Online Provider Update

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Purpose

The purpose of this workshop is to provide an overview of how to submit an online Provider Enrollment Update request via the New Mexico Medicaid Web Portal.

In order to submit updates online, create a Master Administrator account or ask the Master Administrator to create a new user account for you. Instructions starting on slide 5 of this presentation.

If you are unsure who the Master Administrator is for your office or group, please contact the Consolidated Customer Service Center (CCSC) at 1-800-299-7304.

Objectives

We will review the following:

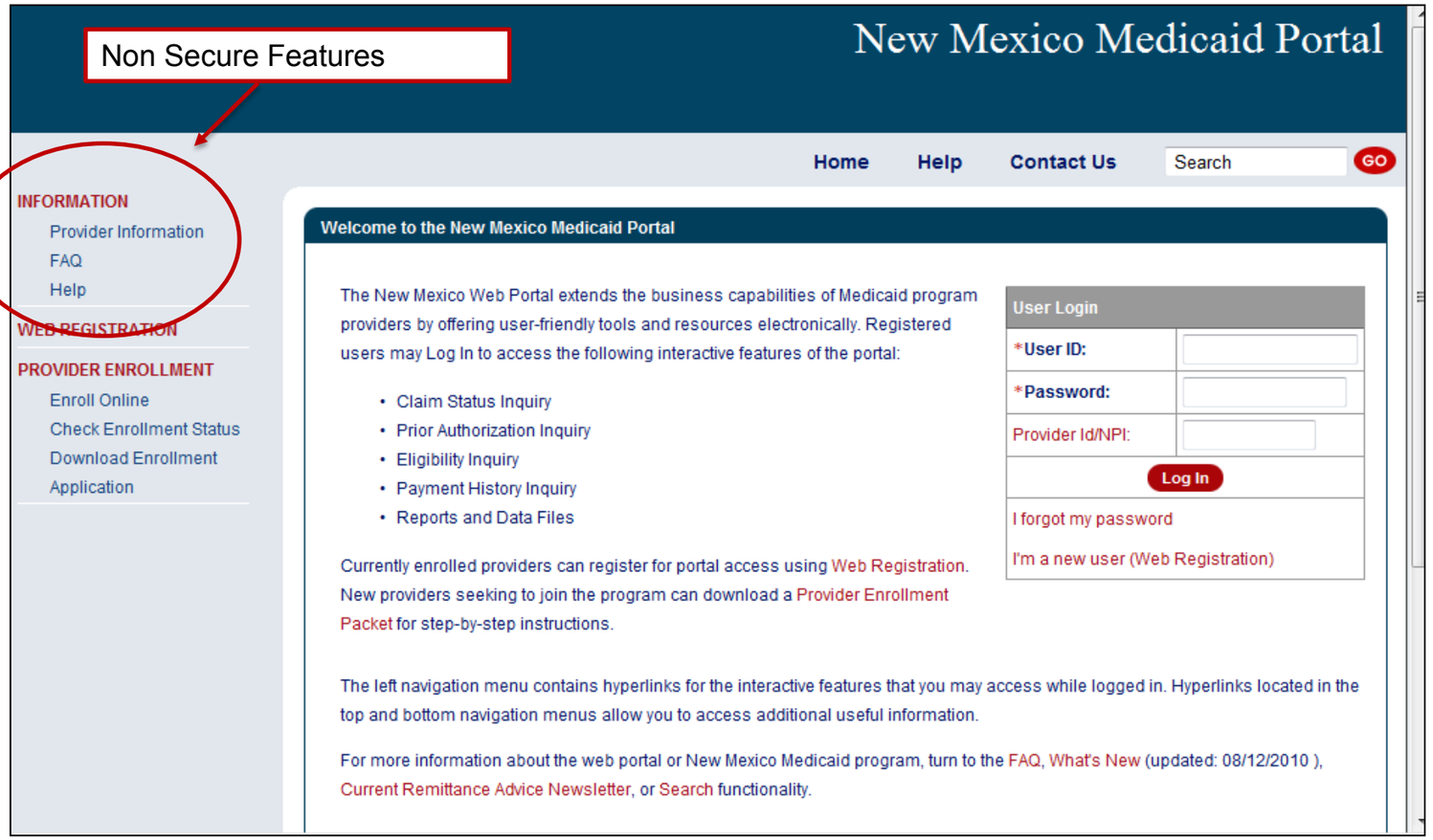
- Creating a Master Administrator or New User account on the NM Medicaid Portal.
- Logging into the NM Medicaid Portal
- Advantages of submitting provider updates online
- Available online provider updates
- Attaching documents to online provider update requests
- Addendum for each upload option

Creating a Master Administrator or New User account on the NM Medicaid Portal.

Only Master Administrators can create New User accounts.

New Mexico Medicaid Web Portal Login

Log in at: https://nmmedicaid.portal.conduent.com/static/providerlogin.htm



New Mexico Medicaid Web Portal Login

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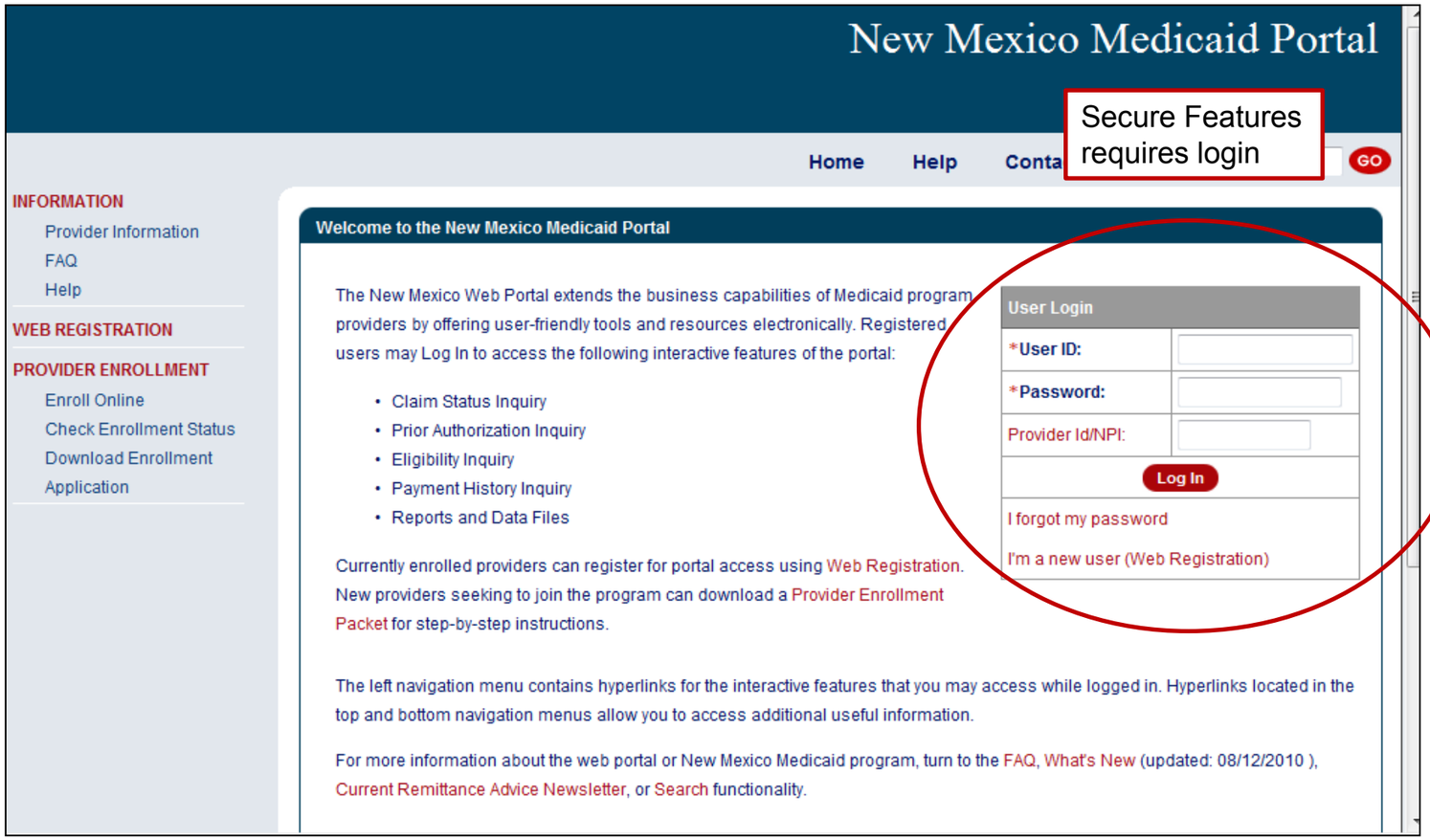
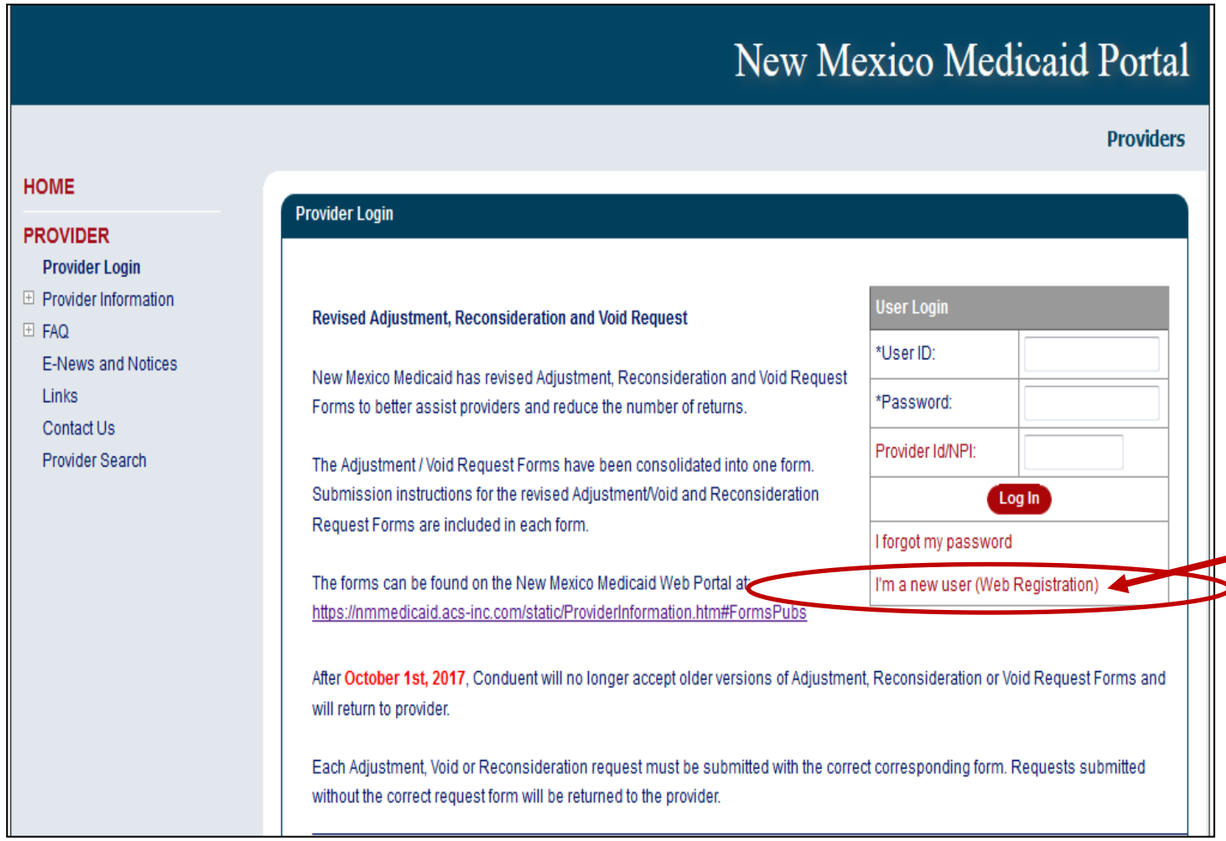


Master administrators (MA) can assign User Rights to others who work closely with Provider enrollment.

An individual can access the Provider Update Security Privilege by contacting their MA.

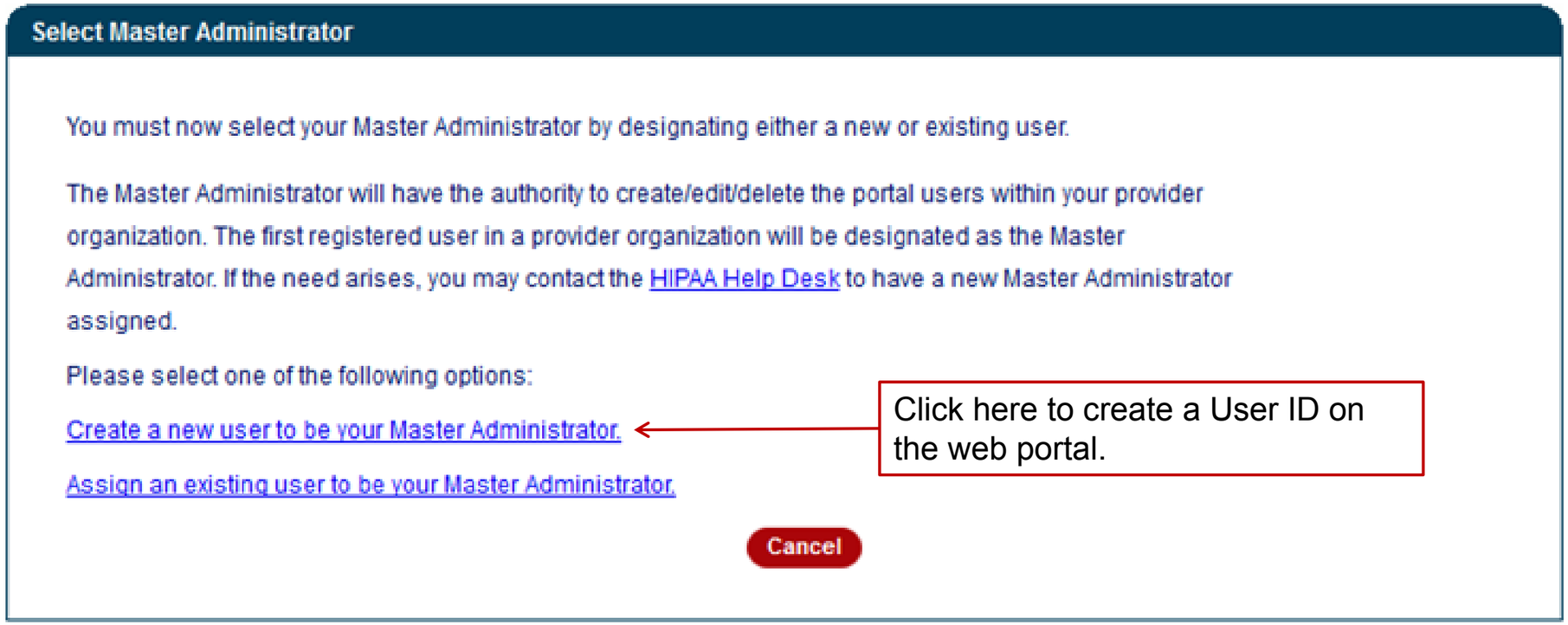
If you need assistance logging in to the NM Web Portal, please contact Consolidated Customer Service Center (CCSC) at 1-800-299-7304

How to Register

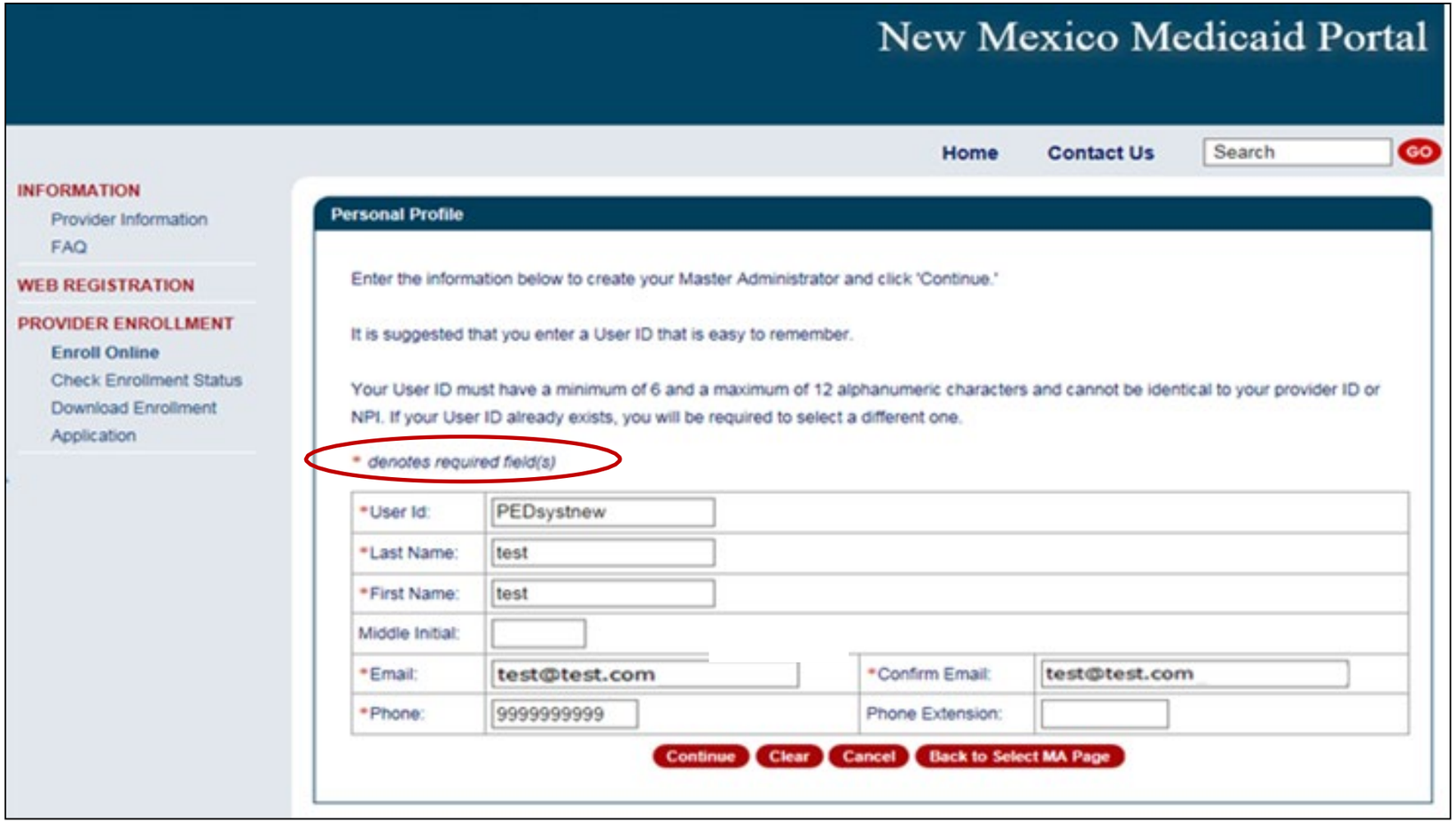


Click “I’m a new user (Web Registration)”

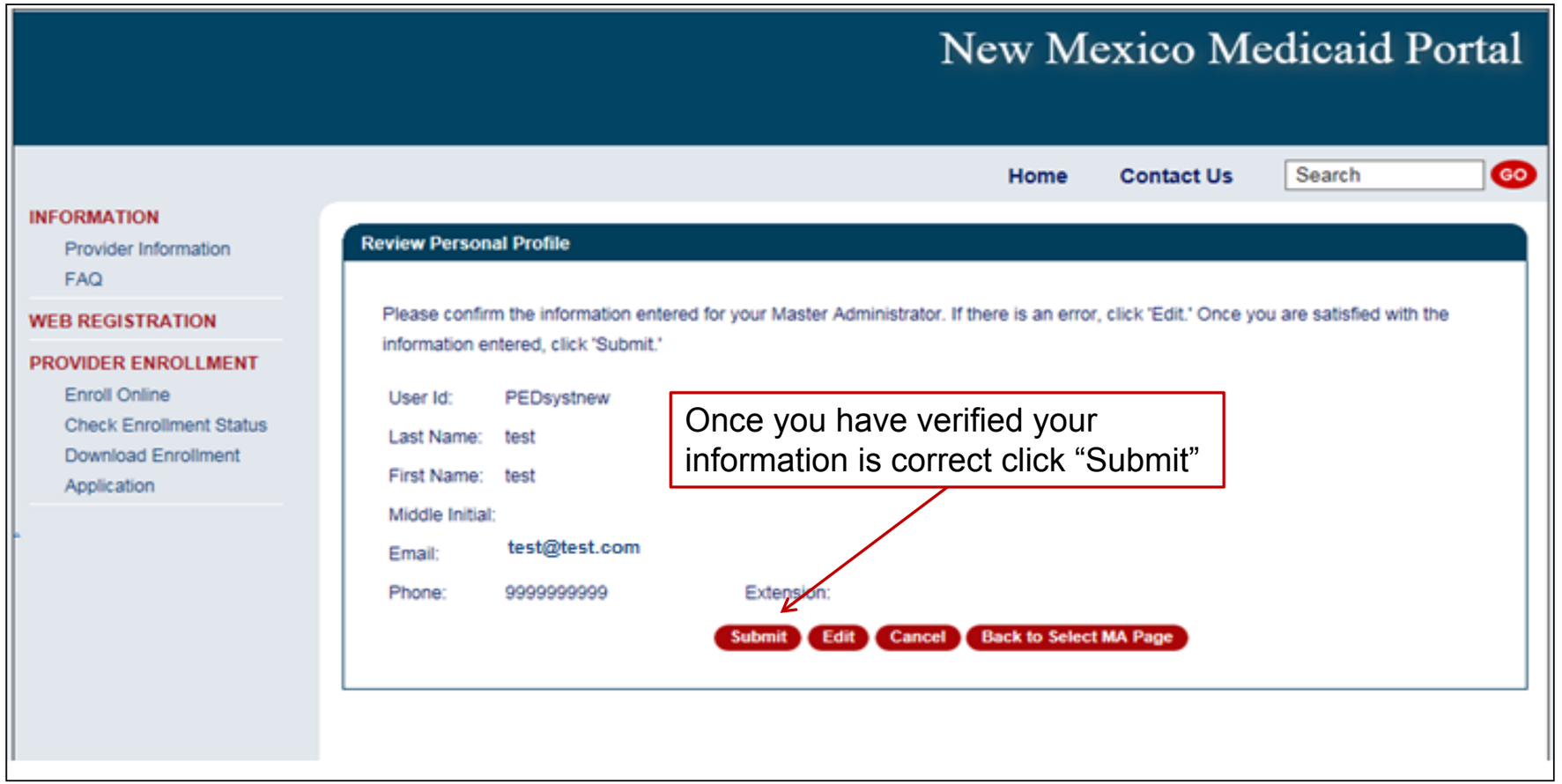
How to Register *Continued*



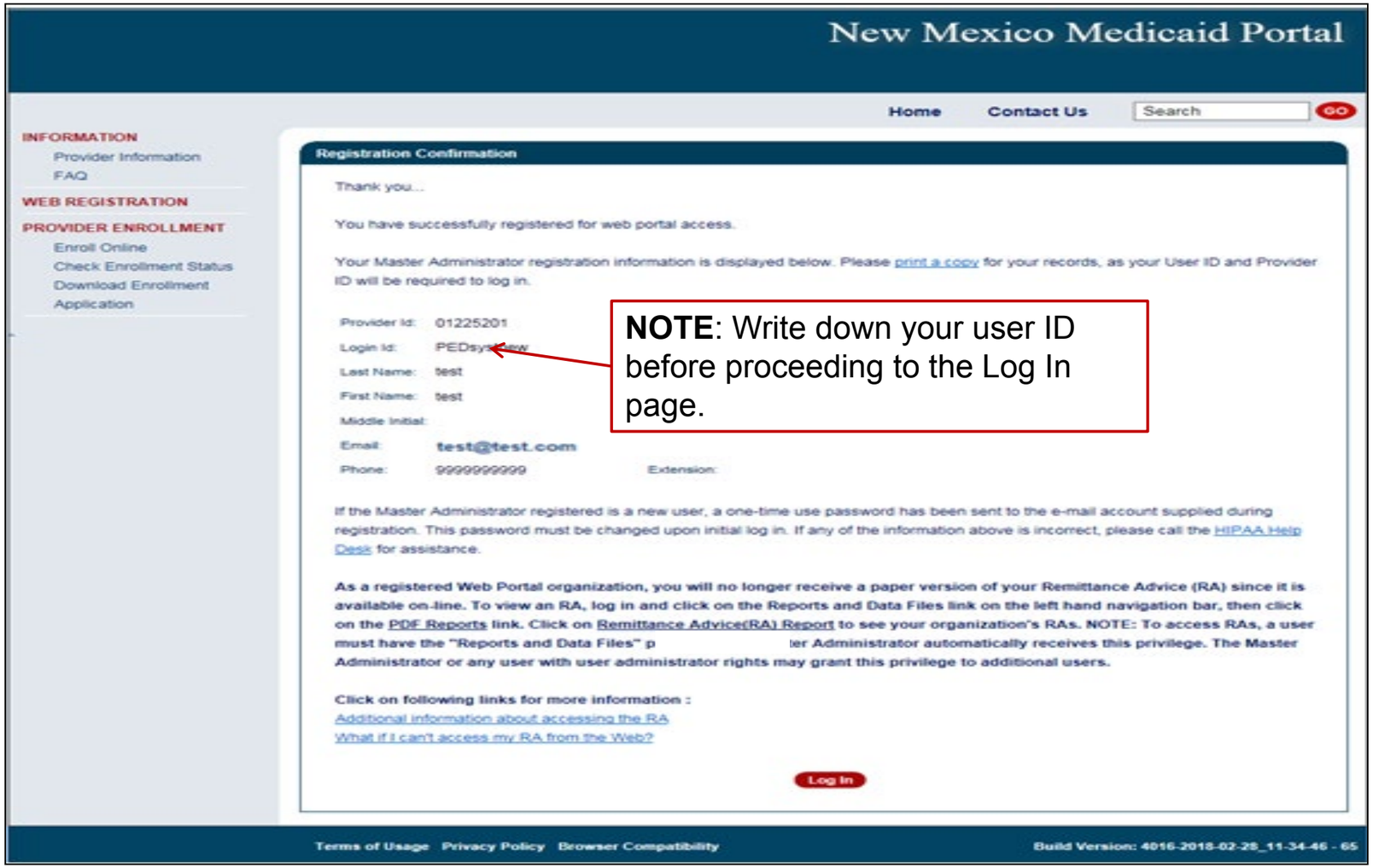
How To Register *Continued*



How To Register *Continued*

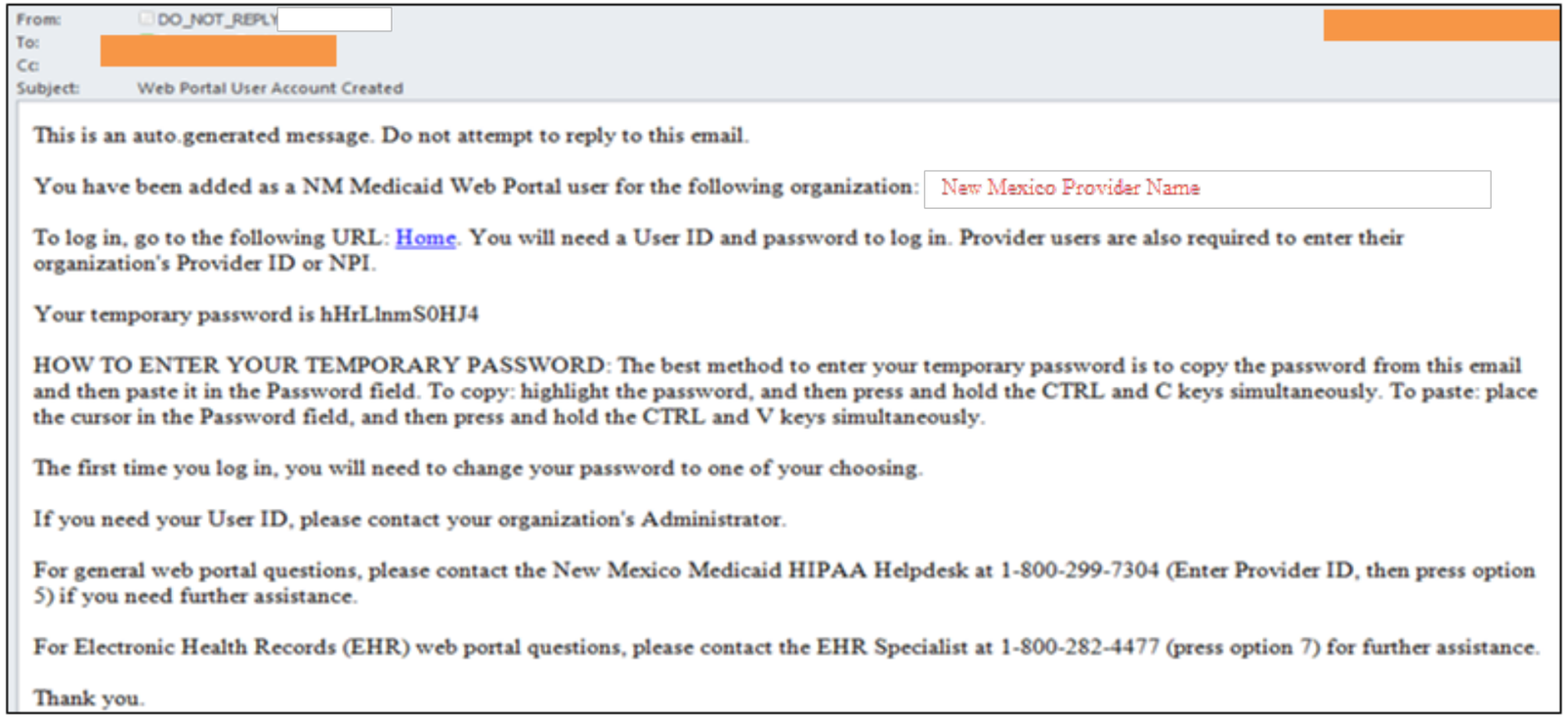


Registration Confirmation Page



User Confirmation Email

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



From: DO_NOT_REPLY
To:
Cc:
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: New Mexico Provider Name

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

After you receive the user confirmation e-mail, you must log-in to complete your registration. To complete registration, you must enter:

- Your User ID (created during the Web Registration process)
- The initial password sent to you via email

When you log in for the first time, you will be required to change your password. The password must meet certain standards that will be described to you on the web page.

After creating a Master Administrator or New User account, updates can now be submitted on the NM Medicaid Portal

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Advantage of Submitting Updates Online

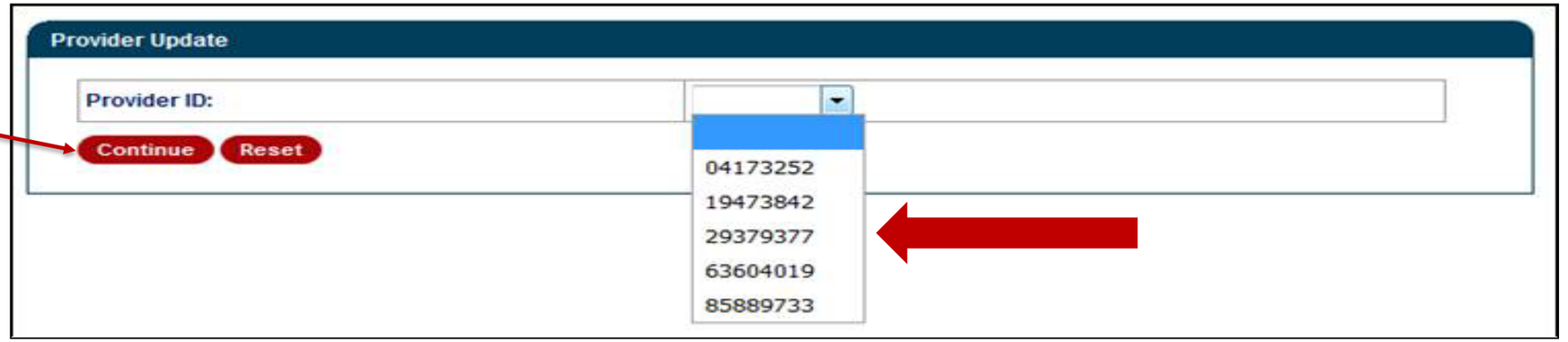
- Submitting update requests online significantly reduces the processing time to 5 business days or less.
- Using the online form will ensure that providers are using the most up-to-date version. This will reduce delays in processing of updates.
- A confirmation number is provided for better tracking purposes.
- Submitting updates via the web portal reduces the chance of documents not being processed.
- If you are unsure who the Master Administrator is for your office or group, please contact the Consolidated Customer Service Center (CCSC) at 1-800-299-7304.

Provider Update

After you have created a Master Administrator or New User account, log into the Nm Medicaid Portal. Remember: Only Master Administrators can create New User accounts.

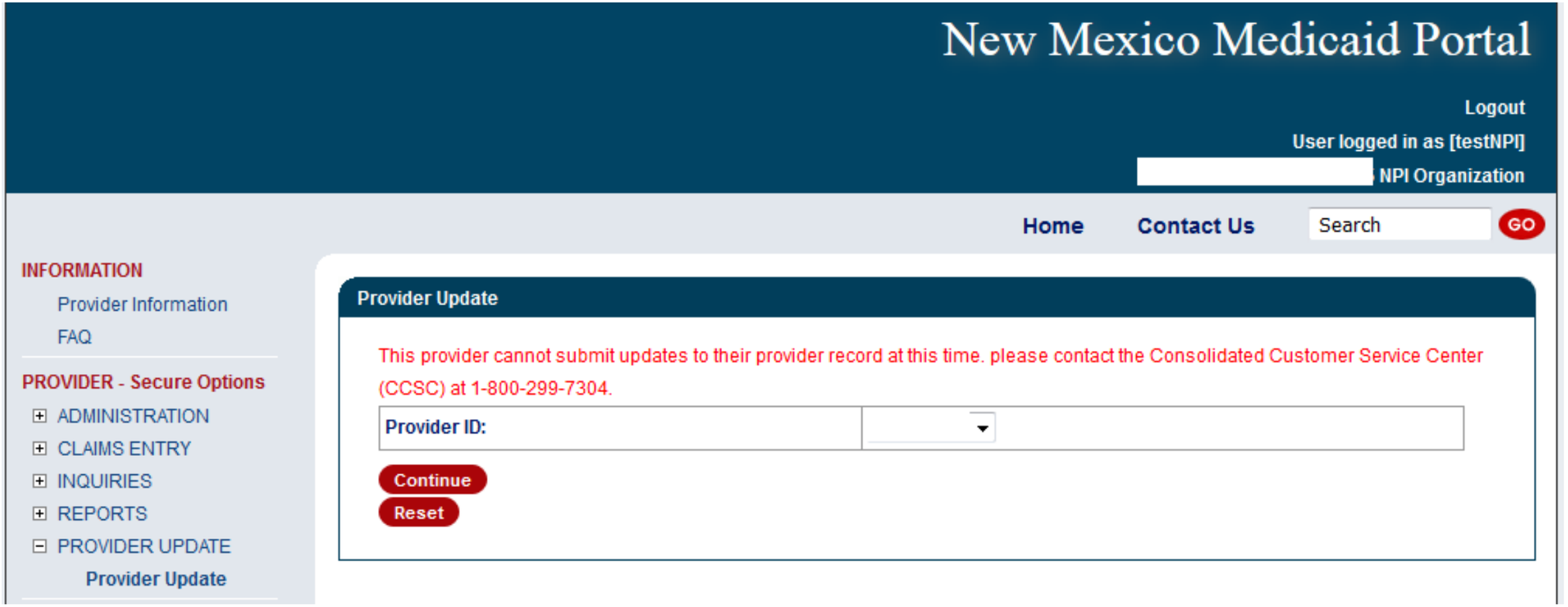
Provider Update Access *Continued*

Select 'Continue' after a provider number has been selected.



Provider Update Access

Providers can contact the Consolidated Customer Service Center for any errors that prohibits updates from being submitted or to find out who the Master Administrator is for your office or group.



Provider Update Access *Continued*

- Upon enrollment with NM Medicaid, providers are classified as billing providers, rendering/servicing providers, or unrestricted providers
- Fee for Service billing, rendering, and unrestricted providers will have separate screens tailored to their application needs for updating purposes
    - **Billing Provider** - A provider or organization that can bill for a claim
    - **Rendering Provider** - A healthcare provider who performs the service(s). Also called 'servicing' provider
    - **Unrestricted Provider -** Providers that are billing **and** servicing providers

Billing and Unrestricted Providers

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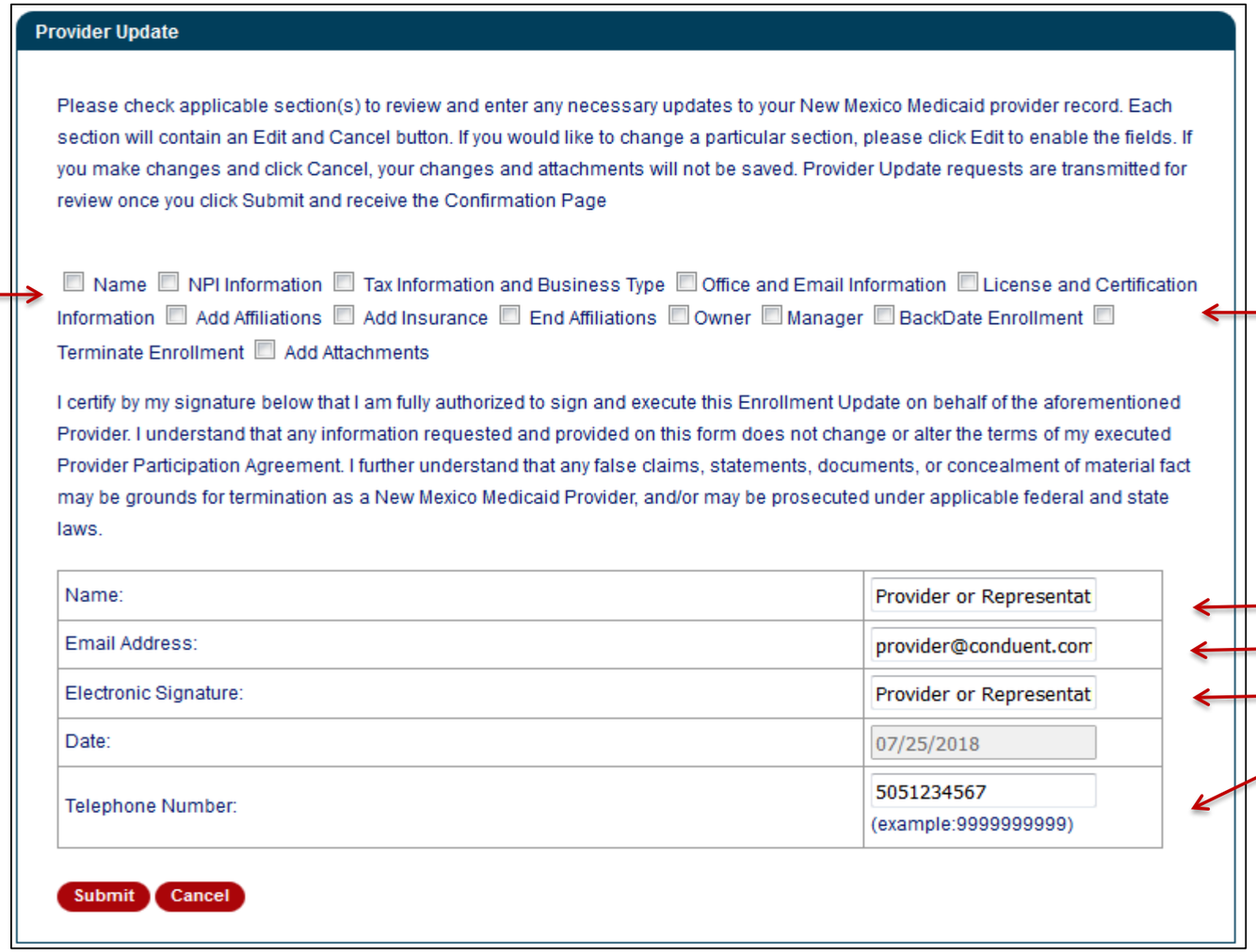
Available Updates Online for Billing and Unrestricted Providers

- Name Change: Include a name discrepancy letter with divorce decree or marriage certificate. Must submit an updated professional license.
- NPI: May take more than 5 days if related to Type 1 (Individual using SSN) to Type 2 (Entity using TIN) change or may require a new application if related to a change of ownership.
- License or Certificate renewal: Attach a copy of the new license or certificate. Providers are termed if an updated license is not received within 90 days of expiration, then have an additional 90 days to reactivate their Medicaid Enrollment by submitting the updated Professional or Business License.
- Tax Information and Business Type: May take more than 5 days an may require a new application if related to a new enrollment or change of ownership, where Bill of Sale must be included. If changing to non-profit include the 501c3 letter.
- Office or Email Address: E-news letters and other correspondence from NM Medicaid
- Add or Term Affiliations: Include add and term effective date. When adding affiliations, include current Certificate of Professional Liability Insurance.
- Owner and Manager Information: SSN, DOB and Address are required for Federal Screening requirements. May require a new application if complete change of ownership, where Bill of Sale must be included.
- Backdate or Terminate Enrollment: Include backdate and term effective date. When backdating, include Certificate of Insurance covering requested date.

Billing and Unrestricted Providers – Select Update Category



Select all categories that need to be updated.

Please visit the Addendum section of this PowerPoint to learn more on each update option.

These are required fields.

Rendering Providers

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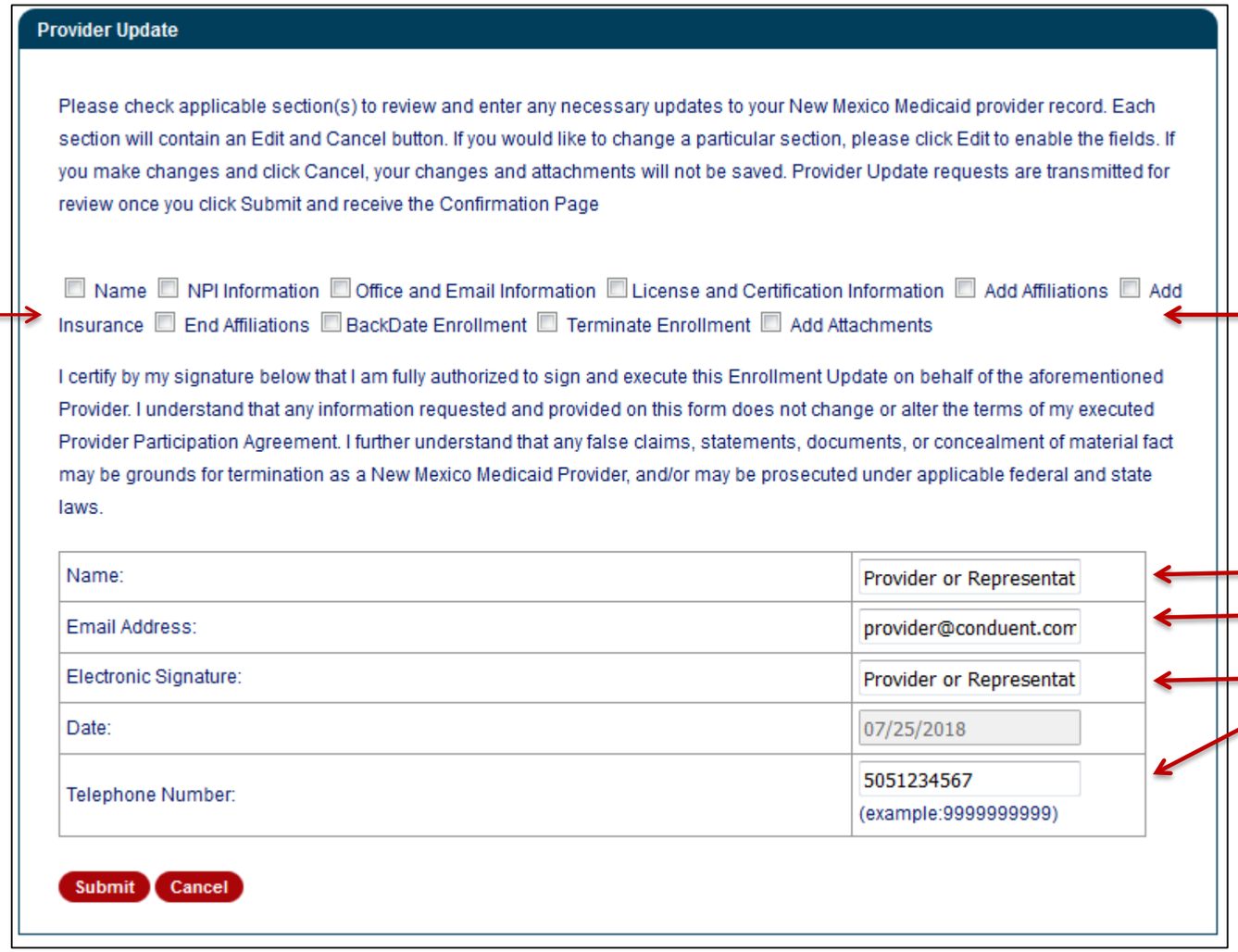
Available Updates Online for Rendering Providers

- Name Change: Include a name discrepancy letter with divorce decree or marriage certificate. Must submit an updated professional license.
- License or Certificate renewal: Attach a copy of the new license or certificate.
- Office or Email Address: E-news letters and other correspondence from NM Medicaid
- Add or Term Affiliations: Include add and term effective date. When adding affiliations, include current Certificate of Professional Liability Insurance.
- Backdate or Terminate Enrollment: Include backdate and term effective date. When backdating, include Certificate of Insurance covering requested date.

Rendering Providers – Select Update Category

Select all categories that need to be updated.



Please visit the Addendum section of this PowerPoint to learn more on each update option.

These are required fields.

Completing the Request

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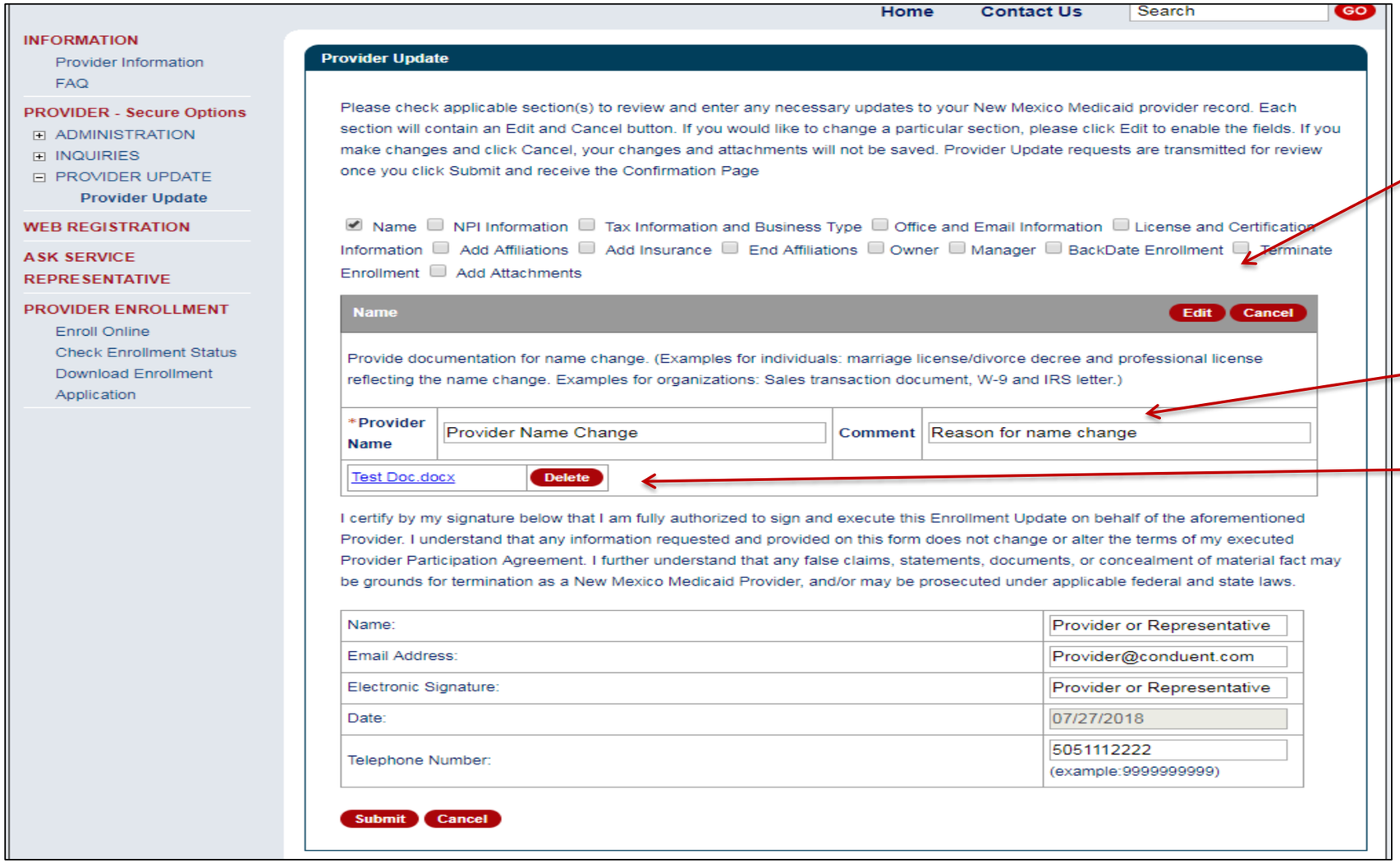
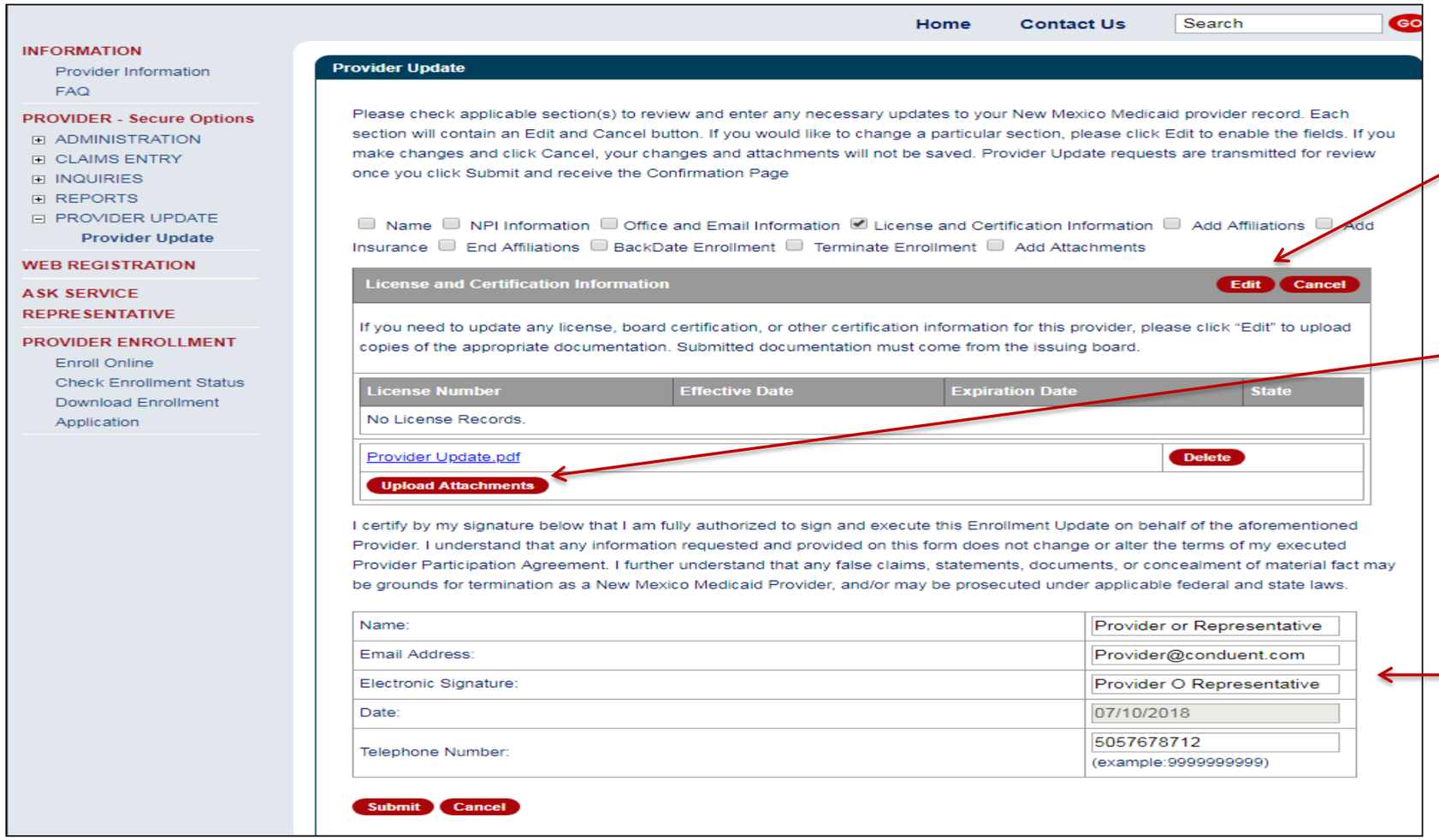
Entering Provider Information



Select ‘Edit’ if you need to add or modify any data.

Add or make changes in the section fields and upload supporting documentation, if required.

Upload Attachments

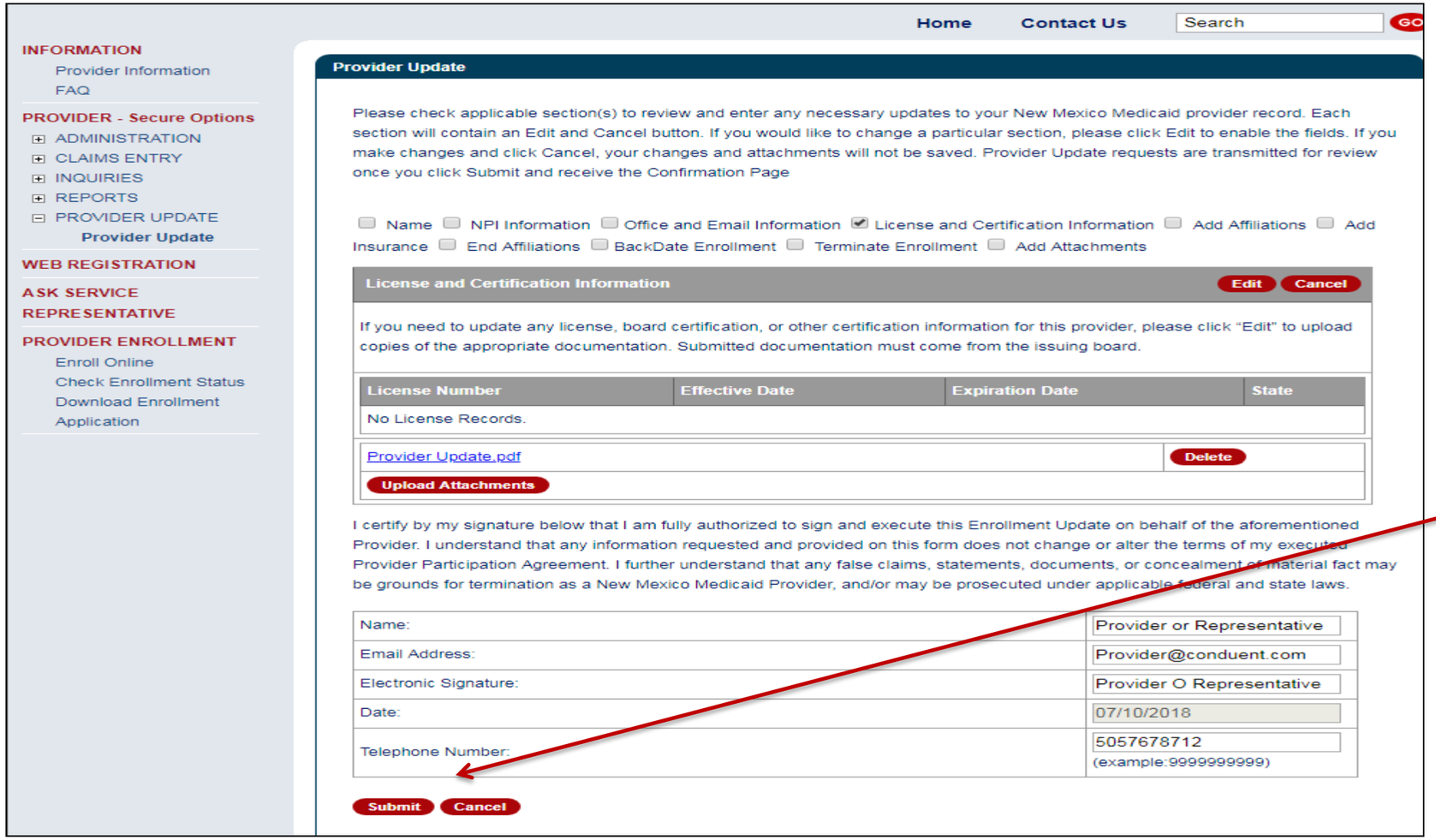


Select 'Edit' if you need to upload supporting documents.

Then upload supporting documents.

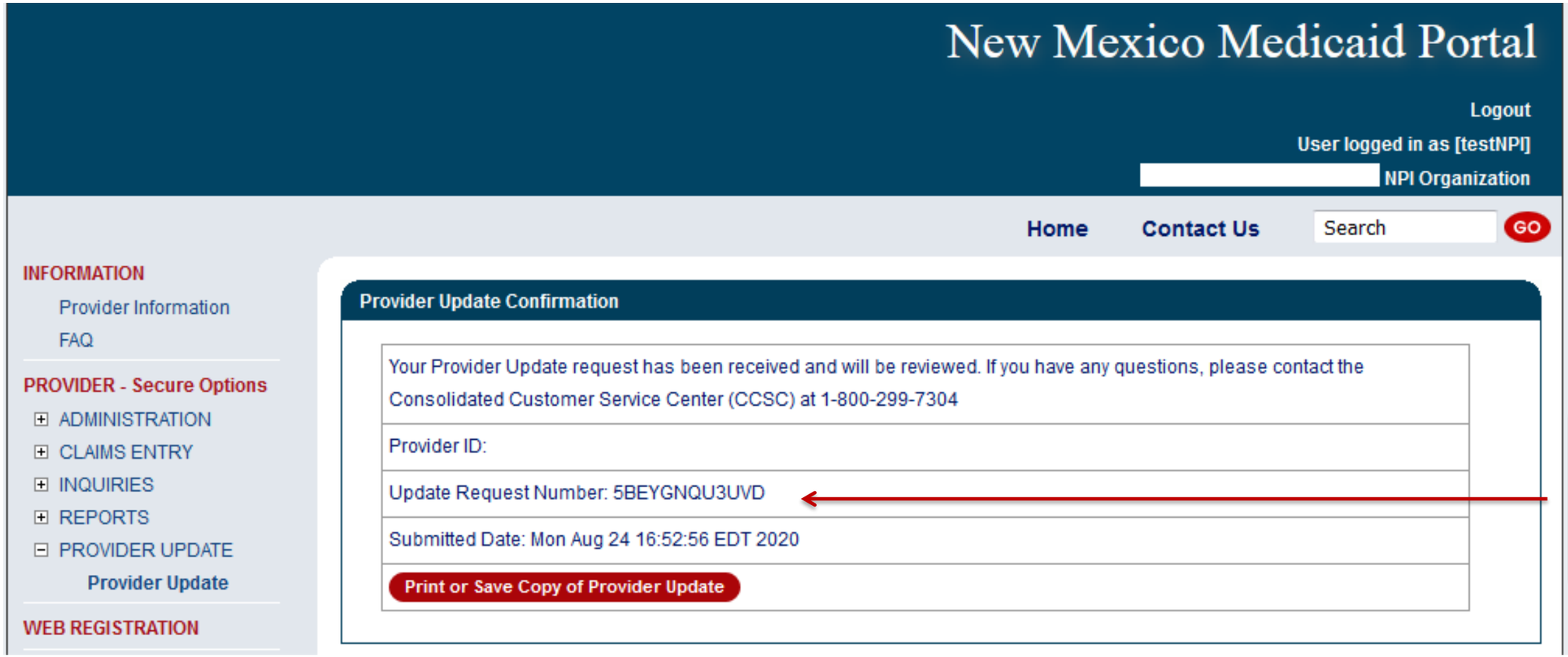
This section must be completed in order to submit the request.

Submitting or Cancelling the Update Request



Click 'Submit' to proceed or 'Cancel' to remove changes from the page.

Provider Update Confirmation



Document your Update Request Number for tracking purposes

Addendum

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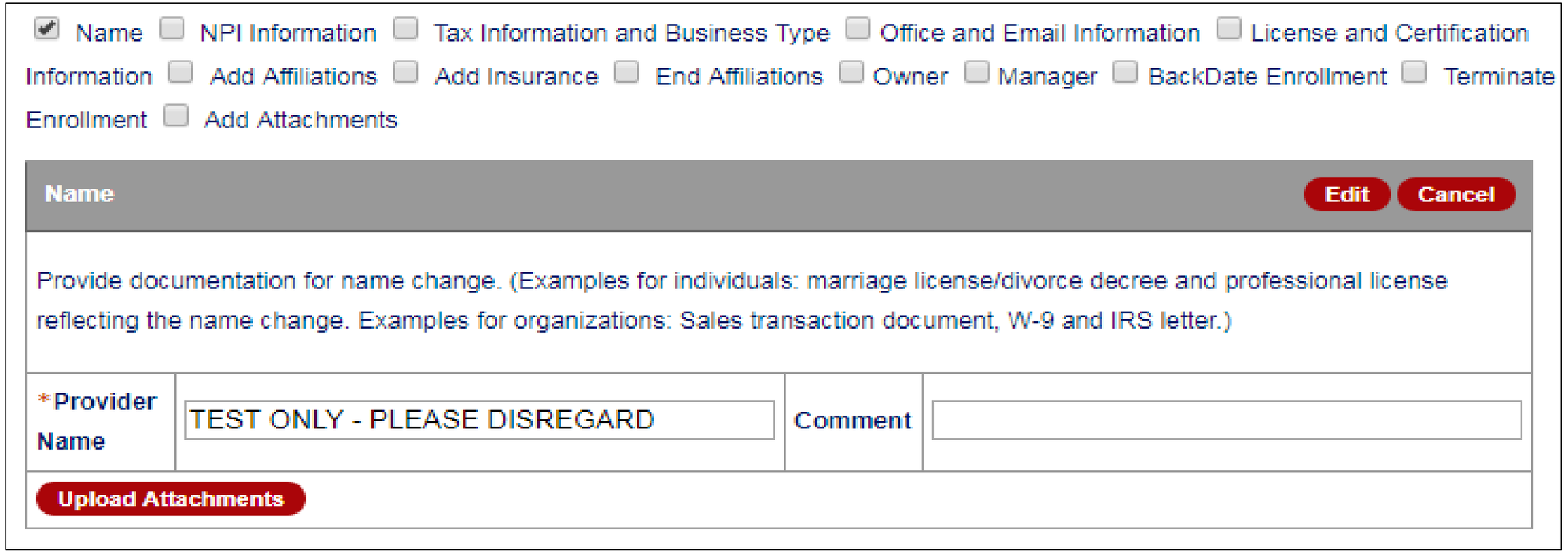
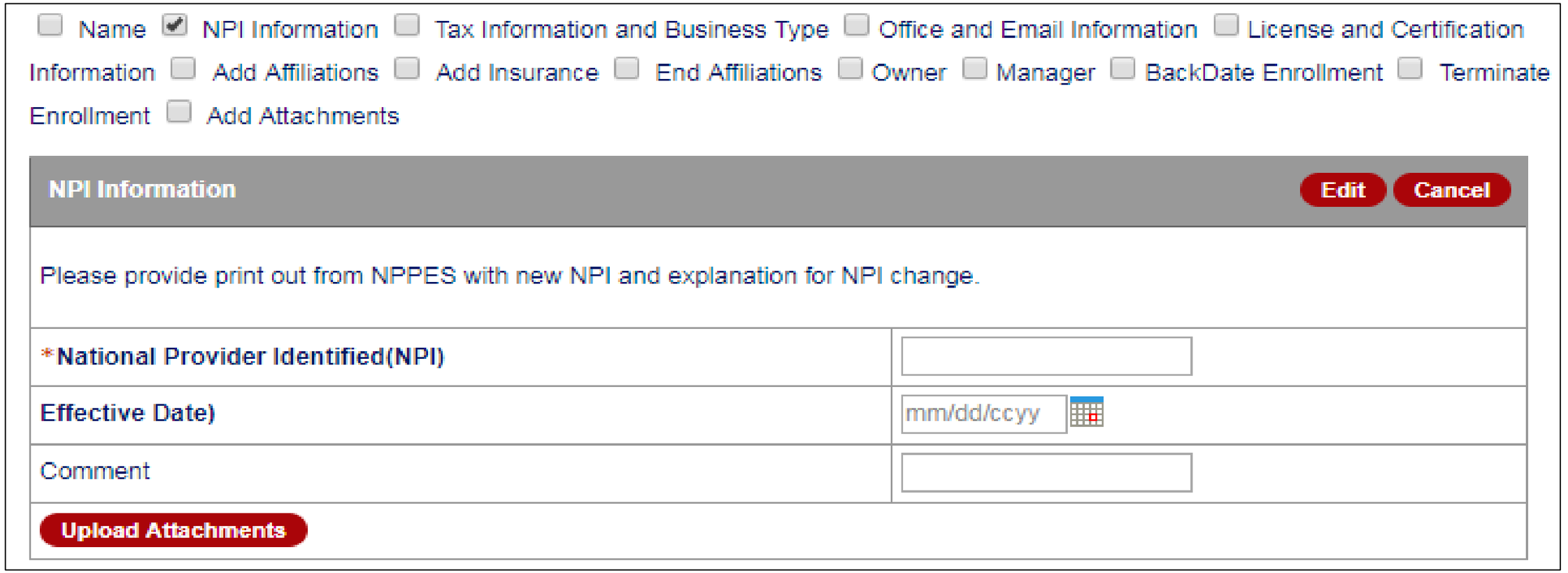
Addendum – “Name”

Available to Billing, Unrestricted, and Rendering Providers



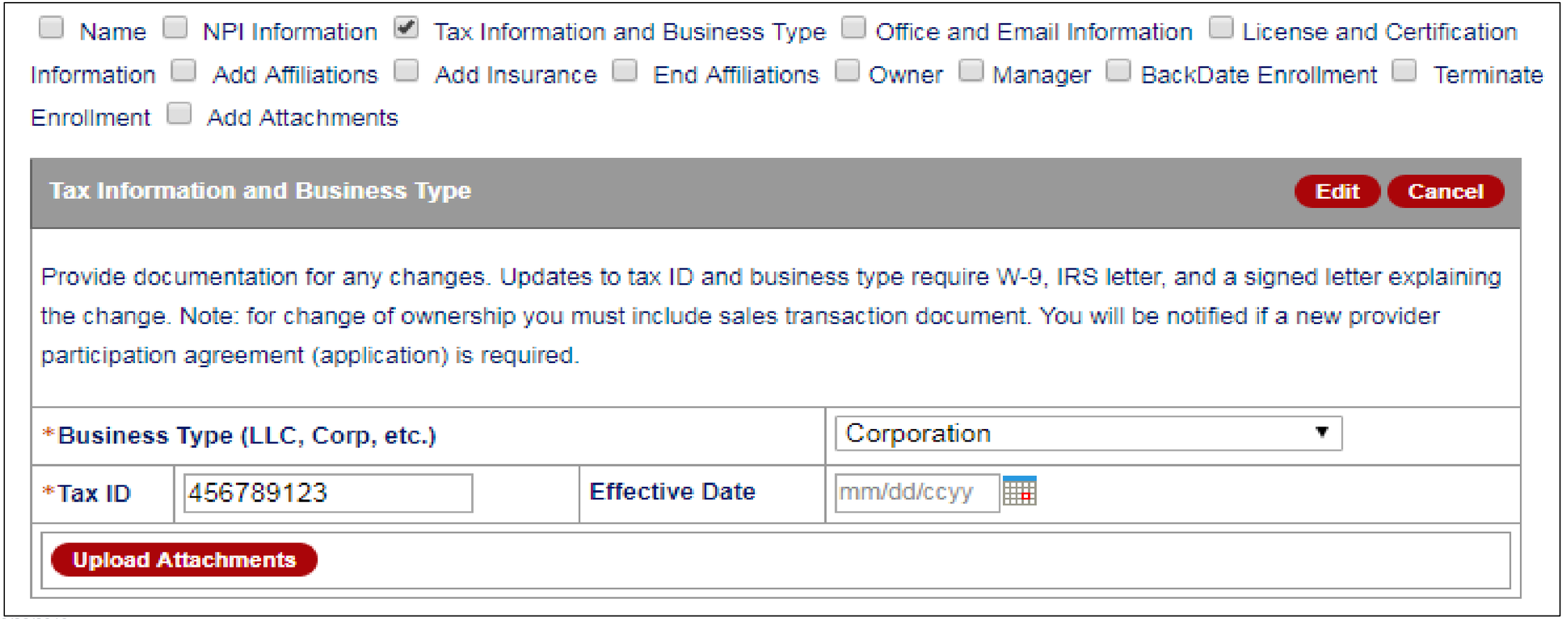
Addendum – “NPI Information”

Available to Billing, Unrestricted, and Rendering Providers



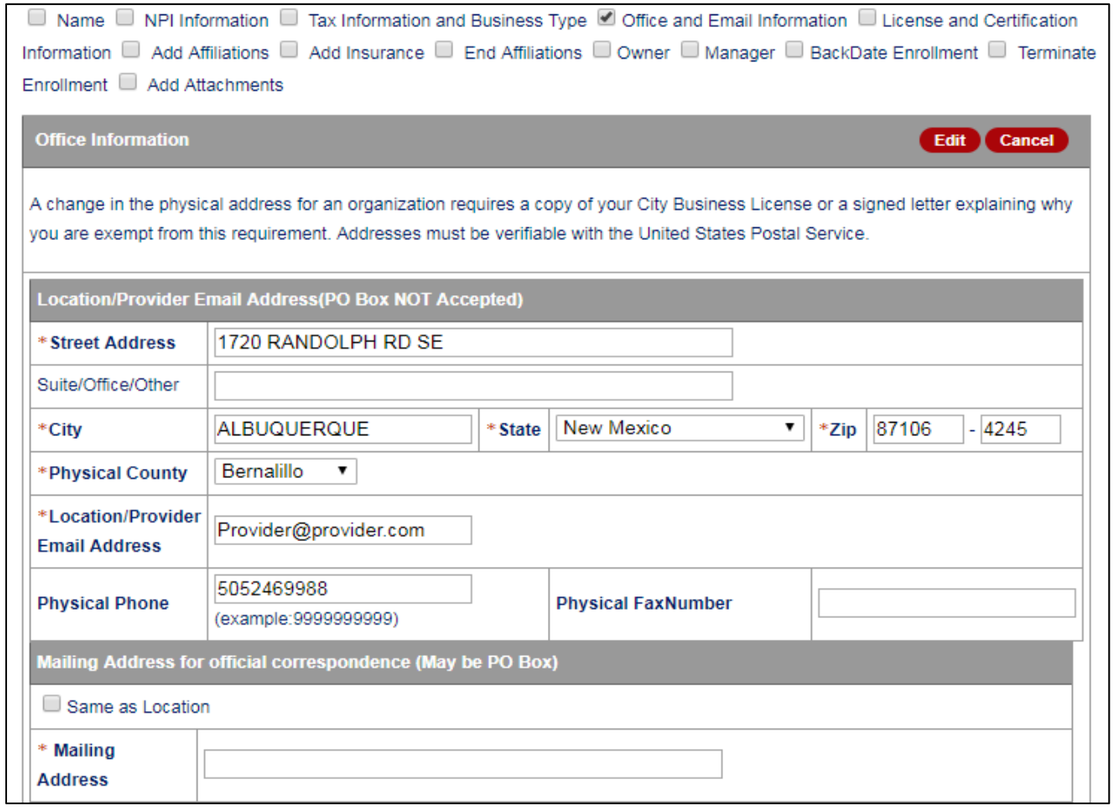
Addendum – “Tax Information and Business Type”

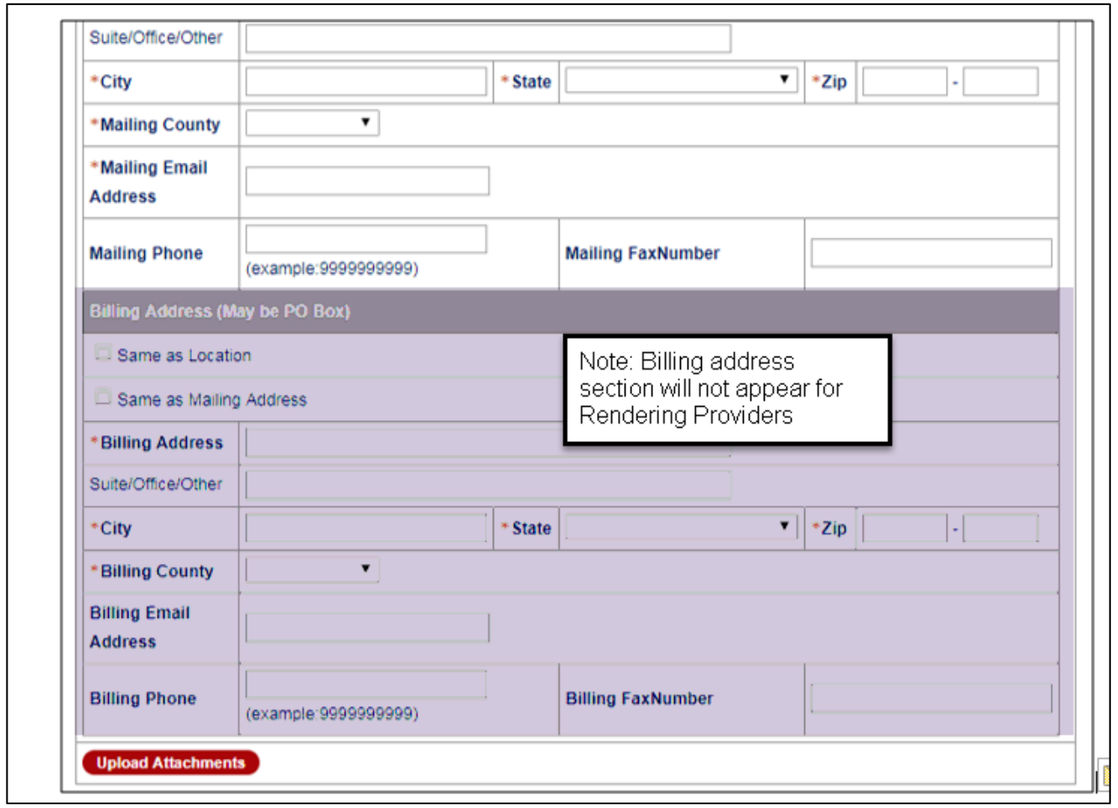
Available to Billing and Unrestricted Providers



Addendum – “Office and Email Information”

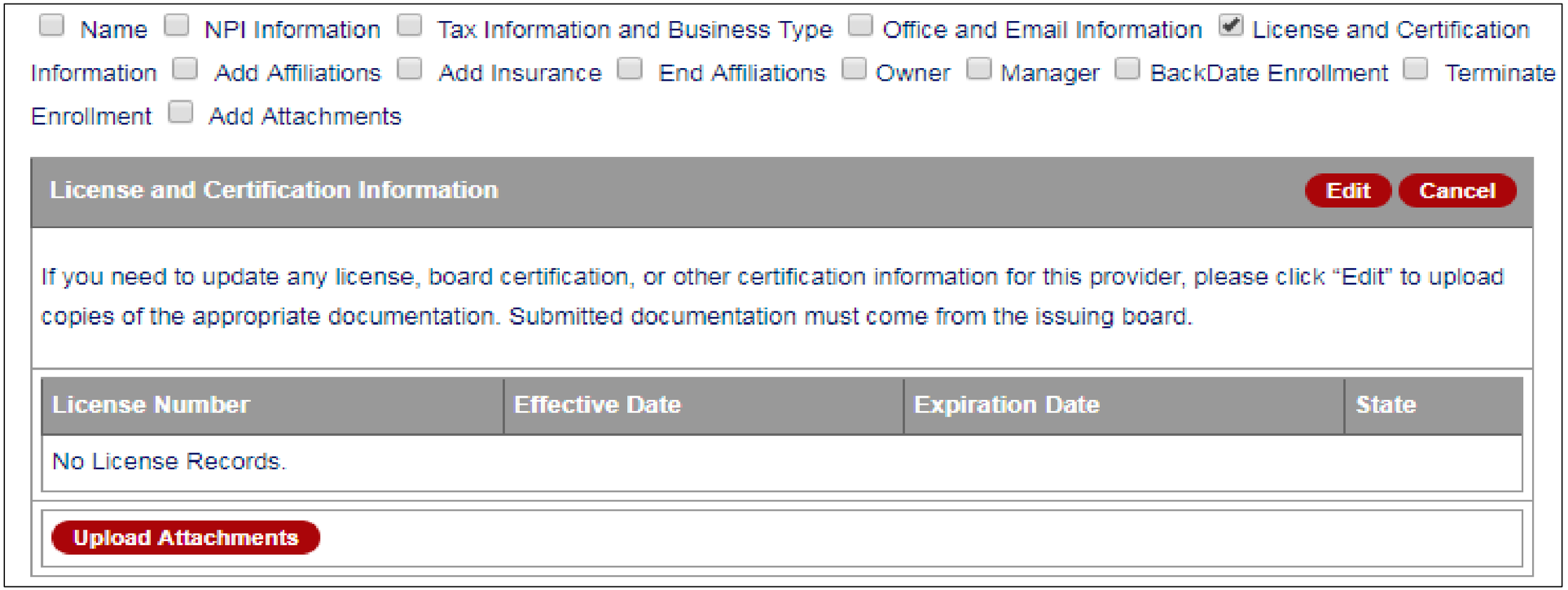
Available to Billing, Unrestricted, and Rendering Providers





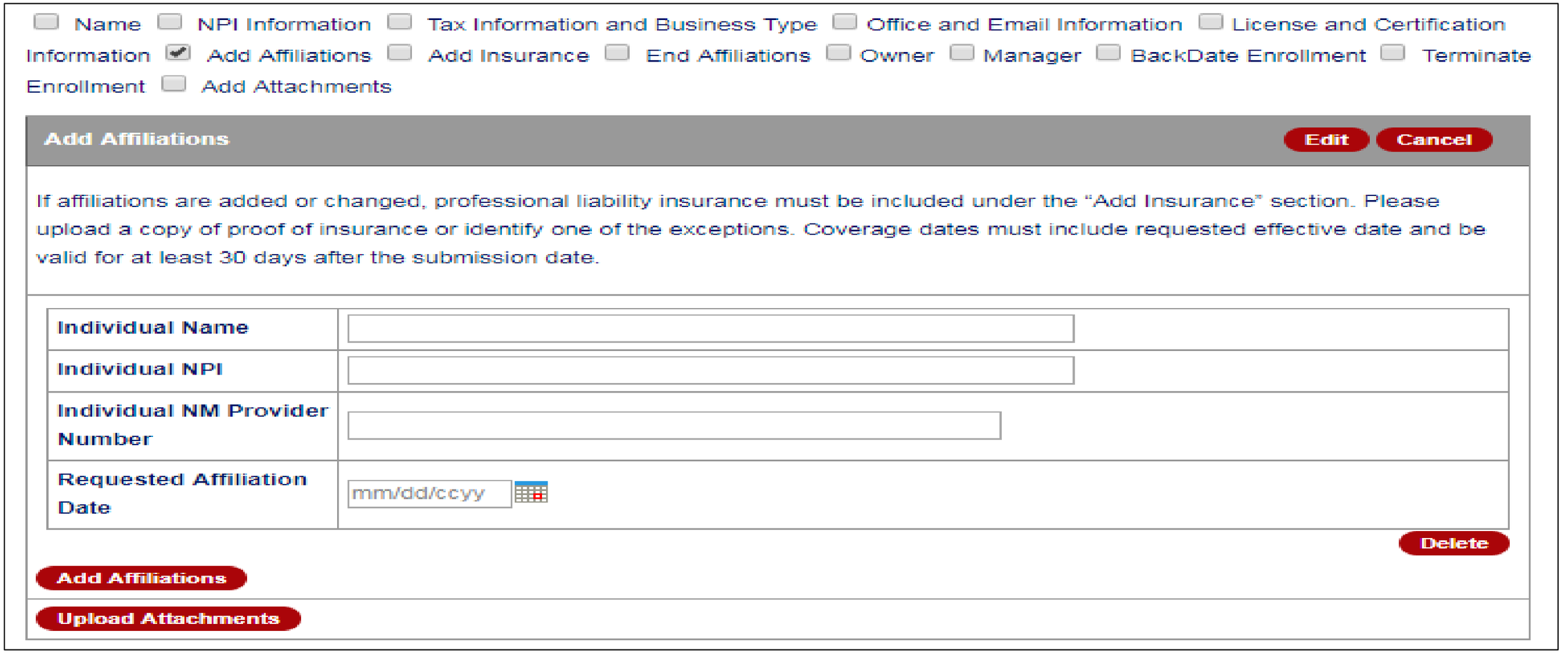
Addendum – “License and Certification”

Available to Billing, Unrestricted, and Rendering Providers



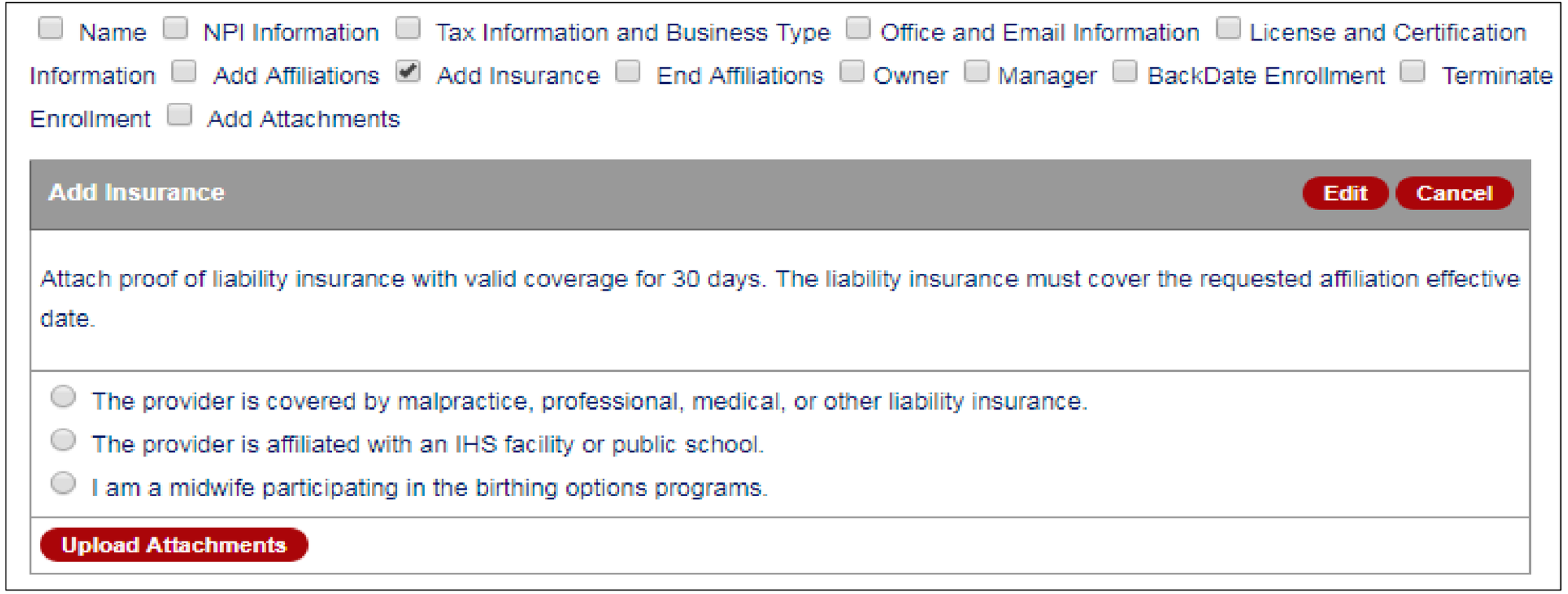
Addendum – “Add Affiliations”

Available to Billing, Unrestricted, and Rendering Providers



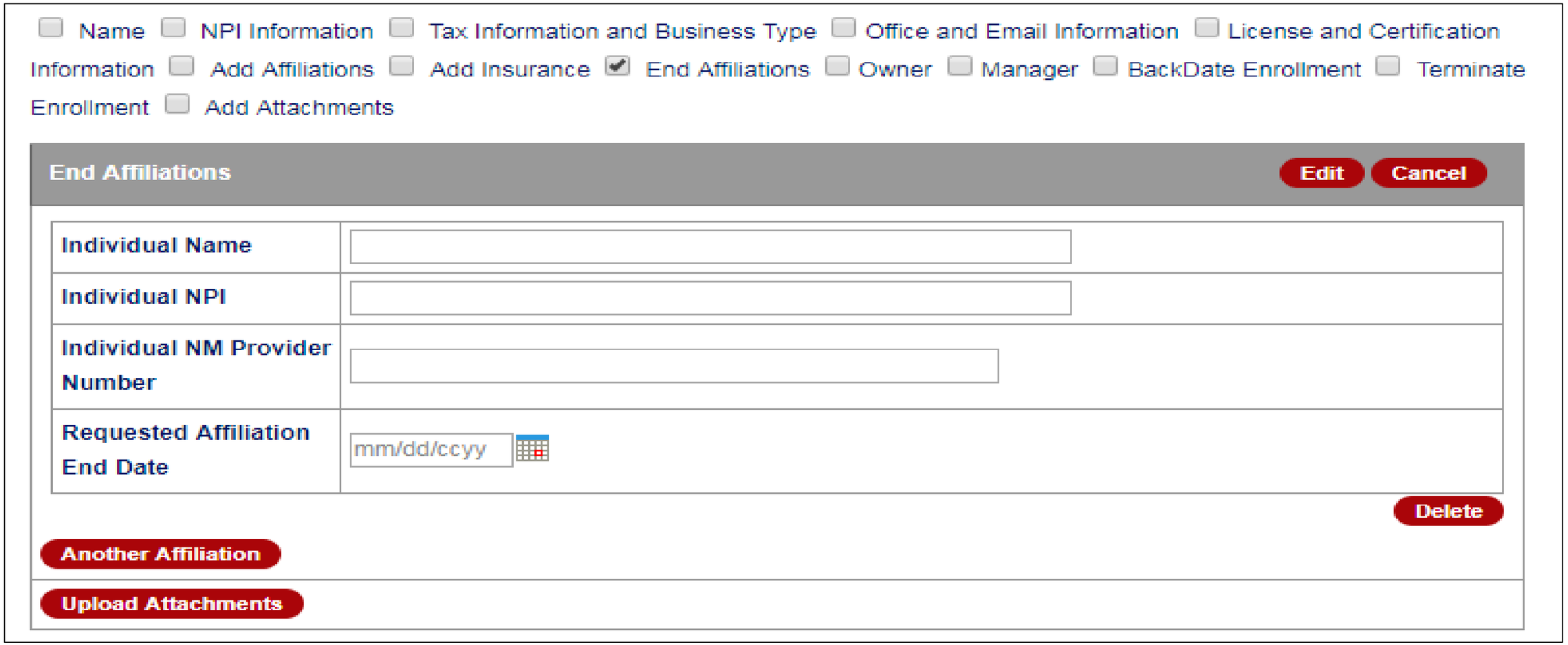
Addendum – “Add Insurance”

Available to Billing, Unrestricted, and Rendering Providers



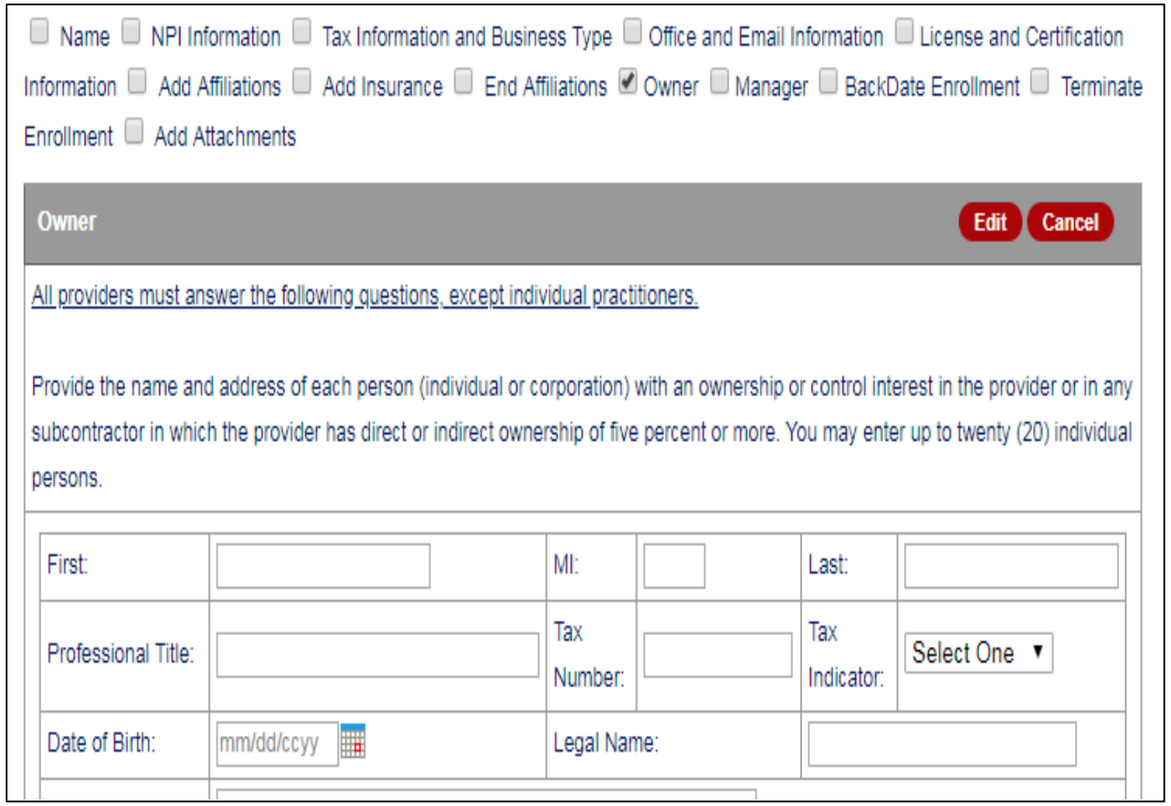
Addendum – “End Affiliations”

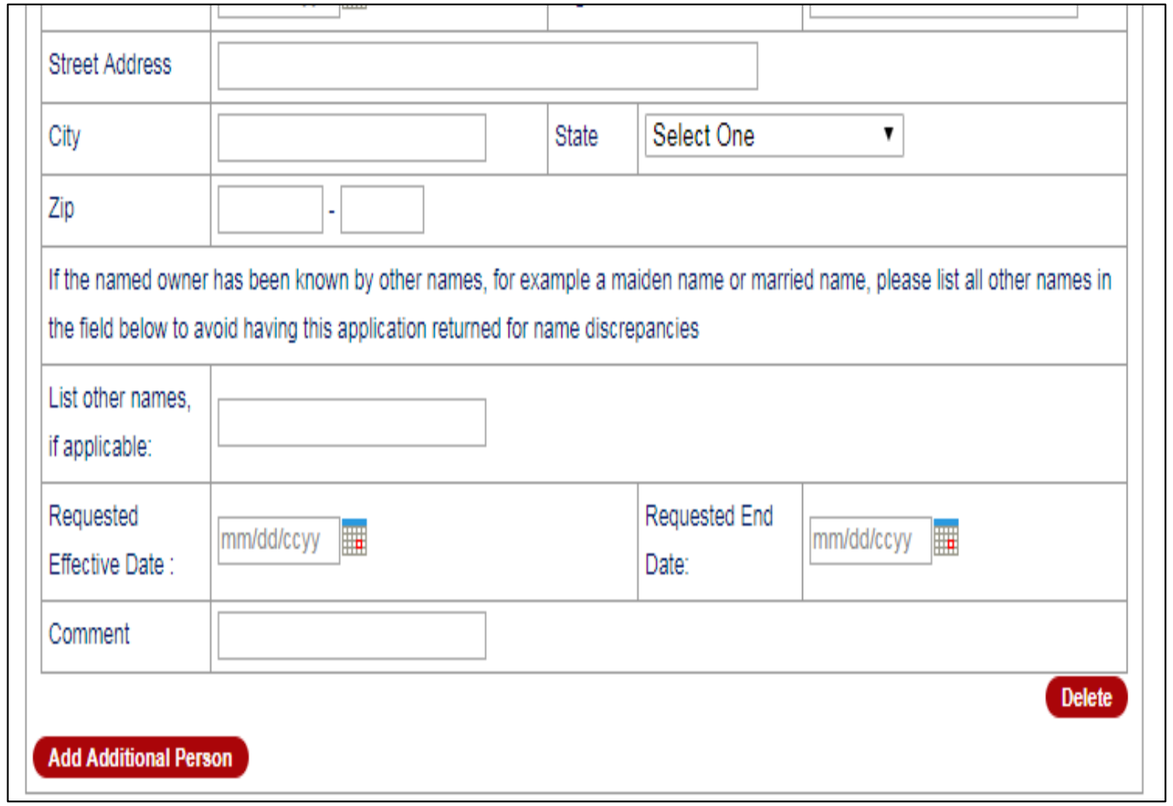
Available to Billing, Unrestricted, and Rendering Providers



Addendum – “Owner”

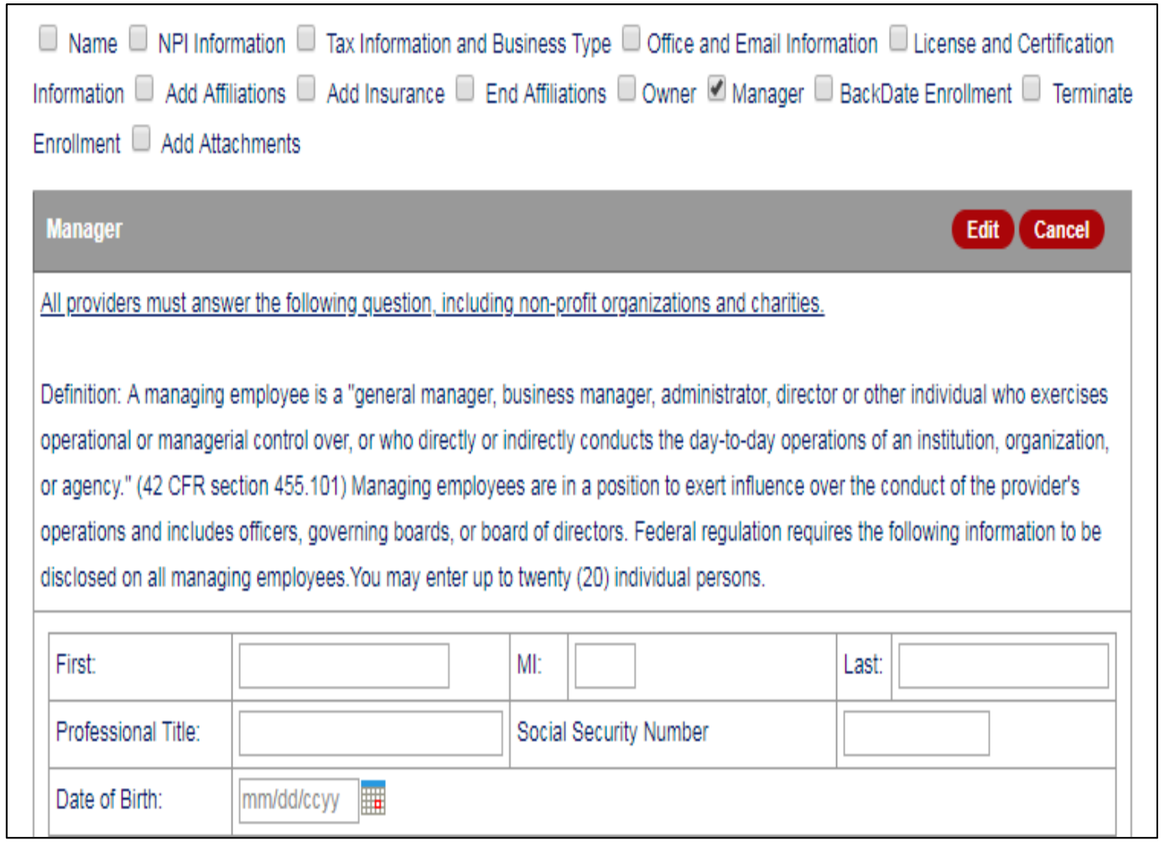
Available to Billing and Unrestricted Providers

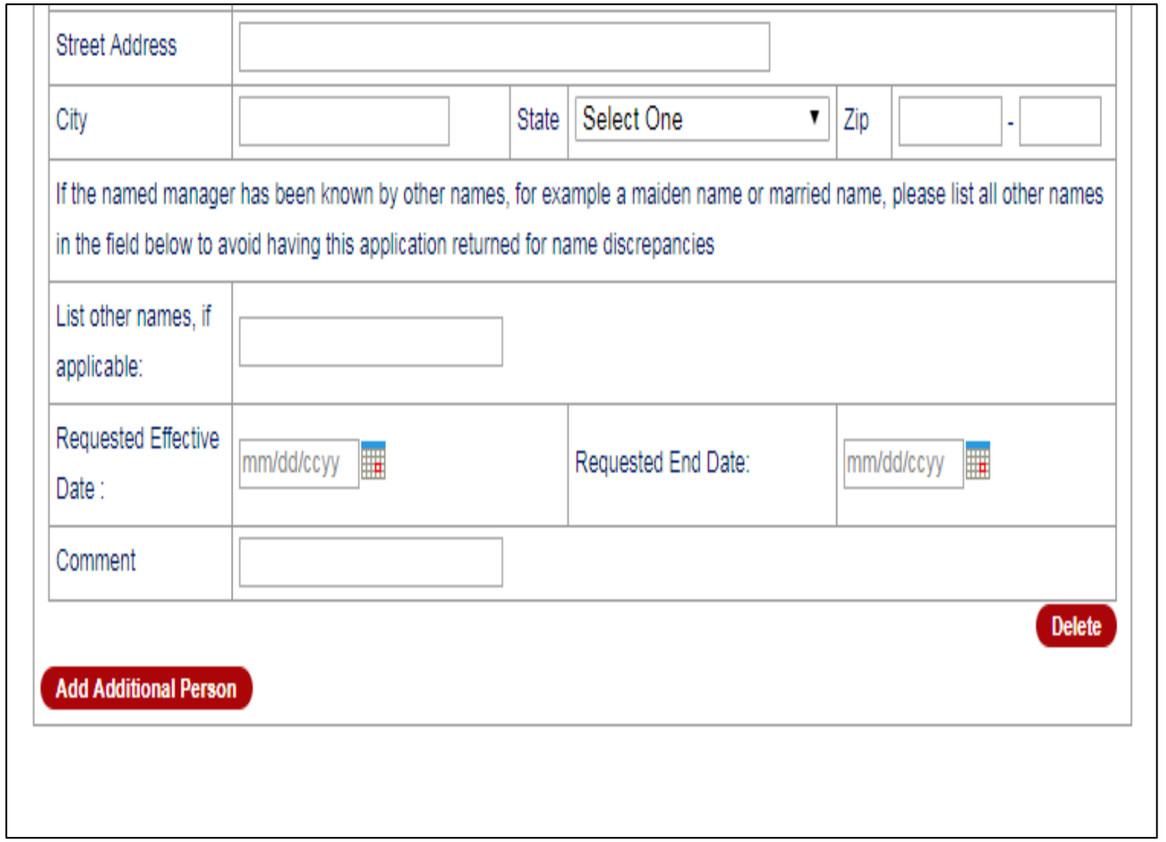




Addendum – “Manager”

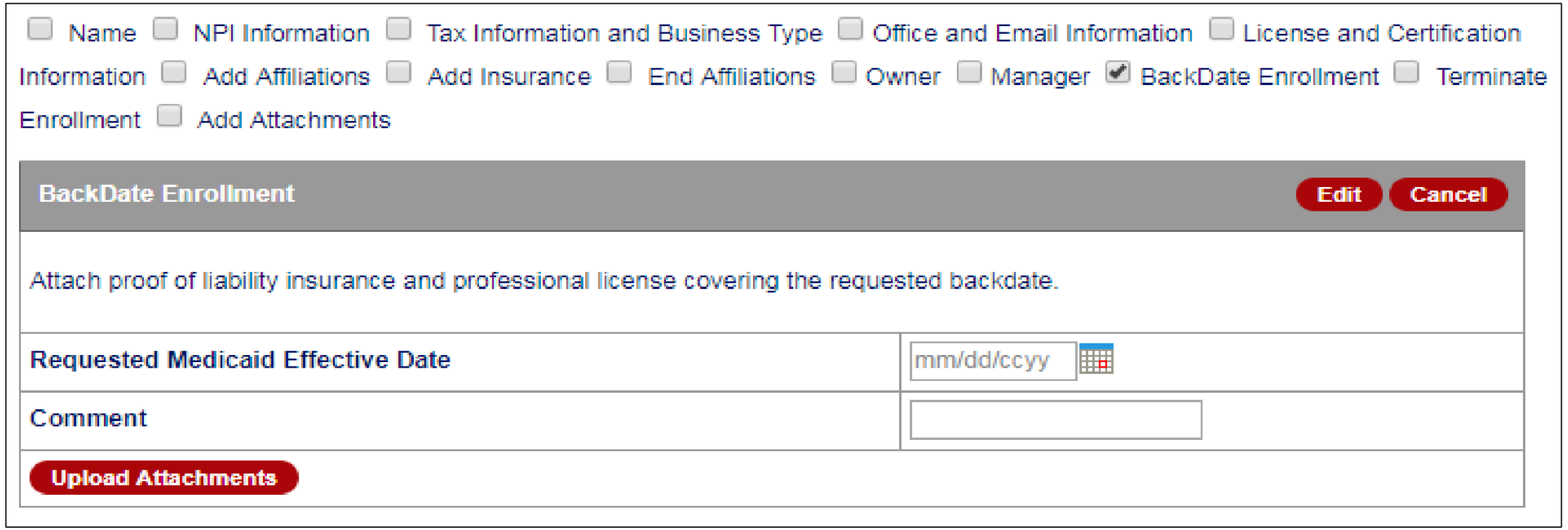
Available to Billing and Unrestricted Providers





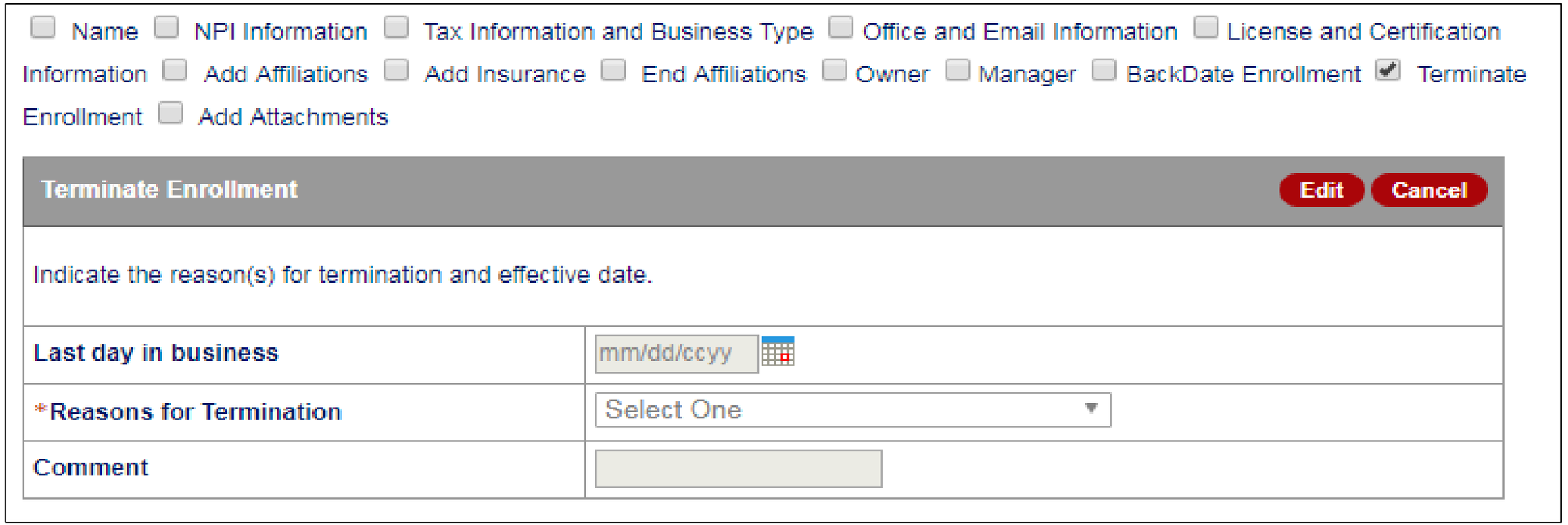
Addendum – “BackDate Enrollment”

Available to Billing, Unrestricted, and Rendering Providers



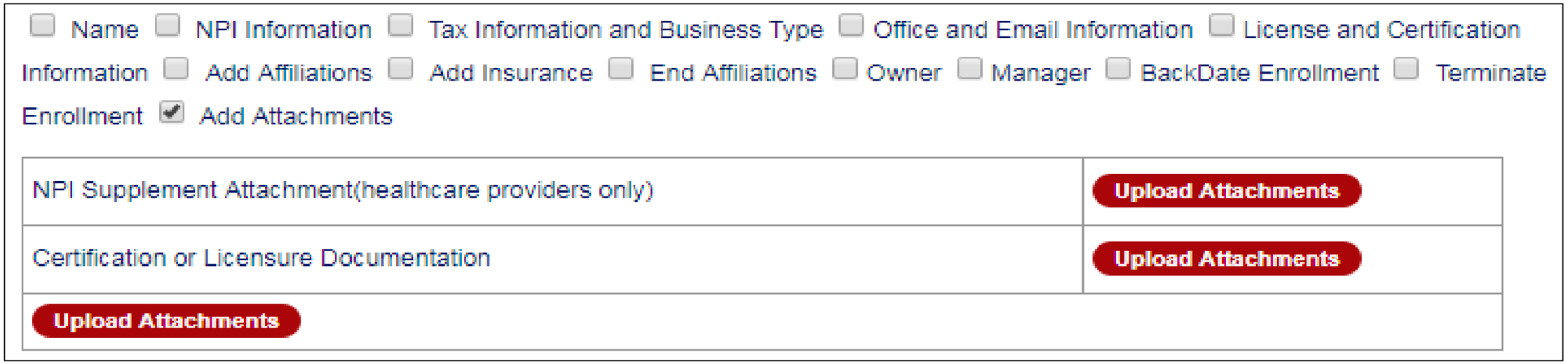
Addendum – “Terminate Enrollment”

Available to Billing, Unrestricted, and Rendering Providers



Addendum – “Add Attachments”

Available to Billing, Unrestricted, and Rendering Providers



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

Medical Assistance Division – PE Program Staff – 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
Claim research assistance, general Medicaid inquiries, Provider Enrollment Applications, Forms & Instructions

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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