

NM Medicaid Web Portal Registration, Master Administration, & User Workshop

Purpose

The purpose of this workshop is to provide an overview of the New Mexico Medicaid Web Portal provider functionalities. We will also provide instructions on how to utilize, navigate, and how to determine user privileges for users once they are set up to log into the web portal.

Objectives

Review the following provider processes pertaining to the NM Web Medicaid Portal:

- Web Registration
- Master Administration (MA)
- Users Registration & Administration
- Users Maintenance, Login, & Forgotten Password
- Technical Support

Recipient/Recipiente

Providers



Recipients

I AM ALREADY ENROLLED IN THE NEW MEXICO MEDICAID PROGRAM

Log in to:

- Check your eligibility.
- Enroll in or change your managed care plan.
- Request a Replacement Medicaid Identification Card for Fee-for-Service (Not with an MCO).
- Ask a question about your coverage.

1095-B Information

YA ESTOY REGISTRADO/A EN EL PROGRAMA DE MEDICAID DE NUEVO MEXICO

Entre a:

- Chequear su elegibilidad.
- Registrarse o cambiar su plan de cuidado administrativo.
- Solicitar una tarjeta de identificación para el programa de pago por servicio de Medicaid (tarjeta azul/no con un plan de cuidado administrativo).
- Hacer una pregunta sobre su cobertura.

1095-B Informacion

I AM NOT ENROLLED BUT WOULD LIKE MORE INFORMATION ABOUT THE NEW MEXICO MEDICAID PROGRAM

- [Click here for information about the program](#)
- [Click here to see if you might be eligible](#)

NO ESTOY REGISTRADO/A, PERO QUISIERA SABER MAS INFORMACIÓN SOBRE EL PROGRAMA DE MEDICAID DE NUEVO MEXICO

- Haga "click" aquí para información sobre el programa
- Haga "click" aquí para ver si puede ser elegible

Providers

SECURE INFORMATION

Log in to:

- Submit claims online.
- Inquire on recipient eligibility, claims, payments, and prior authorizations.
- View or print remittance advices and other reports.
- MORE

PUBLIC INFORMATION

View valuable information about the New Mexico Medicaid program, including:

- [Provider Online Application](#)
- [Questions and Answers about Health Care Information Forms for Individuals \(Forms 1095-A, 1095-B, and 1095-C\)](#)
- [ICD-10 2016 Update](#)
- [New Third-Party Assessor Contractor Effective March 1, 2015](#)
- [Training Presentations and Webinars](#)
- [Fee Schedules](#)
- [New Mexico Medicaid E-News](#)
- [Provider Information](#)
- [Mi Vía & Self-Directed Community Benefit](#)

<https://nmmedicaid.portal.conduent.com/static/index.htm>

New Mexico Medicaid Portal

Providers

HOME

PROVIDER

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

Non-secure features

Provider Login

Revised Adjustment, Reconsideration and Void Request

New Mexico Medicaid has revised Adjustment, Reconsideration and Void Request Forms to better assist providers and reduce the number of returns.

The Adjustment / Void Request Forms have been consolidated into one form. Submission instructions for the revised Adjustment/Void and Reconsideration Request Forms are included in each form.

The forms can be found on the New Mexico Medicaid Web Portal at: <https://nmmedicaid.acs-inc.com/static/ProviderInformation.htm#FormsPubs>

After **October 1st, 2017**, Conduent will no longer accept older versions of Adjustment, Reconsideration or Void Request Forms and will return to provider.

Each Adjustment, Void or Reconsideration request must be submitted electronically. Requests submitted without the correct request form will be returned to the provider.

The New Mexico Web Portal extends the business capabilities of Medicaid program providers by offering user-friendly tools and resources electronically. Registered users may Log In to access the following interactive features of the portal:

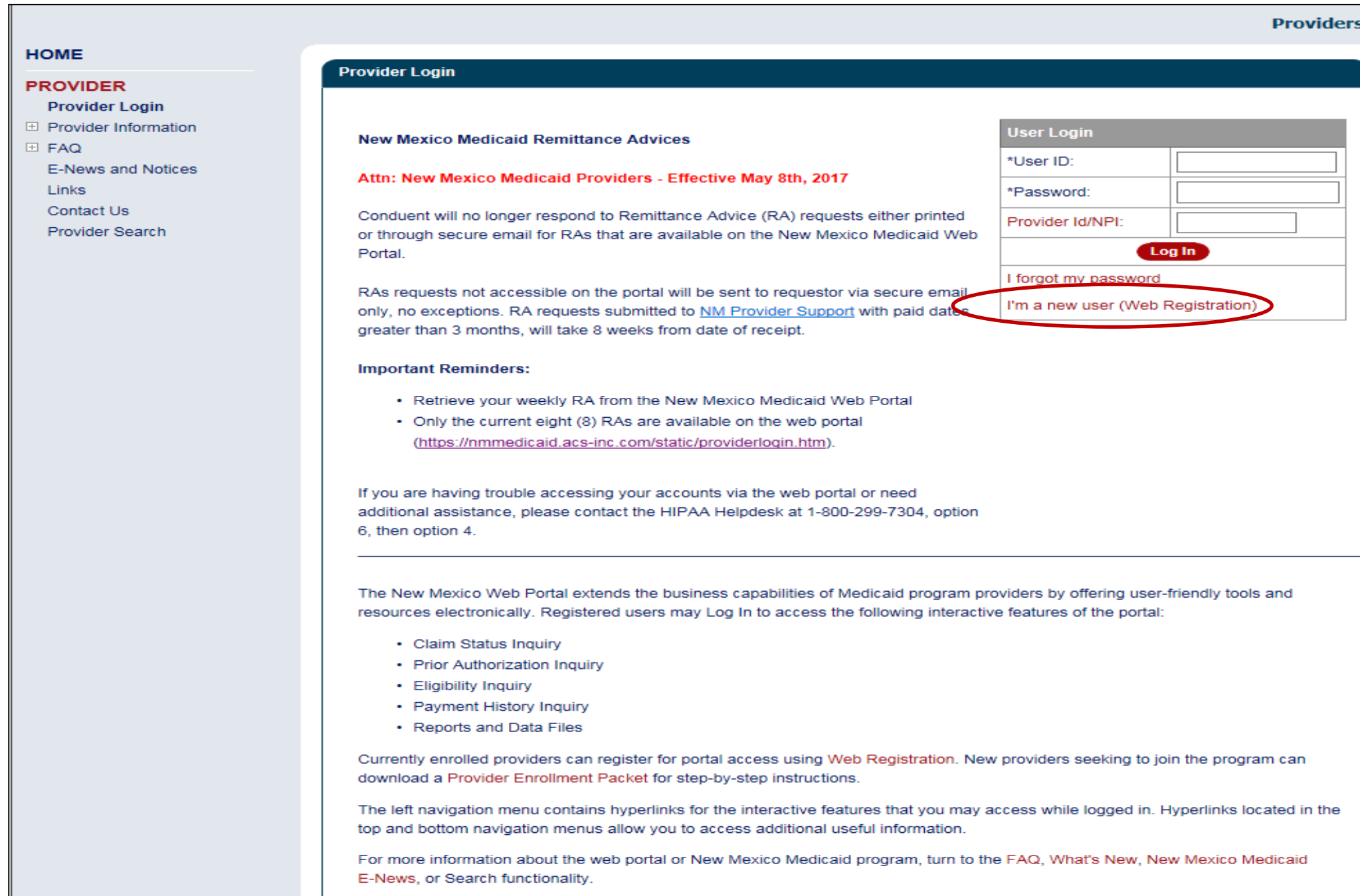
- Claim Status Inquiry
- Prior Authorization Inquiry
- Eligibility Inquiry
- Payment History Inquiry
- Reports and Data Files

Secure features requires login

User Login	
*User ID:	<input type="text"/>
*Password:	<input type="password"/>
Provider Id/NPI:	<input type="text"/>
<input type="button" value="Log In"/>	
I forgot my password	
I'm a new user (Web Registration)	

NM Medicaid Web Portal Registration

Conduent's NM Medicaid Web Portal Login Page



The screenshot shows the 'Providers' section of the Conduent NM Medicaid Web Portal. On the left is a navigation menu with 'HOME' and 'PROVIDER' sections. The 'PROVIDER' section includes links for 'Provider Login', 'Provider Information', 'FAQ', 'E-News and Notices', 'Links', 'Contact Us', and 'Provider Search'. The main content area is titled 'Provider Login' and contains several sections: 'New Mexico Medicaid Remittance Advices' with an attention notice effective May 8th, 2017; a paragraph explaining that RA requests not accessible on the portal will be sent via secure email; 'Important Reminders' with a list of points; a paragraph about HIPAA Helpdesk assistance; a section describing the portal's features; a list of interactive features like 'Claim Status Inquiry'; and a paragraph about web registration for new providers. On the right side of the main content area is a 'User Login' form with fields for '*User ID:', '*Password:', and 'Provider Id/NPI:', a 'Log In' button, and links for 'I forgot my password' and 'I'm a new user (Web Registration)'. The 'I'm a new user (Web Registration)' link is circled in red.

HOME

PROVIDER

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

Providers

Provider Login

New Mexico Medicaid Remittance Advices

Attn: New Mexico Medicaid Providers - Effective May 8th, 2017

Conduent will no longer respond to Remittance Advice (RA) requests either printed or through secure email for RAs that are available on the New Mexico Medicaid Web Portal.

RAs requests not accessible on the portal will be sent to requestor via secure email only, no exceptions. RA requests submitted to [NM Provider Support](#) with paid dates greater than 3 months, will take 8 weeks from date of receipt.

Important Reminders:

- Retrieve your weekly RA from the New Mexico Medicaid Web Portal
- Only the current eight (8) RAs are available on the web portal (<https://nmmedicaid.acs-inc.com/static/providerlogin.htm>).

If you are having trouble accessing your accounts via the web portal or need additional assistance, please contact the HIPAA Helpdesk at 1-800-299-7304, option 6, then option 4.

The New Mexico Web Portal extends the business capabilities of Medicaid program providers by offering user-friendly tools and resources electronically. Registered users may Log In to access the following interactive features of the portal:

- Claim Status Inquiry
- Prior Authorization Inquiry
- Eligibility Inquiry
- Payment History Inquiry
- Reports and Data Files

Currently enrolled providers can register for portal access using **Web Registration**. New providers seeking to join the program can download a **Provider Enrollment Packet** for step-by-step instructions.

The left navigation menu contains hyperlinks for the interactive features that you may access while logged in. Hyperlinks located in the top and bottom navigation menus allow you to access additional useful information.

For more information about the web portal or New Mexico Medicaid program, turn to the [FAQ](#), [What's New](#), [New Mexico Medicaid E-News](#), or [Search](#) functionality.

User Login

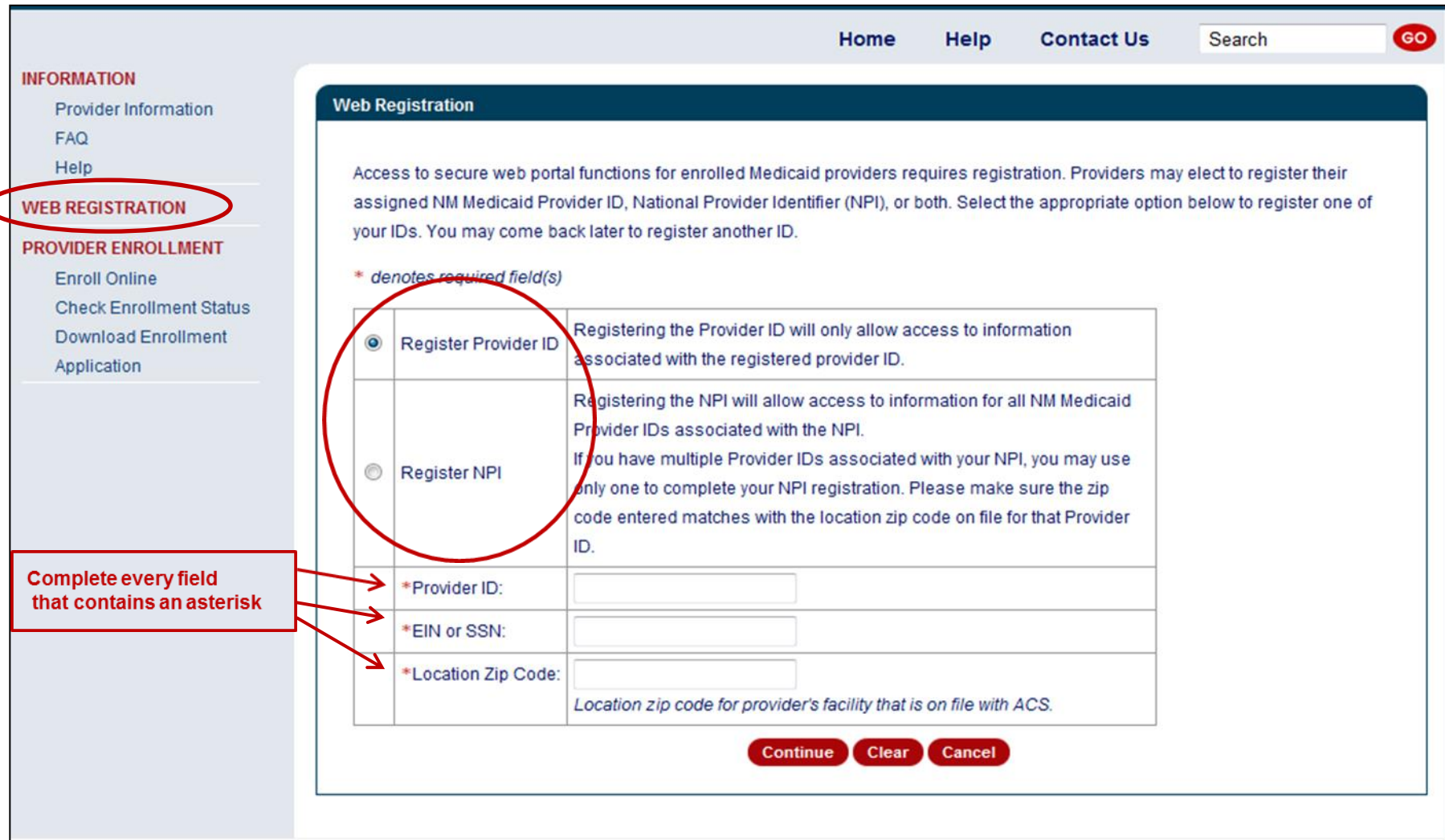
*User ID:	<input type="text"/>
*Password:	<input type="password"/>
Provider Id/NPI:	<input type="text"/>
Log In	
I forgot my password	
I'm a new user (Web Registration)	

Web Portal Registration

Large Organizations with Multiple Billing Provider Numbers

Organizations with multiple billing provider numbers have to register each billing provider number in the web portal in order to inquire on claims, Prior Authorizations (PA) and payment history, as well as to access Remittance Advices (RA) and PAs used unit reports for each of their billing provider numbers.

Web Portal Registration – “How To”



The screenshot shows a web portal interface with a navigation menu on the left and a main content area. The navigation menu includes sections for INFORMATION, WEB REGISTRATION (circled in red), and PROVIDER ENROLLMENT. The main content area is titled "Web Registration" and contains a form with two radio button options: "Register Provider ID" (selected) and "Register NPI". Below these options are three required input fields: "*Provider ID:", "*EIN or SSN:", and "*Location Zip Code:". A red box on the left contains the text "Complete every field that contains an asterisk" with arrows pointing to the asterisked fields. A red circle highlights the radio button options. At the bottom of the form are "Continue", "Clear", and "Cancel" buttons. The top of the page has navigation links for Home, Help, and Contact Us, along with a search bar and a "GO" button.

INFORMATION
Provider Information
FAQ
Help

WEB REGISTRATION

PROVIDER ENROLLMENT
Enroll Online
Check Enrollment Status
Download Enrollment Application

Home Help Contact Us Search **GO**

Web Registration

Access to secure web portal functions for enrolled Medicaid providers requires registration. Providers may elect to register their assigned NM Medicaid Provider ID, National Provider Identifier (NPI), or both. Select the appropriate option below to register one of your IDs. You may come back later to register another ID.

** denotes required field(s)*

<input checked="" type="radio"/>	Register Provider ID	Registering the Provider ID will only allow access to information associated with the registered provider ID.
<input type="radio"/>	Register NPI	Registering the NPI will allow access to information for all NM Medicaid Provider IDs associated with the NPI. If you have multiple Provider IDs associated with your NPI, you may use only one to complete your NPI registration. Please make sure the zip code entered matches with the location zip code on file for that Provider ID.
	*Provider ID:	<input type="text"/>
	*EIN or SSN:	<input type="text"/>
	*Location Zip Code:	<input type="text"/>

Location zip code for provider's facility that is on file with ACS.

Continue **Clear** **Cancel**

Complete every field that contains an asterisk

NM Medicaid Web Portal Master Administrator

Master Administrator Registration

The provider organization must be registered on the portal.
 Register the master administrator for the organization.

We recommend that the master administrator be an office manager, supervisor or other upper level administrator or manager.

If you are going to be the master administrator and you're not a registered user on the web portal –

- Select “create a new user”.
- Enter a user ID - make it easy to remember.
- Enter full name and email address.
- Select a “secret” question/secret answer. This is in case you forget your password.

Master Administrator

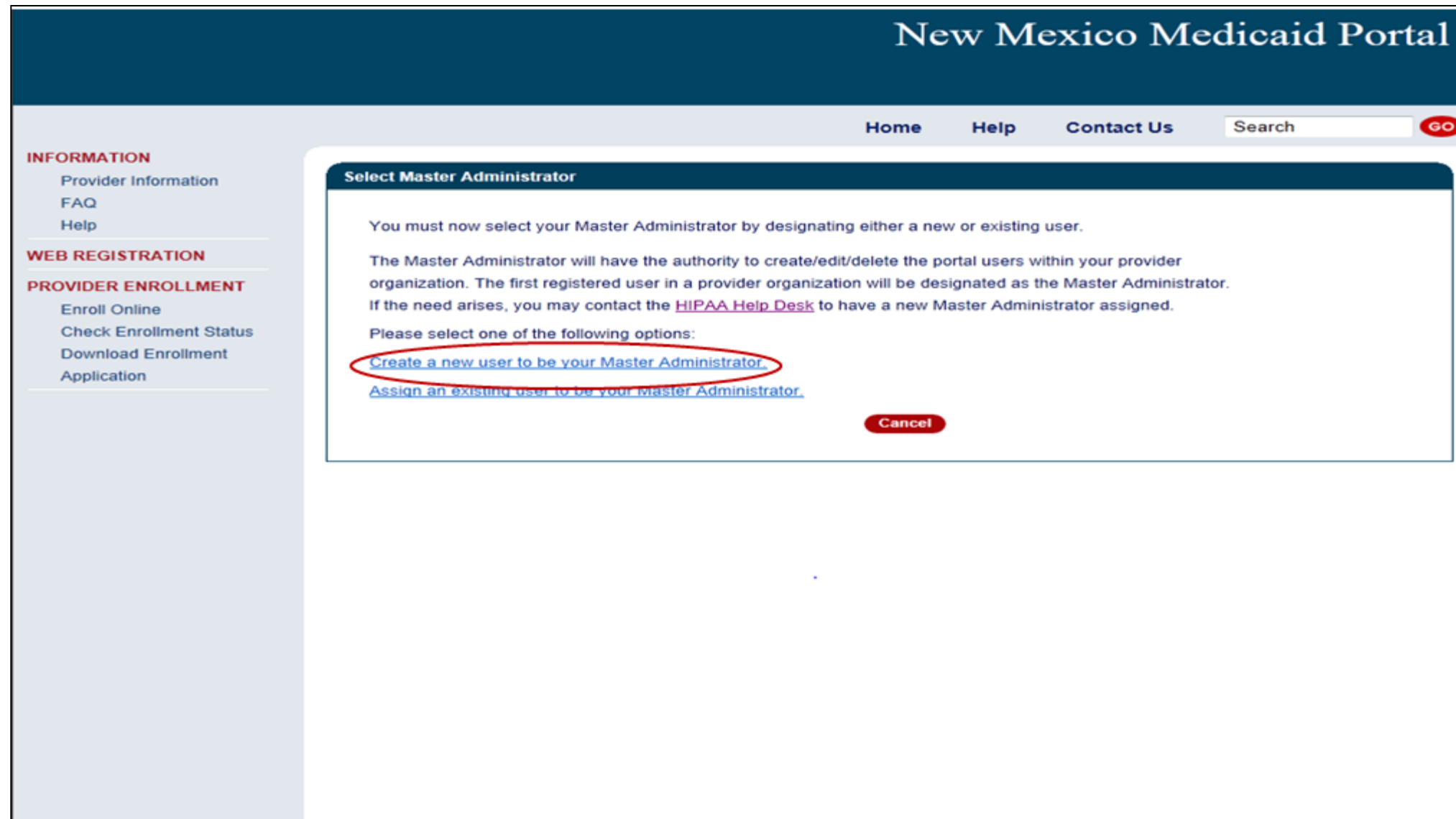
Who has the responsibility of adding/maintaining and/or deleting users?

- Master Administrator
- User Administrator

The Master Administrator and those with User Administration privileges can also:

- Edit user information
- Remove users

Create or Assign a Master Administrator



The screenshot displays the 'New Mexico Medicaid Portal' interface. A central dialog box titled 'Select Master Administrator' is shown. The dialog contains the following text: 'You must now select your Master Administrator by designating either a new or existing user. The Master Administrator will have the authority to create/edit/delete the portal users within your provider organization. The first registered user in a provider organization will be designated as the Master Administrator. If the need arises, you may contact the [HIPAA Help Desk](#) to have a new Master Administrator assigned. Please select one of the following options: [Create a new user to be your Master Administrator.](#) [Assign an existing user to be your master Administrator.](#)' A red oval highlights the first option. A 'Cancel' button is located at the bottom right of the dialog. The background shows a navigation menu with 'Home', 'Help', and 'Contact Us' links, and a search bar with a 'GO' button. A sidebar on the left contains sections for 'INFORMATION', 'WEB REGISTRATION', and 'PROVIDER ENROLLMENT' with various sub-links.

Create a Master Administrator

New Mexico Medicaid Portal

Home Help Contact Us Search **GO**

INFORMATION
Provider Information
FAQ
Help

WEB REGISTRATION

PROVIDER ENROLLMENT
Enroll Online
Check Enrollment Status
Download Enrollment Application

Personal Profile

Enter the information below to create your Master Administrator and click 'Continue.'

It is suggested that you enter a User ID that is easy to remember.

Your User ID must have a minimum of 6 and a maximum of 12 alphanumeric characters and cannot be identical to your provider ID or NPI. If your User ID already exists, you will be required to select a different one.

* denotes required field(s)

*User Id:	<input type="text"/>		
*Last Name:	<input type="text"/>		
*First Name:	<input type="text"/>		
Middle Initial:	<input type="text"/>		
*Email:	<input type="text"/>	*Confirm Email:	<input type="text"/>
*Phone:	<input type="text"/>	Phone Extension:	<input type="text"/>
*Secret Question:	<input type="text"/>		
*Secret Question Answer:	<input type="text"/>		

Continue **Clear** **Cancel** **Back to Select MA Page**

Complete all fields that contain a red asterisk

Create or Assign a Master Administrator



The screenshot shows the 'New Mexico Medicaid Portal' with a 'Select Master Administrator' dialog box. The dialog box contains the following text:

Select Master Administrator

You must now select your Master Administrator by designating either a new or existing user.

The Master Administrator will have the authority to create/edit/delete the portal users within your provider organization. The first registered user in a provider organization will be designated as the Master Administrator. If the need arises, you may contact the [HIPAA Help Desk](#) to have a new Master Administrator assigned.

Please select one of the following options:

- [Create a new user to be your Master Administrator.](#)
- [Assign an existing user to be your Master Administrator.](#)

There is a red oval around the second option and a 'Cancel' button at the bottom right of the dialog box.

Assign Existing User to be Master Administrator

Edit User (Organization Only)

To edit this user's organization-specific information, change the information below and click 'Submit'. To designate this user as the Master Administrator of this organization, click 'Designate as MA'.

** denotes required field(s)*

User ID:	Lcortes		
User Name:	Cortes, Luis	Designate As MA	
Organization Name:	NM FAS Organization	Provider ID or NPI:	FASORGTM

*Email:	<input type="text" value="Luis.Cortes@conduent.com"/>	*Confirm Email:	<input type="text" value="Luis.Cortes@conduent.com"/>
*Phone:	<input type="text" value="5052460710"/>	Phone Extension:	<input type="text"/>
*Status:	<input style="border: none; background-color: #f0f0f0; padding: 2px 5px;" type="text" value="Enabled"/> ▾		

NM Medicaid Web Portal Users Registration & Administration

User Administrator

The Master Administrator and anyone with the User Administration privileges can enroll users for the organization.

The users are assigned “privileges” and may have all or only some privileges.

User Administration

Provider Information
FAQ
Help

PROVIDER - Secure Options

- [-] ADMINISTRATION
 - User Home
 - Change Password
 - Change Provider
 - [-] User Administration**
 - Add New User**
 - Add Existing User
 - Manage Existing Users
 - Email/EFT Administration
- [+] CLAIMS ENTRY
- [+] INQUIRIES
- [+] REPORTS
- [+] PROVIDER UPDATE

WEB REGISTRATION

ASK SERVICE REPRESENTATIVE

PROVIDER ENROLLMENT

- Enroll Online
- Check Enrollment Status
- Download Enrollment Application

Add New User

To add a new user to your organization, enter the user's personal information, assign security privileges, and then click 'Submit'. User IDs must conform to the following rules:

- User IDs must be unique.
- User IDs must be between six (6) and twelve (12) alphanumeric characters in length.
- User IDs cannot be the same as Provider ID or NPI.

** denotes required field(s)*

*User ID:	<input type="text"/>		
*Last Name:	<input type="text"/>	*First Name:	<input type="text"/>
MI:	<input type="text"/>		
*Email Address:	<input type="text"/>		
*Confirm Email Address:	<input type="text"/>		
*Phone Number:	<input type="text"/>	Extension:	<input type="text"/>
*Secret Question:	<input style="border: none; border-bottom: 1px solid #ccc;" type="text"/> ▼		
*Secret Answer:	<input type="text"/>		

Please select the privileges that apply to this user. At least one privilege must be selected.

Security Privileges

User Registration – Personal Profile

- [-] User Administration
 - Add New User
 - Add Existing User
 - Manage Existing Users
 - Email/EFT Administration
- [+] CLAIMS ENTRY
- [+] INQUIRIES
- [+] REPORTS
- [+] PROVIDER UPDATE
- WEB REGISTRATION**
- ASK SERVICE REPRESENTATIVE**
- PROVIDER ENROLLMENT**
 - Enroll Online
 - Check Enrollment Status
 - Download Enrollment Application

** denotes required field(s)*

*User ID:	<input type="text"/>		
*Last Name:	<input type="text"/>	*First Name:	<input type="text"/>
MI:	<input type="text"/>		
*Email Address:	<input type="text"/>		
*Confirm Email Address:	<input type="text"/>		
*Phone Number:	<input type="text"/>	Extension:	<input type="text"/>
*Secret Question:	<input style="border: none; border-bottom: 1px solid black; width: 100%;" type="text"/>		
*Secret Answer:	<input type="text"/>		

Please select the privileges that apply to this user. At least one privilege must be selected.

Security Privileges

- [-] Provider
 - Claims Status Inquiry
 - Eligibility Inquiry
 - User Administration
 - Payment History Inquiry
 - Prior Authorization Inquiry
 - Reports and Data Files

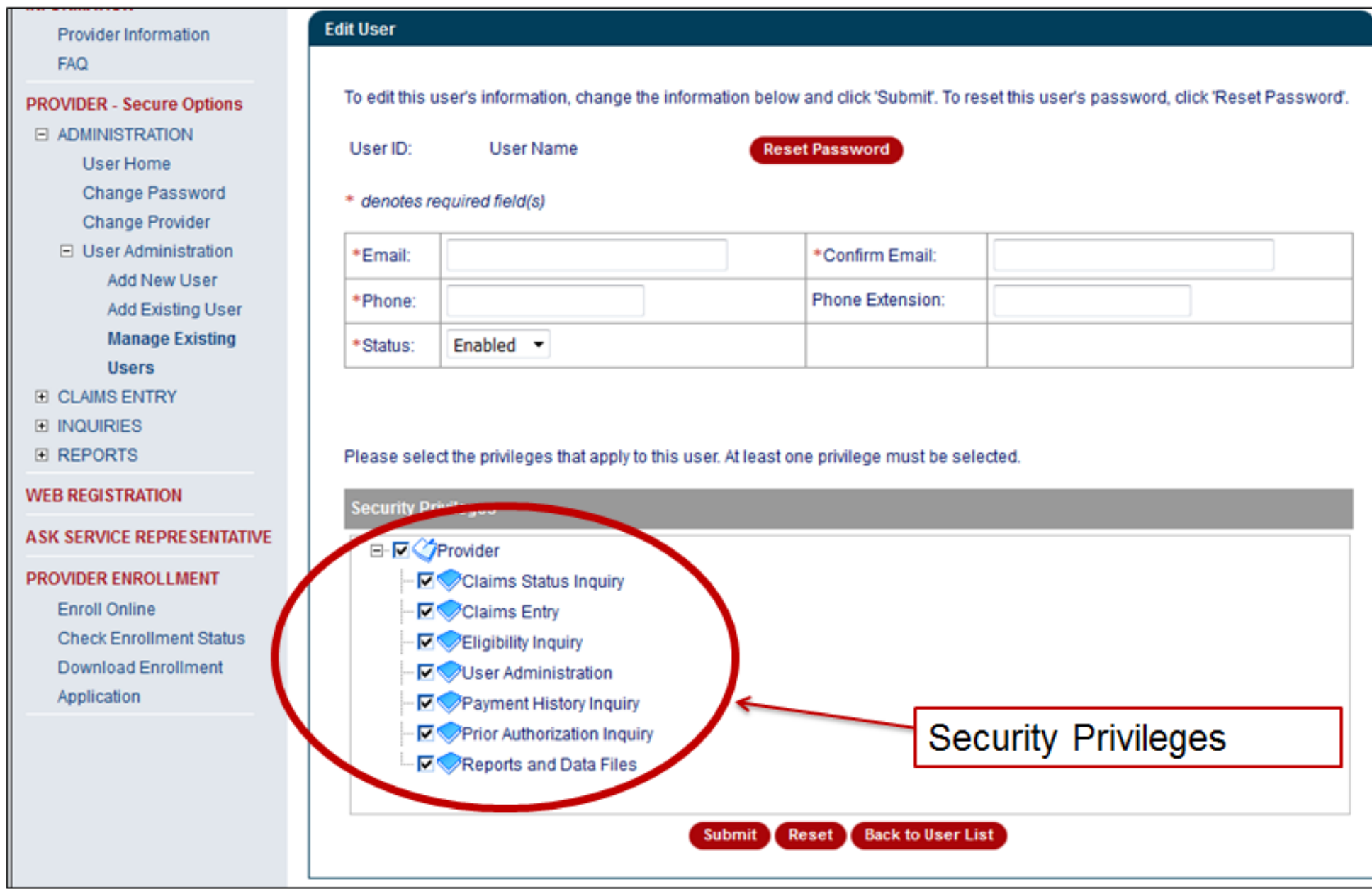
User Administration



Note: Users that are already registered in other organizations can be added to your organization.

To add an existing user, you must know the person's user ID and last name (as it is registered in the portal).

User Administration



Provider Information
FAQ

PROVIDER - Secure Options

- ADMINISTRATION
 - User Home
 - Change Password
 - Change Provider
- User Administration
 - Add New User
 - Add Existing User
 - Manage Existing Users
- CLAIMS ENTRY
- INQUIRIES
- REPORTS

WEB REGISTRATION

ASK SERVICE REPRESENTATIVE

PROVIDER ENROLLMENT

- Enroll Online
- Check Enrollment Status
- Download Enrollment Application

Edit User

To edit this user's information, change the information below and click 'Submit'. To reset this user's password, click 'Reset Password'.

User ID: User Name **Reset Password**

** denotes required field(s)*

*Email:	<input type="text"/>	*Confirm Email:	<input type="text"/>
*Phone:	<input type="text"/>	Phone Extension:	<input type="text"/>
*Status:	Enabled ▾		

Please select the privileges that apply to this user. At least one privilege must be selected.

Security Privileges

- Provider
 - Claims Status Inquiry
 - Claims Entry
 - Eligibility Inquiry
 - User Administration
 - Payment History Inquiry
 - Prior Authorization Inquiry
 - Reports and Data Files

Submit **Reset** **Back to User List**

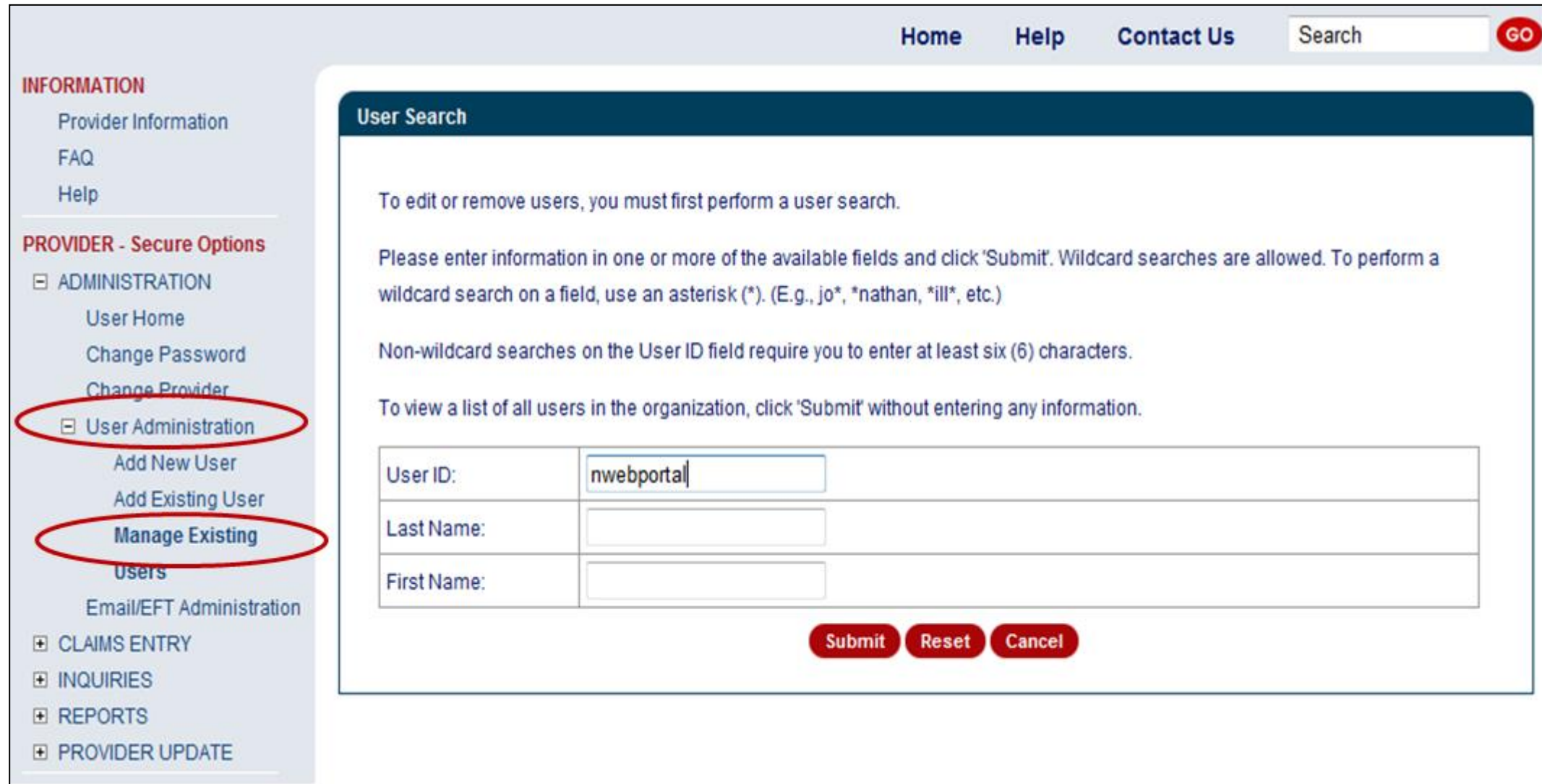
User Administrator – Existing Users

Users will not need a unique user ID and password for each and every provider number they are registered within the same organization.

Registered users added to your organization will receive an “invitation” to be in your organization. The invitation is seen in the web portal when the user logs in the next time. The invitation is not emailed in this situation.

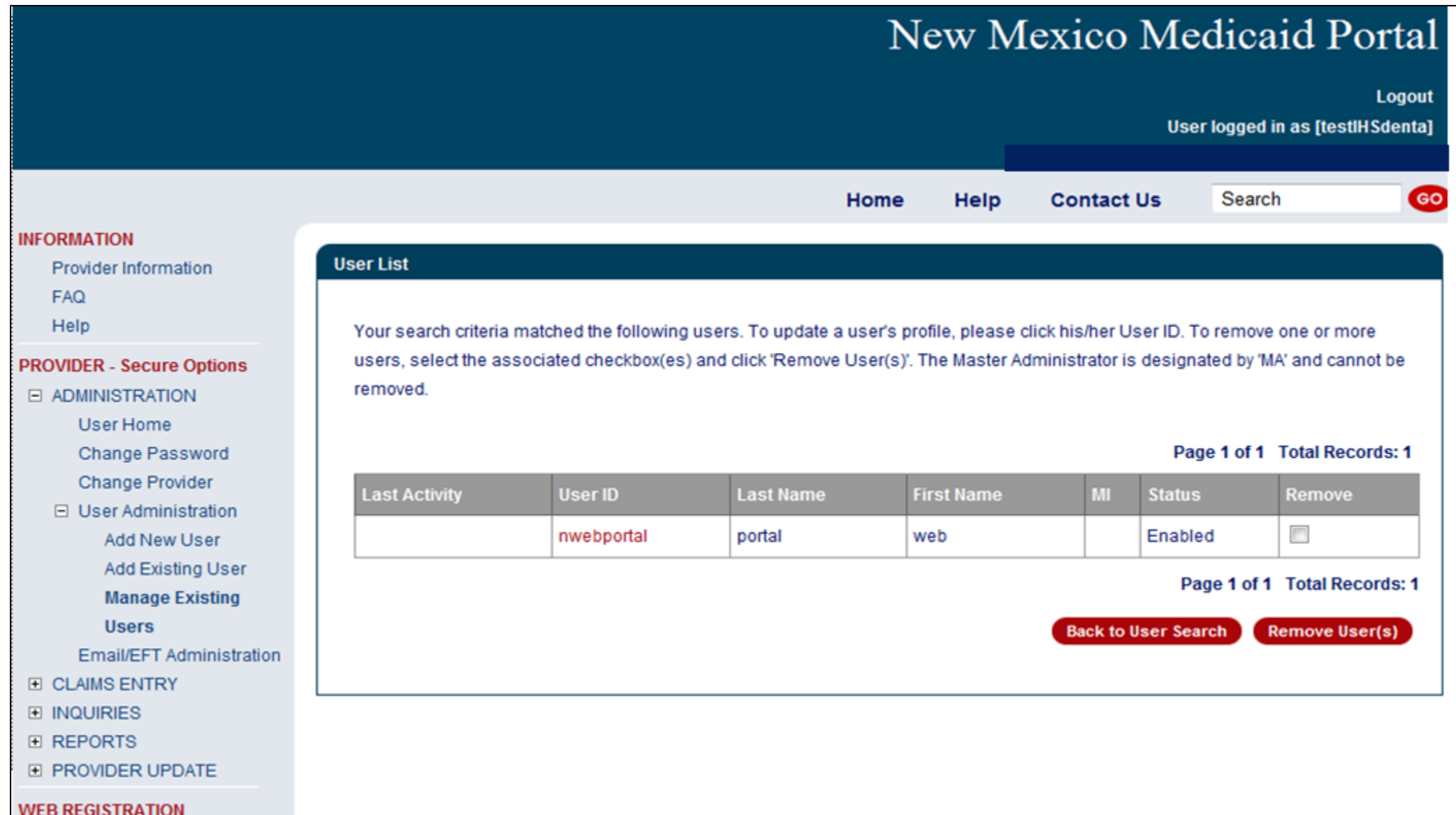
NM Medicaid Web Portal Users Maintenance, Login, & Forgotten Password

User Maintenance



The screenshot shows a web application interface for user maintenance. At the top right, there are navigation links for 'Home', 'Help', and 'Contact Us', along with a search bar containing the text 'Search' and a red 'GO' button. On the left side, there is a vertical navigation menu. Under the 'INFORMATION' section, there are links for 'Provider Information', 'FAQ', and 'Help'. Under the 'PROVIDER - Secure Options' section, there are several expandable categories: 'ADMINISTRATION' (with sub-links for 'User Home', 'Change Password', and 'Change Provider'), 'User Administration' (with sub-links for 'Add New User', 'Add Existing User', 'Manage Existing Users', and 'Email/EFT Administration'), 'CLAIMS ENTRY', 'INQUIRIES', 'REPORTS', and 'PROVIDER UPDATE'. The 'User Administration' and 'Manage Existing Users' items are circled in red. The main content area is titled 'User Search' and contains the following text: 'To edit or remove users, you must first perform a user search. Please enter information in one or more of the available fields and click 'Submit'. Wildcard searches are allowed. To perform a wildcard search on a field, use an asterisk (*). (E.g., jo*, *nathan, *ill*, etc.) Non-wildcard searches on the User ID field require you to enter at least six (6) characters. To view a list of all users in the organization, click 'Submit' without entering any information.' Below this text is a search form with three input fields: 'User ID:' containing 'nwebportal', 'Last Name:', and 'First Name:'. At the bottom of the form are three red buttons: 'Submit', 'Reset', and 'Cancel'.

User Maintenance



The screenshot shows the 'New Mexico Medicaid Portal' interface. At the top right, there is a 'Logout' link and a message 'User logged in as [testIHSDenta]'. Below this is a navigation bar with 'Home', 'Help', and 'Contact Us' links, along with a search box and a 'GO' button. On the left side, there is a sidebar menu with sections: 'INFORMATION' (Provider Information, FAQ, Help), 'PROVIDER - Secure Options' (ADMINISTRATION: User Home, Change Password, Change Provider; User Administration: Add New User, Add Existing User, Manage Existing Users, Email/EFT Administration; CLAIMS ENTRY; INQUIRIES; REPORTS; PROVIDER UPDATE), and 'WEB REGISTRATION'.

The main content area is titled 'User List' and contains the following text: 'Your search criteria matched the following users. To update a user's profile, please click his/her User ID. To remove one or more users, select the associated checkbox(es) and click 'Remove User(s)'. The Master Administrator is designated by 'MA' and cannot be removed.'

Below the text is a table with the following data:

Last Activity	User ID	Last Name	First Name	MI	Status	Remove
	nwebportal	portal	web		Enabled	<input type="checkbox"/>

Page 1 of 1 Total Records: 1

Page 1 of 1 Total Records: 1

Buttons: [Back to User Search](#) [Remove User\(s\)](#)

Re-Assigned Master Administrator

Should the Master Administrator for your organization leave, a new Master Administrator must be re-assigned .

The Master Administrator can **ONLY** be changed by the HIPAA Help Desk via email or phone call.

- HIPAA.desknm@state.nm.us
- 800-299-7304

User Login

Once you have registered, an initial password will be emailed to you.

To log in for the first time, you must enter the following:

- Your User Id (assigned by the Master Administrator or the User Administrator)
- The initial password sent to you via email
- Your provider number

Upon the initial log in, you will be required to change your password.

The password must meet certain criteria that will be described to you on the web page.

User Confirmation

Home Help Contact Us Search **GO**

INFORMATION

- Provider Information
- FAQ
- Help

PROVIDER - Secure Options

- ADMINISTRATION
 - User Home
 - Change Password
 - Change Provider
- User Administration
 - Add New User**
 - Add Existing User
 - Manage Existing Users
- Email/EFT Administration

- CLAIMS ENTRY
- INQUIRIES
- REPORTS
- PROVIDER UPDATE

Add New User Confirmation

Thank you...

This user has been successfully added to this organization and a temporary password has been sent to the specified email address.

User ID:	nwebportal		
User Name:	portal, web		
Admin County:			
Email Address:			
Phone Number:	5052469988	Extension:	
Secret Question:	City of Birth		
Secret Answer:	Albuquerque		

User Confirmation E-Mail

To: [Redacted]
 Cc: [Redacted]
 Subject: Web Portal User Account Created

This is an auto-generated message. Do not attempt to reply to this email.

You have been added as a NM Medicaid Web Portal user for the following organization: 0008 DENTAL CLINIC .

To log in, go to the following URL: [Home](#). You will need a User ID and password to log in. Provider users are also required to enter their organization's Provider ID or NPI.

Your temporary password is hHrLlnmS0HJ4

HOW TO ENTER YOUR TEMPORARY PASSWORD: The best method to enter your temporary password is to copy the password from this email and then paste it in the Password field. To copy: highlight the password, and then press and hold the CTRL and C keys simultaneously. To paste: place the cursor in the Password field, and then press and hold the CTRL and V keys simultaneously.

The first time you log in, you will need to change your password to one of your choosing.

If you need your User ID, please contact your organization's Administrator.

For general web portal questions, please contact the New Mexico Medicaid HIPAA Helpdesk at 1-800-299-7304 (Enter Provider ID, then press option 5) if you need further assistance.

For Electronic Health Records (EHR) web portal questions, please contact the EHR Specialist at 1-800-282-4477 (press option 7) for further assistance.

Thank you.

User Login – Forgot Password

New Mexico Medicaid Portal

[Home](#) [Help](#) [Contact Us](#) GO

INFORMATION

- [Provider Information](#)
- [FAQ](#)
- [Help](#)

WEB REGISTRATION

PROVIDER ENROLLMENT

- [Enroll Online](#)
- [Check Enrollment Status](#)
- [Download Enrollment Application](#)

Welcome to the New Mexico Medicaid Portal

The New Mexico Web Portal extends the business capabilities of Medicaid program providers by offering user-friendly tools and resources electronically. Registered users may Log In to access the following interactive features of the portal:

- Claim Status Inquiry
- Prior Authorization Inquiry
- Eligibility Inquiry
- Payment History Inquiry
- Reports and Data Files

Currently enrolled providers can register for portal access using [Web Registration](#). New providers seeking to join the program can download a [Provider Enrollment Packet](#) for step-by-step instructions.

The left navigation menu contains hyperlinks for the interactive features that you may access while logged in. Hyperlinks located in the top and bottom navigation menus allow you to access additional useful information.

For more information about the web portal or New Mexico Medicaid program, turn to the [FAQ](#), [What's New](#) (updated: 08/12/2010), [Current Remittance Advice Newsletter](#), or [Search](#) functionality.

User Login

*User ID:	<input type="text"/>
*Password:	<input type="password"/>
Provider Id/NPI:	<input type="text"/>
Log In	
I forgot my password	
I'm a new user (Web Registration)	

User Login – Forgot Password

New Mexico Medicaid Portal

Home Help Contact Us Search **GO**

INFORMATION
Provider Information
FAQ
Help

WEB REGISTRATION

PROVIDER ENROLLMENT
Enroll Online
Check Enrollment Status
Download Enrollment Application

Change Password

To change your password, enter your current and new passwords, confirm your new password, and then click 'Submit'.

Password Rules:

- Passwords must be between eight (8) and twelve (12) characters in length.
- Passwords must contain a combination of alphanumeric characters and at least one special character.
- The following special characters are allowed: \$, #, @.
- Passwords are case sensitive.
- Passwords cannot be the same as User ID.
- Passwords cannot be the same as any of the six (6) previously used passwords.

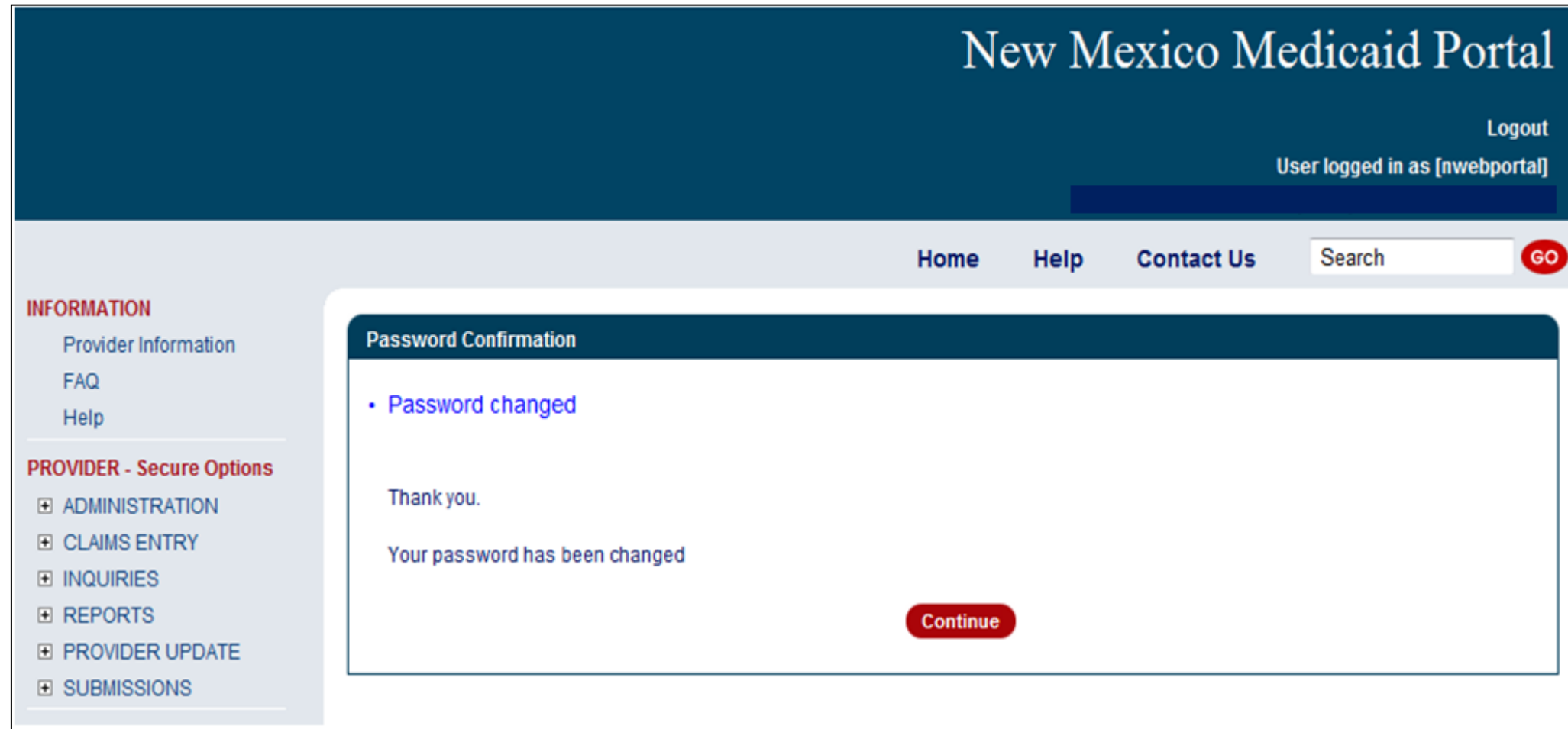
Due to the sensitive nature of the information available via the enhanced New Mexico Medicaid web portal, a secure password format is required.

* denotes required field(s)

* Current Password:	<input type="password"/>
* New Password:	<input type="password"/>
* Confirm New Password:	<input type="password"/>

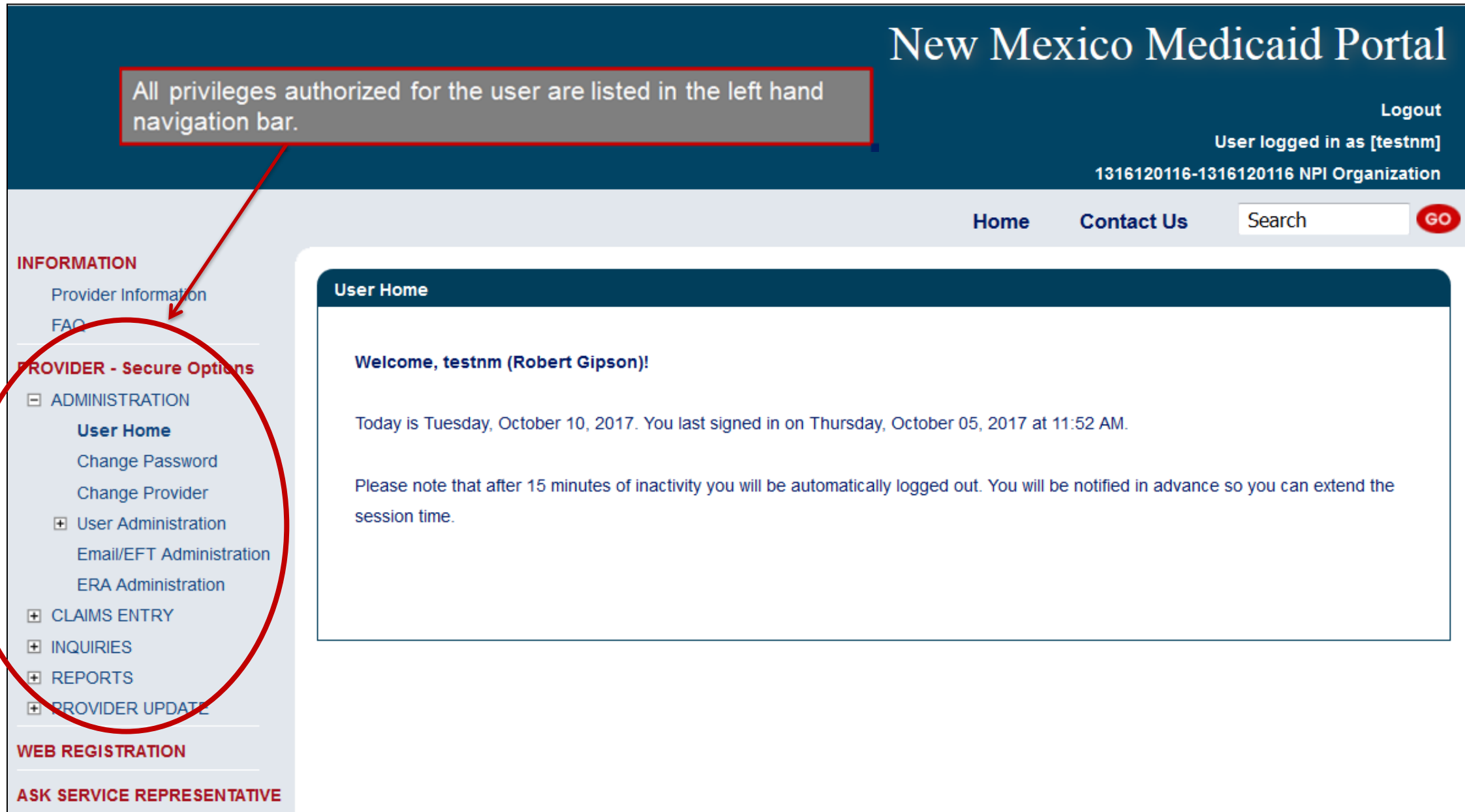
Submit Clear Cancel

Password Confirmation



The screenshot shows the New Mexico Medicaid Portal interface. At the top, the title "New Mexico Medicaid Portal" is displayed in white on a dark blue background. To the right of the title, there is a "Logout" link and a status message "User logged in as [nwebportal]". Below the title bar, a navigation menu includes "Home", "Help", and "Contact Us", along with a search box and a "GO" button. On the left side, there is a sidebar with "INFORMATION" links (Provider Information, FAQ, Help) and "PROVIDER - Secure Options" links (ADMINISTRATION, CLAIMS ENTRY, INQUIRIES, REPORTS, PROVIDER UPDATE, SUBMISSIONS). The main content area features a "Password Confirmation" message box with a dark blue header. The message text reads: "• Password changed", "Thank you.", and "Your password has been changed". A red "Continue" button is positioned at the bottom center of the message box.

User Privileges



The screenshot shows the 'New Mexico Medicaid Portal' interface. At the top right, it says 'New Mexico Medicaid Portal' and 'Logout'. Below that, it indicates 'User logged in as [testnm]' and '1316120116-1316120116 NPI Organization'. The main navigation bar includes 'Home', 'Contact Us', a search box with a 'GO' button, and a 'Logout' button. The left-hand navigation bar is circled in red and contains several sections: 'INFORMATION' (Provider Information, FAQ), 'PROVIDER - Secure Options' (ADMINISTRATION, User Home, Change Password, Change Provider, User Administration, Email/EFT Administration, ERA Administration), 'CLAIMS ENTRY', 'INQUIRIES', 'REPORTS', and 'PROVIDER UPDATE'. The 'User Home' section is highlighted with a red circle and an arrow pointing to it from a text box that says 'All privileges authorized for the user are listed in the left hand navigation bar.' The main content area, titled 'User Home', displays a welcome message for 'testnm (Robert Gipson)', the current date and time, and a session timeout notice.

User Login

You will be asked to change your password every **60 days**.

You will be notified via e-mail four (4) days before the password expires and given an opportunity to change it every time you log in during those 4 days until you are finally required to change it.

After 15 minutes of inactivity, the site will automatically log you out. If pop-ups are allowed, it will warn you that you will be logged out soon and give you the opportunity to click so that your session is extended and will not time out.

If you miss the warning, you will be logged out.

NM Medicaid Web Portal Technical Support

Technical Support

HIPAA.desknm@state.nm.us

NM.Providers@state.nm.us

Or the Consolidated Customer Service Center (CCSC) Helpdesk – 800-299-7304

New Mexico Medicaid Resources

- 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

New Mexico Medicaid Resources *Continued*

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

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

HIPAA Helpdesk – 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

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