New Mexico Medicaid E-News

**May 31, 2024**

**Featured Updates and Notifications:**

* **HB2 Institutional Hospital Rate Increases - New**
* **Behavior Health Revenue Code Rate Update - New**
* **Modifier GT – Denied Claim Correction - New**
* **Medicaid Web Portal Billing**
* **EDI Medicare Replacement Claim Billing Notice**
* **2024 Annual Hospice Rate Update**
* **2024 Conduent Webinar Schedule**
* **Monthly IHS Open Forum**
* **New Mexico Medicaid Provider Resource List**

**HB2 Institutional Hospital Rate Increases**

The institutional rates for in-state hospitals have been increased as of 3/19/2024. Claims submitted with effective dates on or after 7/1/2023 will be mass adjusted.

May 2024

**Behavioral Health Revenue Code Rate Update**

The rates for Behavioral Health revenue codes 0190, 1001, 1002, and 1005 were increased by 4.68%, the updates implemented on 5/24/2024. Claims submitted with effective dates on or after 7/1/2023 will be mass adjusted.

May 2024

**Modifier GT – Denied Claim Correction**

Because of pricing updates in 2023, certain codes billed with modifier GT were denied in error. The modifier status was corrected on 5/23/24 and mass adjustments have been completed as of 5/31/24.

May 2024

**Medicaid Web Portal Claim Billing**

Medicaid providers can avoid delays in paper claims billing by submitting claims using Direct Data Entry on the Medicaid web portal. Any claim that is submitted on paper can also be submitted on the portal.

Web portal billing has many other advantages. To see the FAQs on web portal billing, go to <https://nmmedicaid.portal.conduent.com/static/DDE.htm>. If you have questions on web portal billing or for individual training, contact the Consolidated Customer Service Center at 1-800-299-7304.

April 2024

**EDI Medicare Replacement Claim Billing Notice**

Conduent is still receiving large numbers of electronic Medicare Replacement claims with a specific billing error. When submitted with the incorrect Subscriber code below, whether CMS-1500 or UB-04 claim type, the claims deny for QMB Medicare client, bill Medicare crossover. The billing clearinghouse needs to make this correction:

The indicator code in Loop 2320, Segment SBR09 (Other Subscriber Indicator field) should be **16** for Medicare Replacement plan claims.

April 2024

**2024 Annual Hospice Rate Update**

The FFY24 Annual Hospice Rate Updates were implemented on 4/2/2024. Claims submitted with effective dates on or after 10/1/2023 will be mass adjusted. The 2024 fee schedule will be available at <https://www.hsd.state.nm.us/providers/fee-for-service/>.

March 2024

**2024 Conduent Webinar Schedule**

**Phone Conference Number (Audio only): 1 (585) 420-6781**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Date** | **Class Title** | **Time** | **Link** | **Phone Conference ID** |
|  |
| 6/20/2024 | **Behavioral Health Provider Enrollment** | 10:00 AM | [Click here to join the meeting](https://teams.microsoft.com/l/meetup-join/19%3Ameeting_N2FlZTcwNTktNTNkMS00MmMwLWI2ZmMtNjU1ZTM4MGVlZGM0%40thread.v2/0?context=%7b%22Tid%22%3a%221aed4588-b8ce-43a8-a775-989538fd30d8%22%2c%22Oid%22%3a%2231f8fda0-133b-415b-b4c8-0b02deca9bcc%22%7d) | 418 698 01# |  |
| 6/20/2024 | **DD Waiver CMS-1500 Online Claims Entry** | 2:00 PM | [Click here to join the meeting](https://teams.microsoft.com/l/meetup-join/19%3Ameeting_M2E3NDIzZTAtYWVlZC00OTFjLWIwYTMtZGRlZWJiNmE2Yzlh%40thread.v2/0?context=%7b%22Tid%22%3a%221aed4588-b8ce-43a8-a775-989538fd30d8%22%2c%22Oid%22%3a%2231f8fda0-133b-415b-b4c8-0b02deca9bcc%22%7d) | 192 720 949# |  |
|   |  |   |   |   |  |
| 7/18/2024 | **Provider Enrollment Workshop** | 10:00 AM | [Click here to join the meeting](https://teams.microsoft.com/l/meetup-join/19%3Ameeting_YjM1NzRkZTgtZTUyMS00MjMzLWEyOWItNDg4MzI5OTdkNGQz%40thread.v2/0?context=%7b%22Tid%22%3a%221aed4588-b8ce-43a8-a775-989538fd30d8%22%2c%22Oid%22%3a%2231f8fda0-133b-415b-b4c8-0b02deca9bcc%22%7d) | 369 411 383# |  |
| 7/18/2024 | **Adjustment, Void, and Rebill Online Claims Entry** | 2:00 PM | [Click here to join the meeting](https://teams.microsoft.com/l/meetup-join/19%3Ameeting_YWVlN2JiM2ItZjhjYS00ODE5LWI3Y2UtMDdhMjgxNGI0MTc0%40thread.v2/0?context=%7b%22Tid%22%3a%221aed4588-b8ce-43a8-a775-989538fd30d8%22%2c%22Oid%22%3a%2231f8fda0-133b-415b-b4c8-0b02deca9bcc%22%7d) | 708 287 954# |  |

**Monthly IHS Open Forum**

The monthly IHS Open Forum is available for all IHS and Tribal 638 staff. The forum is on the second Wednesday of every month from 2:00 to 3:00 pm Mountain time.

Microsoft TEAMS meeting - [Click here to join the meeting](https://teams.microsoft.com/l/meetup-join/19%3Ameeting_MmE2YmJjYjYtN2I2ZC00MDYxLWJiYjctYWVjMDljYTZlNWEw%40thread.v2/0?context=%7b%22Tid%22%3a%221aed4588-b8ce-43a8-a775-989538fd30d8%22%2c%22Oid%22%3a%2231f8fda0-133b-415b-b4c8-0b02deca9bcc%22%7d)

Join by phone (audio) – 1-585-420-6781, conference ID 66481421#

**New Mexico Medicaid Provider Resource List**

**New Mexico Medicaid Portal -** [**https://nmmedicaid.portal.conduent.com/static/index.htm**](https://nmmedicaid.portal.conduent.com/static/index.htm) Claim Inquiries, Eligibility verification, Electronic claim submission, Provider manuals, E-News

**Medical Assistance Division Program Rules** - [**https://www.hsd.state.nm.us/providers/rules-nm-administrative-code/**](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.hsd.state.nm.us%2Fproviders%2Frules-nm-administrative-code%2F&data=04%7C01%7CCynthia.Aguilar%40conduent.com%7Ce33719575c6b494d23d608d9f89f016b%7C1aed4588b8ce43a8a775989538fd30d8%7C0%7C0%7C637814184066891358%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000&sdata=jrj00HOKS0kuV5f7roxtTwXRIrAAHrpKVTJXU2FjMRw%3D&reserved=0) NMAC for programs administered by the Medical Assistance Division

**NM Human Services Department** - [**http://www.hsd.state.nm.us/mad/**](http://www.hsd.state.nm.us/mad/) Supplements, Memos, Provider Billing Packets and Policy

**Consolidated Call Center** **– (800) 299 – 7304**

**Provider Inquiries email**: **NMProviders@****hsd.nm.gov**

**Member Inquiries email**: **NMMembers@****hsd.nm.gov**

**HIPAA Inquiries link**: **HIPAA.DeskNM@****hsd.nm.gov** EDI or Portal Password Resets

Disclosure – The objective of the E-News, training, and webinars is to inform and educate. Articles reflect information at the current time and may contain references or links to statutes, regulations, or other policy materials. The information provided is only intended to be a general summary. It is not intended to take the place of either the written law or regulations. We encourage readers to review the specific statutes, regulations, and other interpretive materials for a full and accurate statement of their content. E-News is published monthly and is available on the NM Medicaid Web Portal.