that has paid.
4. Rebill a claim (originally submitted via the Web Portal) that has denied.
5. Check a client's eligibility.
6. Check claim status.
7. Check Prior Authorization status.
8. Check Payment History.
9. Retrieve Remittance Advices (RAs).
10. Submit update requests to the provider record.

\* Please note unlike HIPAA 5010 transactions, the New Mexico Medicaid Web Portal is limited to one claim entry or client eligibility inquiry at a time. Use Electronic Data Exchange (EDI) Transactions to submit multiple inquiries or claims at once (batch transactions).

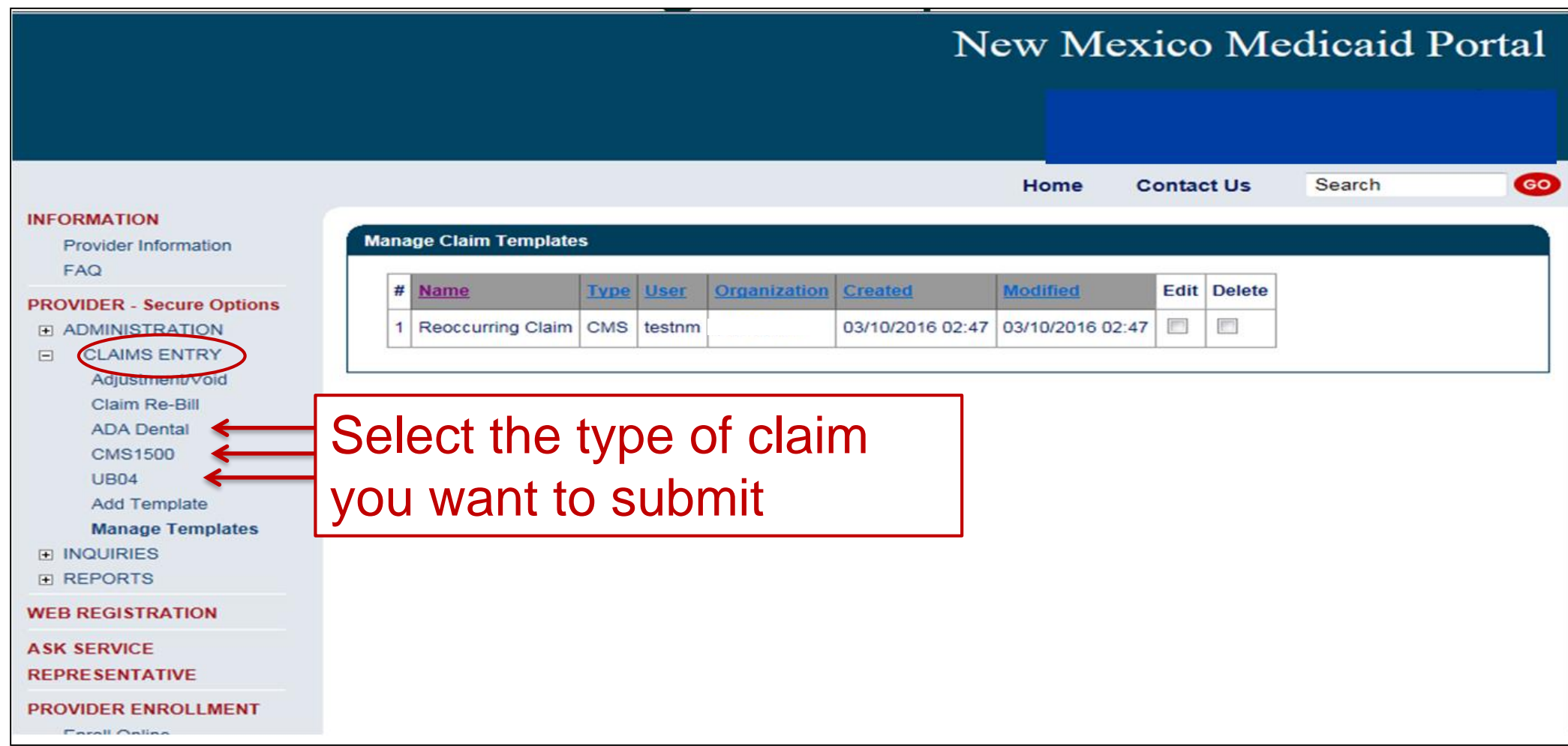
# Getting Access to Bill on the Web Portal

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- If you are currently not registered on to the New Mexico Medicaid Web Portal you can create an account using either your active New Mexico Medicaid Provider ID or your NPI using the following link:  
<https://nmmedicaid.portal.conduent.com/webportal/webRegistration/webRegStart>
- If your New Mexico Provider ID or NPI is currently registered on the New Mexico Medicaid Web Portal but you do not have access to log in to the Web Portal please contact your Master Administrator.
- If you do not know if your Provider ID or NPI is registered on the New Mexico Medicaid Web Portal or if you do not know who your Master Administrator is, you can contact the Consolidated Customer Service Center (CCSC) Helpdesk for further assistance at (800) 299-7304 or by email at [HIPAA.desknm@state.nm.us](mailto:HIPAA.desknm@state.nm.us).

# Submitting a Claim on the Web Portal

- To submit a claim on the Web Portal, click on the “Claims Entry” option when logged in to your account.



New Mexico Medicaid Portal

Home Contact Us Search GO

**INFORMATION**  
 Provider Information  
 FAQ

**PROVIDER - Secure Options**

- ADMINISTRATION
- CLAIMS ENTRY** (circled in red)
- Adjustment/Void
- Claim Re-Bill
- ADA Dental
- CMS1500
- UB04
- Add Template
- Manage Templates
- INQUIRIES
- REPORTS

**WEB REGISTRATION**

**ASK SERVICE REPRESENTATIVE**

**PROVIDER ENROLLMENT**

**Manage Claim Templates**

#	Name	Type	User	Organization	Created	Modified	Edit	Delete
1	Reoccurring Claim	CMS	testnm		03/10/2016 02:47	03/10/2016 02:47	<input type="checkbox"/>	<input type="checkbox"/>

Select the type of claim you want to submit

# Submitting a Claim on the Web Portal

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For further Instructions on submitting claims on the Web Portal, review the Training Presentations on the Web Portal under “Provider Information” found here:

<https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm#TrainingPresentations>

These training presentations cover how to bill the following claim types in detail:

- CMS-1500
- UB-04
- ADA Dental

# Submitting an Adjustment Request on the Web Portal

To submit an adjustment request, click **Adjustment/Void** under “Claims Entry” when logged in to your account.



# Submitting an Adjustment Request on the Web Portal

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For more information on submitting Adjustment Requests via the Medicaid Portal, please refer to the **Online Claims Entry Adjustment, Void, and Re-bill** training presentation on the Web Portal under “Training Presentations” found here:

<https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm#TrainingPresentations>

– This presentation covers Adjustment submissions in detail.

\* Please note that you can only adjust the claim through the New Mexico Medicaid Web Portal if the claim was originally submitted via the web portal.

# Submitting a Void Request on the Web Portal

To submit a void request, click **Adjustment/Void** under “Claims Entry” when logged in to your account.



# Submitting a Void Request on the Web Portal

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For more information on submitting Void Requests via the Medicaid Portal refer to the **Online Claims Entry Adjustment, Void, and Re-bill** training presentation on the Web Portal under “Training Presentations” found here: <https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm#TrainingPresentations>

This presentation covers void submissions in detail.

\* Please note that you can only void a claim through the New Mexico Medicaid Web Portal if the original claim was submitted via the web portal.



# Submitting a Claim Re-bill on the Web Portal

To re-bill a denied claim, click **Claim Re-bill** under “Claims Entry” when logged in to your account.



The screenshot shows the New Mexico Medicaid Portal interface. The main header is dark blue with the text "New Mexico Medicaid Portal". Below the header, there are navigation links for "Home" and "Contact Us", and a search bar with a "GO" button. The left sidebar contains several menu categories: "INFORMATION" (Provider Information, FAQ), "PROVIDER - Secure Options" (ADMINISTRATION, CLAIMS ENTRY, Adjustment/Void, Claim Re-Bill, ADA Dental, CMS1500, UB04, Add Template, Manage Templates), "INQUIRIES", "REPORTS", "WEB REGISTRATION", "ASK SERVICE REPRESENTATIVE", and "PROVIDER ENROLLMENT". The "CLAIMS ENTRY" category is expanded, and "Claim Re-Bill" is circled in red. The main content area displays a "Manage Claim Templates" table with the following data:

#	Name	Type	User	Organization	Created	Modified	Edit	Delete
1	Reoccurring Claim	CMS	testnm		03/10/2016 02:47	03/10/2016 02:47	<input type="checkbox"/>	<input type="checkbox"/>

# Re-billing a Claim on the Web Portal

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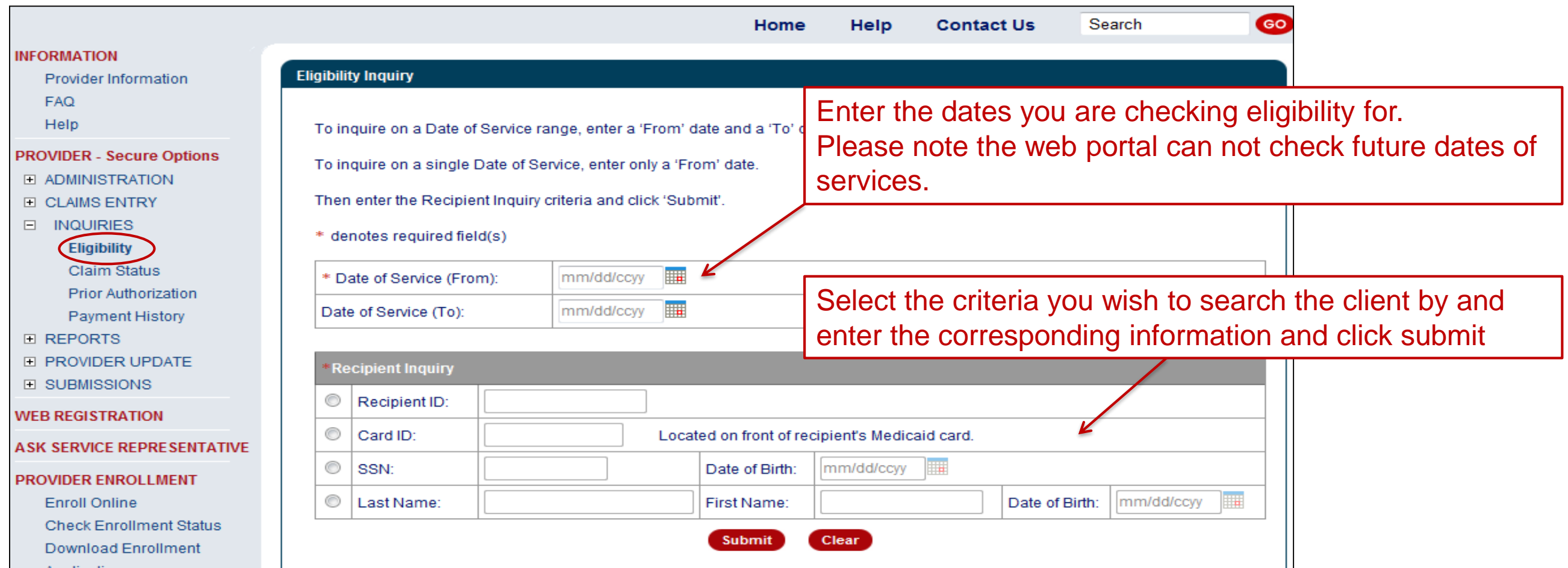
For more information on re-billing a denied claim via the Medicaid Portal refer to the **Online Claims Entry Adjustment, Void, and Re-bill** training presentation on the Web Portal under “Training Presentations” found here: <https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm#TrainingPresentations>

This presentation covers claim re-bill submissions in detail.

\* Please note that you can only re-bill a claim through the New Mexico Medicaid Web Portal if the original claim was submitted via the web portal.

# Checking Eligibility on the Web Portal

To check client eligibility, click **Eligibility** under “Inquiries” when logged in to your account.





The screenshot shows the 'Eligibility Inquiry' page on a web portal. The left sidebar contains a navigation menu with 'Eligibility' highlighted under the 'INQUIRIES' section. The main content area includes instructions on how to enter dates of service and recipient information. Two red callout boxes provide additional guidance: one points to the date input fields, and the other points to the recipient inquiry form.

**Eligibility Inquiry**

To inquire on a Date of Service range, enter a 'From' date and a 'To' date.  
 To inquire on a single Date of Service, enter only a 'From' date.  
 Then enter the Recipient Inquiry criteria and click 'Submit'.

\* denotes required field(s)


\* Date of Service (From):  


Date of Service (To):  

**\* Recipient Inquiry**

Recipient ID:

Card ID:  Located on front of recipient's Medicaid card.

SSN:  Date of Birth:  

Last Name:  First Name:  Date of Birth:  

**Callout 1:** Enter the dates you are checking eligibility for. Please note the web portal can not check future dates of services.

**Callout 2:** Select the criteria you wish to search the client by and enter the corresponding information and click submit

# Checking Prior Authorization Status on the Web Portal

**INFORMATION**  
 Provider Information  
 FAQ

**PROVIDER - Secure Options**

- ADMINISTRATION
- CLAIMS ENTRY
- INQUIRIES
  - Eligibility
  - Claim Status
  - Prior Authorization**
  - Payment History
- REPORTS

**WEB REGISTRATION**

**ASK SERVICE REPRESENTATIVE**

**PROVIDER ENROLLMENT**

- Enroll Online
- Check Enrollment Status
- Download Enrollment Application

Home Contact Us Search **GO**

**Prior Authorization Inquiry**

To inquire on Prior Authorization status, enter one or more of the general inquiry criteria or enter the prior authorization number of the recipient and click 'Submit.' When performing general inquiries, only prior authorizations with an expiration date within the past two years will be returned.

Attention HCBS Waiver Direct Service Providers: At this time, HCBS direct service providers can inquire for a PA only by using the PA number. We are working to make full PA inquiry capabilities available to all HCBS direct service providers. Please note: This inquiry criteria restriction does not apply to HCBS direct service providers.

\* denotes required field(s)

General Inquiry	
Recipient ID:	<input type="text"/>
<input checked="" type="radio"/> All Effective	
<input type="radio"/> Effective On:	<input type="text" value="mm/dd/ccyy"/>

or

PA Number Inquiry	
* PA Number:	<input type="text"/>

**Submit** **Clear**

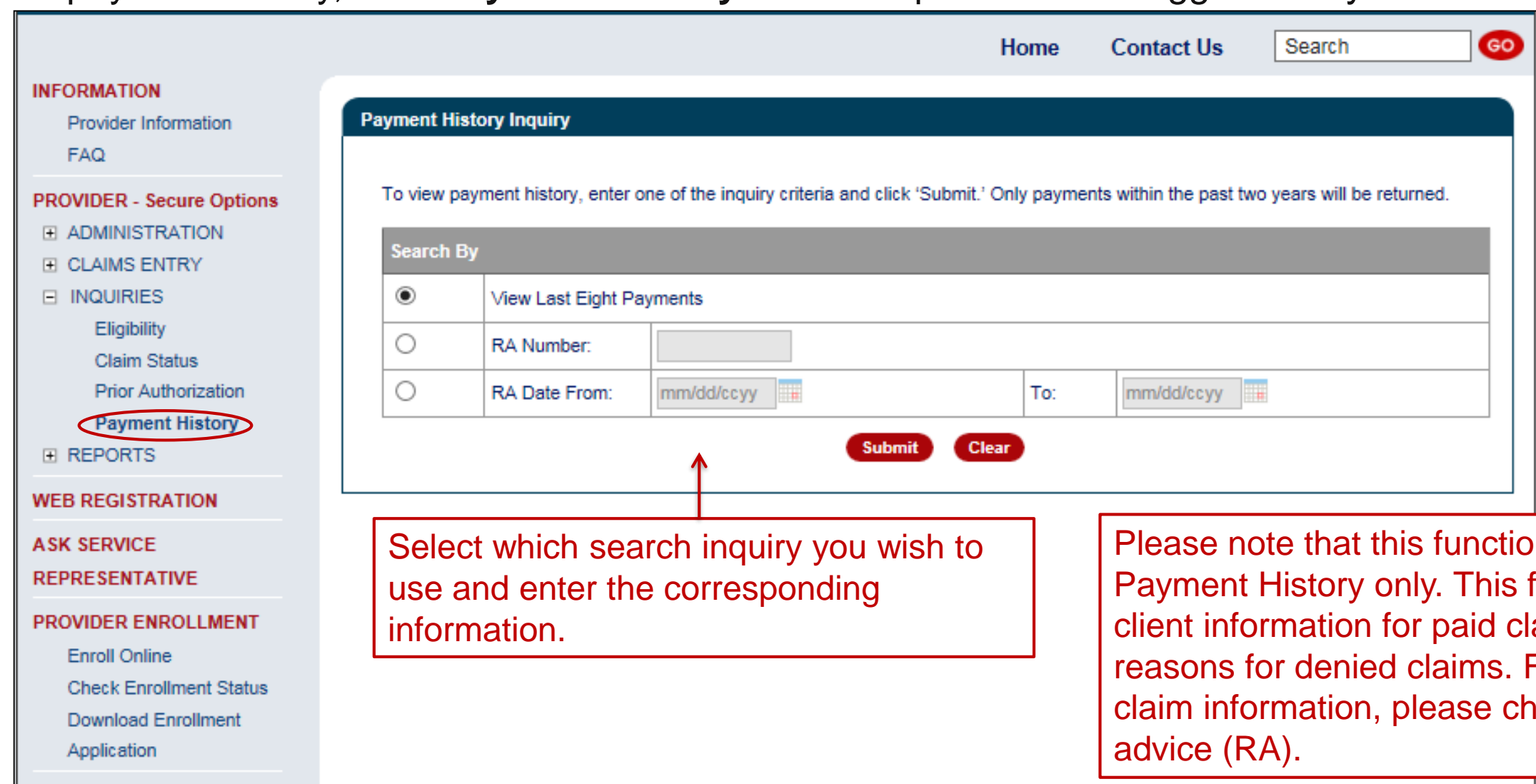
You can check the status using the "PA Number Inquiry" if you have a PA number.

If a PA is needed, please contact the Third Party Assessor. Click the following link for more information:  
[https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm#Third\\_Party\\_Assessor](https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm#Third_Party_Assessor)

You can use the General Inquiry search if you do not have a PA number.

# Checking Payment History on the Web Portal

To check payment history, click **Payment History** under “Inquiries” when logged in to your account.



Home Contact Us Search **GO**

**INFORMATION**  
 Provider Information  
 FAQ

**PROVIDER - Secure Options**

- ADMINISTRATION
- CLAIMS ENTRY
- INQUIRIES
  - Eligibility
  - Claim Status
  - Prior Authorization
  - Payment History**
- REPORTS

**WEB REGISTRATION**

**ASK SERVICE REPRESENTATIVE**

**PROVIDER ENROLLMENT**  
 Enroll Online  
 Check Enrollment Status  
 Download Enrollment Application

**Payment History Inquiry**

To view payment history, enter one of the inquiry criteria and click 'Submit.' Only payments within the past two years will be returned.

Search By			
<input checked="" type="radio"/>	View Last Eight Payments		
<input type="radio"/>	RA Number:	<input type="text"/>	
<input type="radio"/>	RA Date From:	<input type="text" value="mm/dd/ccyy"/>	To: <input type="text" value="mm/dd/ccyy"/>

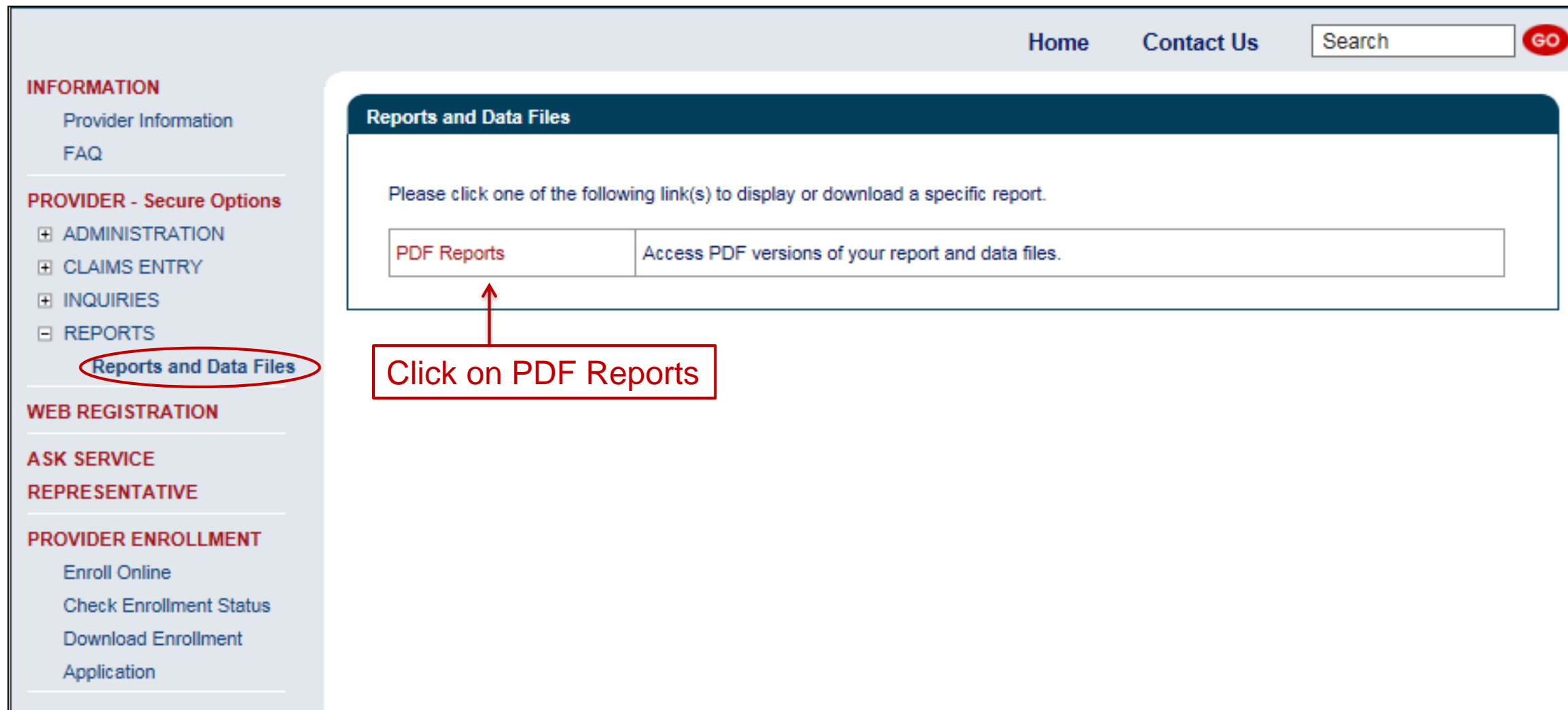
**Submit** **Clear**

Select which search inquiry you wish to use and enter the corresponding information.

Please note that this function is to check the Payment History only. This function will not give client information for paid claims nor denial reasons for denied claims. For paid or denied claim information, please check your remittance advice (RA).

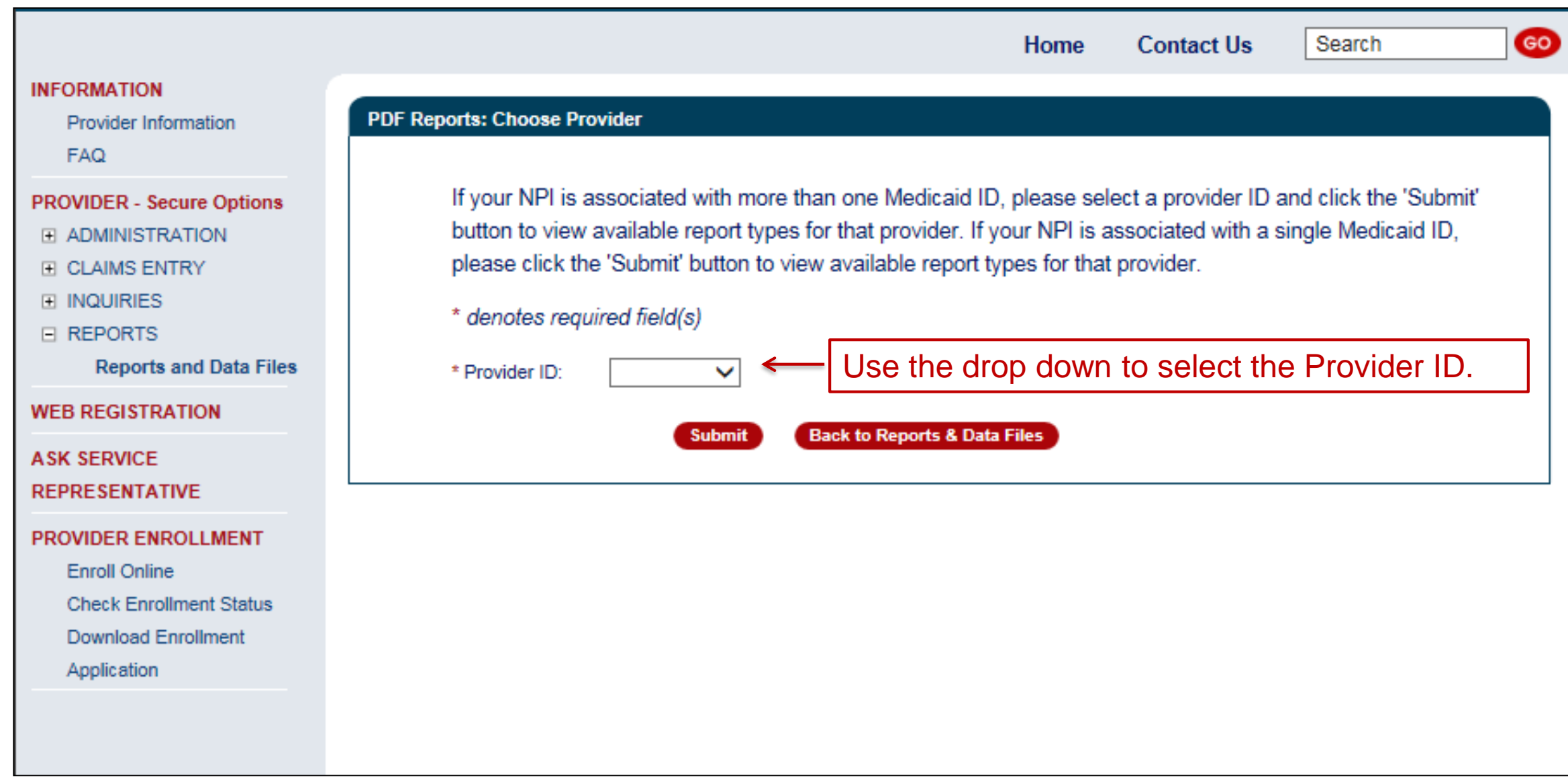
# Retrieving Your Remittance Advice on the Web Portal

To retrieve a Remittance Advice (RA), click **Reports and Data Files** under “Reports” when logged into your account.



The screenshot shows the Conduent web portal interface. At the top right, there are links for 'Home' and 'Contact Us', a search bar with a 'GO' button, and a 'Search' input field. On the left sidebar, under the 'INFORMATION' section, there are links for 'Provider Information' and 'FAQ'. Under the 'PROVIDER - Secure Options' section, there are expandable menus for 'ADMINISTRATION', 'CLAIMS ENTRY', 'INQUIRIES', and 'REPORTS'. The 'REPORTS' menu is expanded, and 'Reports and Data Files' is highlighted with a red oval. In the main content area, there is a section titled 'Reports and Data Files' with a dark blue header. Below the header, there is a text prompt: 'Please click one of the following link(s) to display or download a specific report.' Below this prompt is a table with two columns: 'PDF Reports' and 'Access PDF versions of your report and data files.' A red box with the text 'Click on PDF Reports' and a red arrow points to the 'PDF Reports' link in the table.

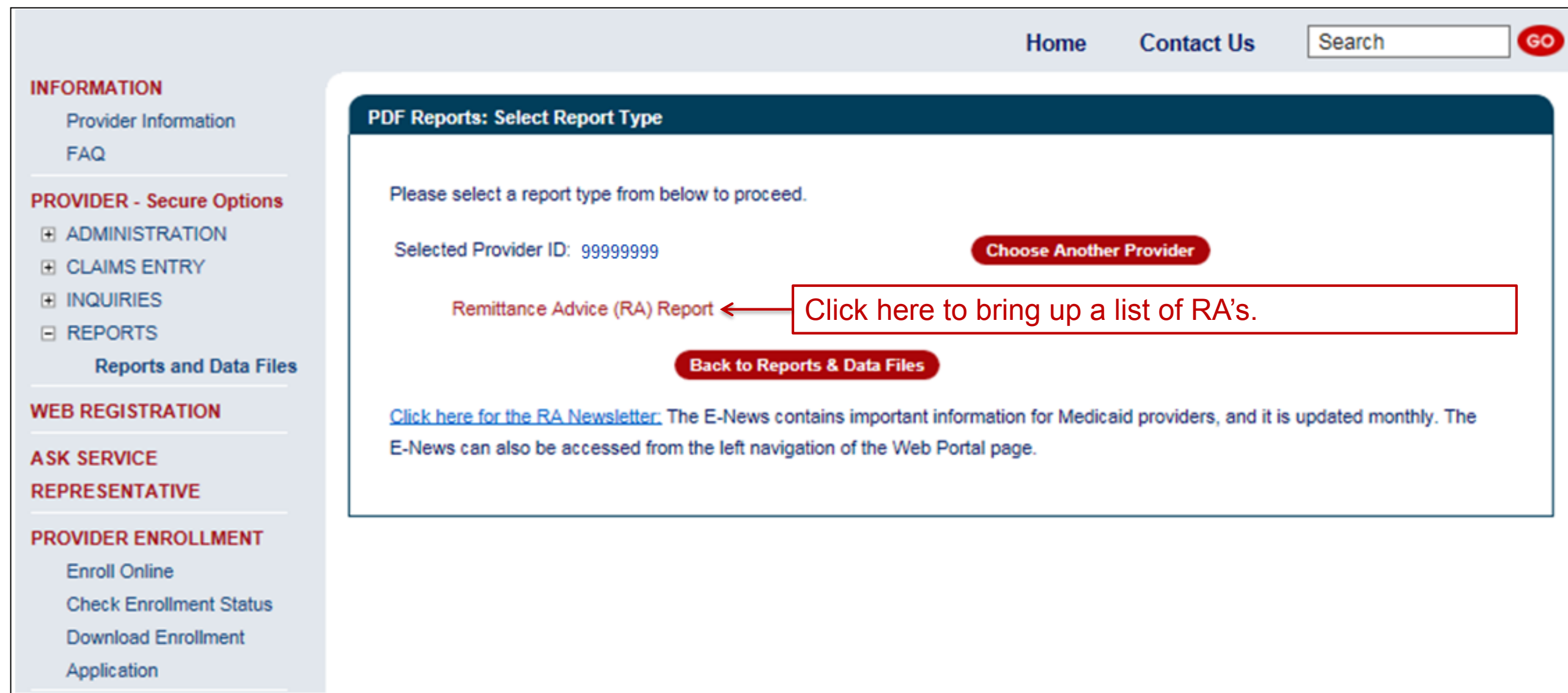
# Retrieving Your Remittance Advice on the Web Portal



The screenshot shows a web portal interface. At the top right, there are navigation links for 'Home' and 'Contact Us', a search bar with the text 'Search', and a red 'GO' button. On the left side, there is a vertical navigation menu with several sections: 'INFORMATION' (with links for 'Provider Information' and 'FAQ'), 'PROVIDER - Secure Options' (with expandable links for 'ADMINISTRATION', 'CLAIMS ENTRY', 'INQUIRIES', and 'REPORTS'), 'Reports and Data Files', 'WEB REGISTRATION', 'ASK SERVICE REPRESENTATIVE', and 'PROVIDER ENROLLMENT' (with links for 'Enroll Online', 'Check Enrollment Status', 'Download Enrollment Application').

The main content area is titled 'PDF Reports: Choose Provider'. It contains the following text: 'If your NPI is associated with more than one Medicaid ID, please select a provider ID and click the 'Submit' button to view available report types for that provider. If your NPI is associated with a single Medicaid ID, please click the 'Submit' button to view available report types for that provider.' Below this text is a note: '\* denotes required field(s)'. A form field labeled '\* Provider ID:' is shown as a dropdown menu. A red box with an arrow points to this dropdown menu, containing the text 'Use the drop down to select the Provider ID.' Below the form field are two buttons: 'Submit' and 'Back to Reports & Data Files'.

# Retrieving Your Remittance Advice on the Web Portal



Home Contact Us Search **GO**

**INFORMATION**  
Provider Information  
FAQ

**PROVIDER - Secure Options**  
+ ADMINISTRATION  
+ CLAIMS ENTRY  
+ INQUIRIES  
- REPORTS  
Reports and Data Files

**WEB REGISTRATION**

**ASK SERVICE REPRESENTATIVE**

**PROVIDER ENROLLMENT**  
Enroll Online  
Check Enrollment Status  
Download Enrollment Application

**PDF Reports: Select Report Type**

Please select a report type from below to proceed.

Selected Provider ID: 99999999 **Choose Another Provider**

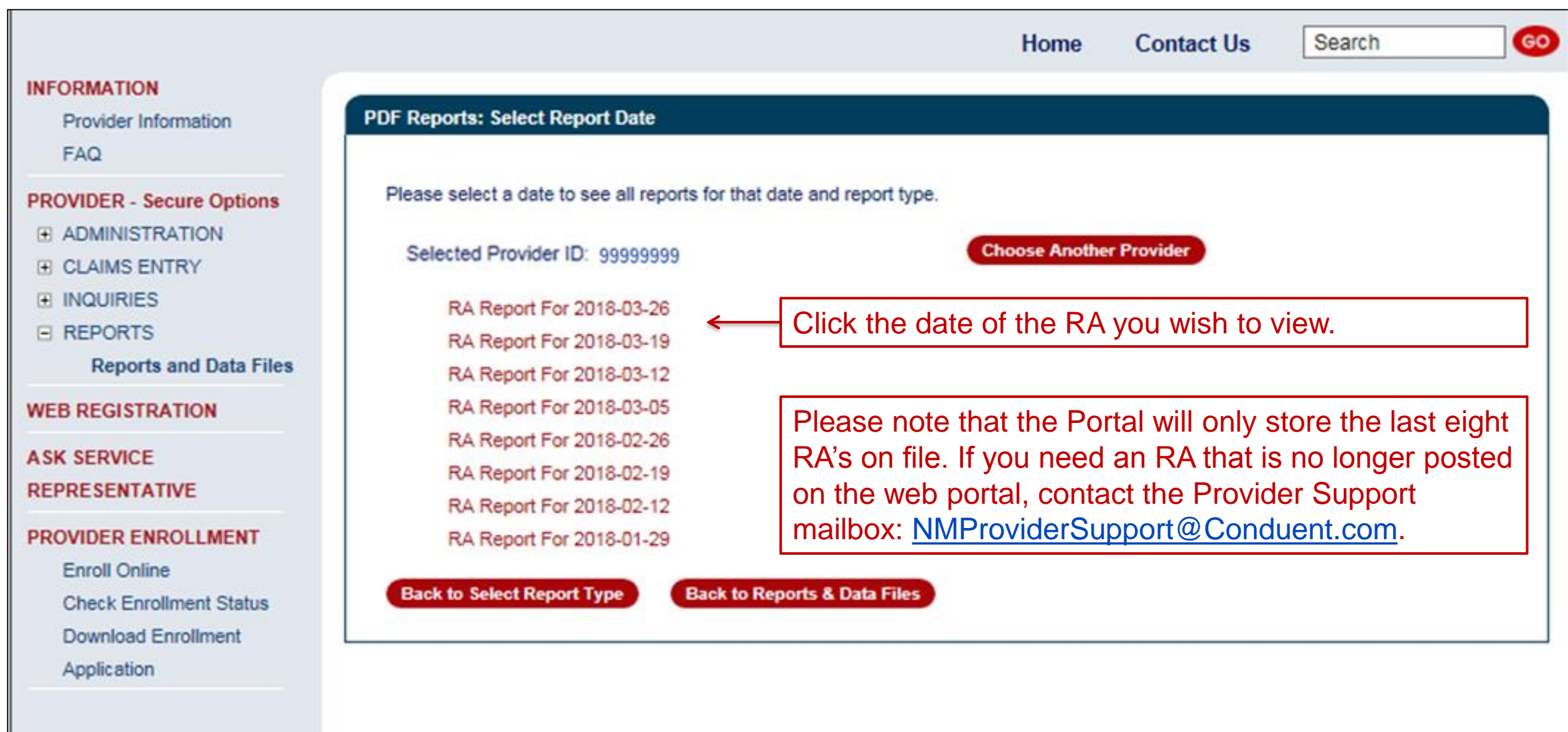
Remittance Advice (RA) Report ← **Click here to bring up a list of RA's.**

**Back to Reports & Data Files**

[Click here for the RA Newsletter.](#) The E-News contains important information for Medicaid providers, and it is updated monthly. The E-News can also be accessed from the left navigation of the Web Portal page.



# Retrieving Your Remittance Advice on the Web Portal



Home Contact Us Search **GO**

**INFORMATION**  
Provider Information  
FAQ

**PROVIDER - Secure Options**  
ADMINISTRATION  
CLAIMS ENTRY  
INQUIRIES  
REPORTS  
Reports and Data Files

**WEB REGISTRATION**

**ASK SERVICE REPRESENTATIVE**

**PROVIDER ENROLLMENT**  
Enroll Online  
Check Enrollment Status  
Download Enrollment Application

**PDF Reports: Select Report Date**

Please select a date to see all reports for that date and report type.

Selected Provider ID: 99999999 **Choose Another Provider**

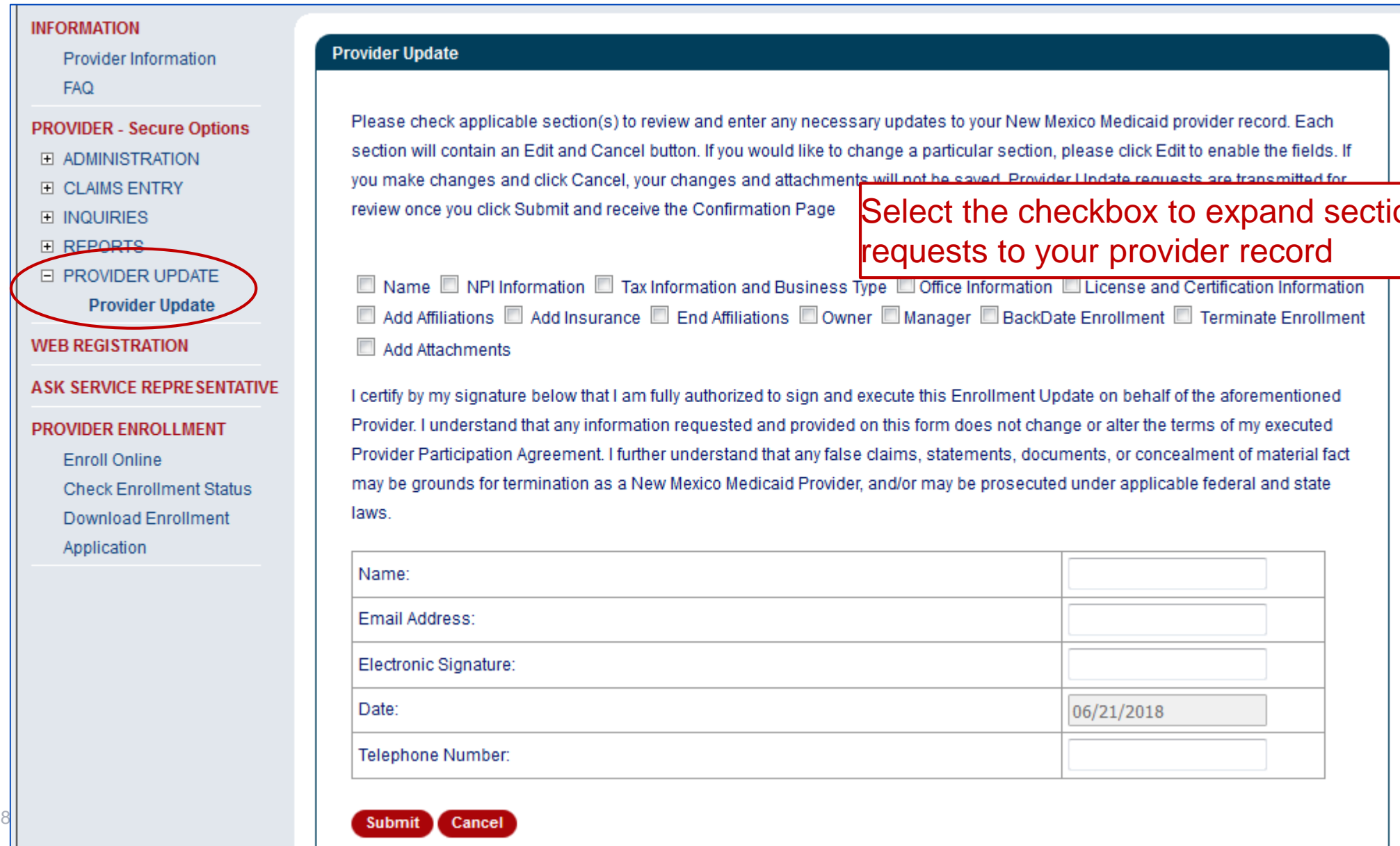
- RA Report For 2018-03-26
- RA Report For 2018-03-19
- RA Report For 2018-03-12
- RA Report For 2018-03-05
- RA Report For 2018-02-26
- RA Report For 2018-02-19
- RA Report For 2018-02-12
- RA Report For 2018-01-29

**Back to Select Report Type** **Back to Reports & Data Files**

Click the date of the RA you wish to view.

Please note that the Portal will only store the last eight RA's on file. If you need an RA that is no longer posted on the web portal, contact the Provider Support mailbox: [NMProviderSupport@Conduent.com](mailto:NMProviderSupport@Conduent.com).

# Submitting Provider Updates on the Web Portal



**INFORMATION**  
Provider Information  
FAQ

**PROVIDER - Secure Options**

- + ADMINISTRATION
- + CLAIMS ENTRY
- + INQUIRIES
- + REPORTS
- PROVIDER UPDATE**  
Provider Update

**WEB REGISTRATION**

**ASK SERVICE REPRESENTATIVE**

**PROVIDER ENROLLMENT**  
Enroll Online  
Check Enrollment Status  
Download Enrollment Application

### Provider Update

Please check applicable section(s) to review and enter any necessary updates to your New Mexico Medicaid provider record. Each section will contain an Edit and Cancel button. If you would like to change a particular section, please click Edit to enable the fields. If you make changes and click Cancel, your changes and attachments will not be saved. Provider Update requests are transmitted for review once you click Submit and receive the Confirmation Page

Name  NPI Information  Tax Information and Business Type  Office Information  License and Certification Information  
 Add Affiliations  Add Insurance  End Affiliations  Owner  Manager  BackDate Enrollment  Terminate Enrollment  
 Add Attachments

I certify by my signature below that I am fully authorized to sign and execute this Enrollment Update on behalf of the aforementioned Provider. I understand that any information requested and provided on this form does not change or alter the terms of my executed Provider Participation Agreement. I further understand that any false claims, statements, documents, or concealment of material fact may be grounds for termination as a New Mexico Medicaid Provider, and/or may be prosecuted under applicable federal and state laws.

Name:	<input type="text"/>
Email Address:	<input type="text"/>
Electronic Signature:	<input type="text"/>
Date:	06/21/2018
Telephone Number:	<input type="text"/>

**Submit** **Cancel**

Select the checkbox to expand section(s) and submit update requests to your provider record

## New Mexico Medicaid Resources

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- New Mexico Medicaid Online
  - Provider Information
  - Provider Login Screen Notices
  - Provider E-News Newsletters
- Medicaid Provider Relations Call Center
- Provider Communication Updates
- Provider Field Representative
- Provider Webinars
- Open Forums and Live Training Sessions

*Continued on next page . . .*

# New Mexico Medicaid Resources *Continued*

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**New Mexico Medicaid Portal** – <https://nmmedicaid.portal.conduent.com/static/index.htm>

Claim Inquiries, Eligibility Verification, Electronic Claim Submission, Provider Manuals, E-News

**NM Human Services Department** – <http://www.hsd.state.nm.us/mad/>

Supplements, Memos, Provider Billing Packets and Policy

**Medical Assistance Division** – PE Program Staff – [HSD.PEDeterminers@state.nm.us](mailto:HSD.PEDeterminers@state.nm.us)

Assistance with PE Applications, PE Determinations, MAD 070, PE Training, PE Certification

**Consolidated Customer Service Center (CCSC) Helpdesk** – (800) 299 - 7304.

Claim Status, Eligibility, Prior Authorization, Medicaid Updates

**Consolidated Customer Service Center (CCSC) Helpdesk** – [NM.Providers@state.nm.us](mailto:NM.Providers@state.nm.us)

Claim research assistance, general Medicaid inquiries, Provider Enrollment Applications, Forms & Instructions

**HIPAA Helpdesk** – [HIPAA.desknm@state.nm.us](mailto:HIPAA.desknm@state.nm.us)

Assistance on NM Web Portal, EDI inquiries, and Online Claim Submission with DDE (Direct Data Entry)

**Consolidated Customer Service Center (CCSC) Helpdesk** – (800) 283-4465

Eligibility inquiries, Fee-for-Service Replacement Medicaid Identification Card, Enroll or change a Managed Care Organization and Eligibility application status

**Medical Assistance Division, Program Rules** – <http://www.hsd.state.nm.us/providers/rules-nm-administrative-code-.aspx>

NMAC for Programs administered by the Medical Assistance Division

**Yes New Mexico** - <https://www.yes.state.nm.us/yesnm/home/index>

Apply, check, update, or renew Medical Assistance (Medicaid) benefits

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