PE Determiner Portal Registration and Log on Workshop

Conduent
Government Healthcare Solutions

Purpose

This training will provide step by step instructions for Presumptive Eligibility Determiners on how to register to be an active user on the New Mexico Medicaid Web Portal.

Topics of this Workshop

New Presumptive Eligibility (PE) Determiner

- Welcome Letter
- Web Registration
- Portal Log on

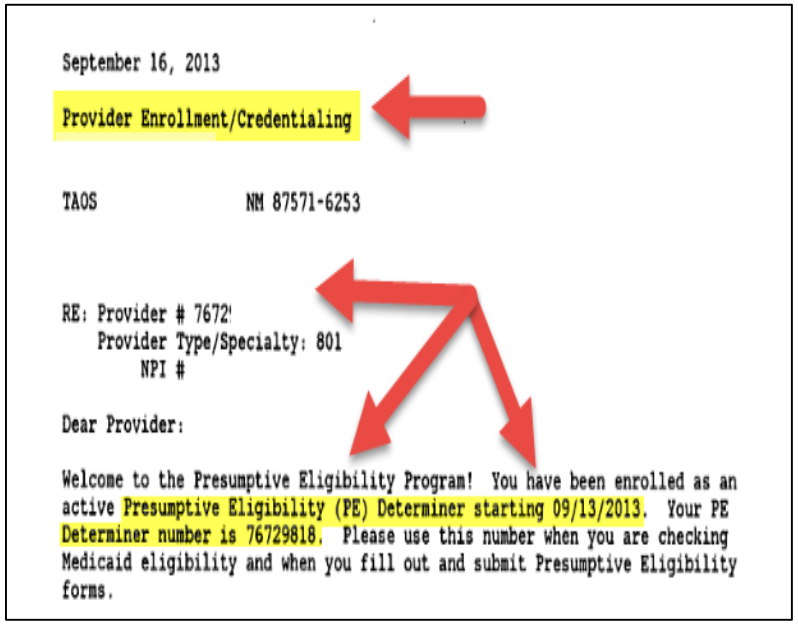
Available Resources

Technical Support

Welcome Letter

Some Key Points:

- Each PE Determiner will receive a Welcome Letter. This letter will provide you with your NM Medicaid Number (also known as your PE Determiner number).
- This Number is associated with you; it may be transferable if you change agencies (contact MAD PE Program Staff if you have question regarding transferring your PED number)



September 16, 2013

Provider Enrollment/Credentialing

TAOS NM 87571-6253

RE: Provider # 7672
Provider Type/Specialty: 801
NPI #

Dear Provider:

Welcome to the Presumptive Eligibility Program! You have been enrolled as an active Presumptive Eligibility (PE) Determiner starting 09/13/2013. Your PE Determiner number is 76729818. Please use this number when you are checking Medicaid eligibility and when you fill out and submit Presumptive Eligibility forms.

What to expect on your Welcome Letter:

1. Provider Enrollment / Credentialing
2. Name of certified PED
3. Address provided on the application (confirm with your organization what address to use)
4. NM Provider Determiner number and starting date.

New Mexico Medicaid Portal Registration

Once you have completed the PE Determiner application process and received the welcome letter with your NM Medicaid PE Determiner number, you register as a user on the NM Medicaid Portal.

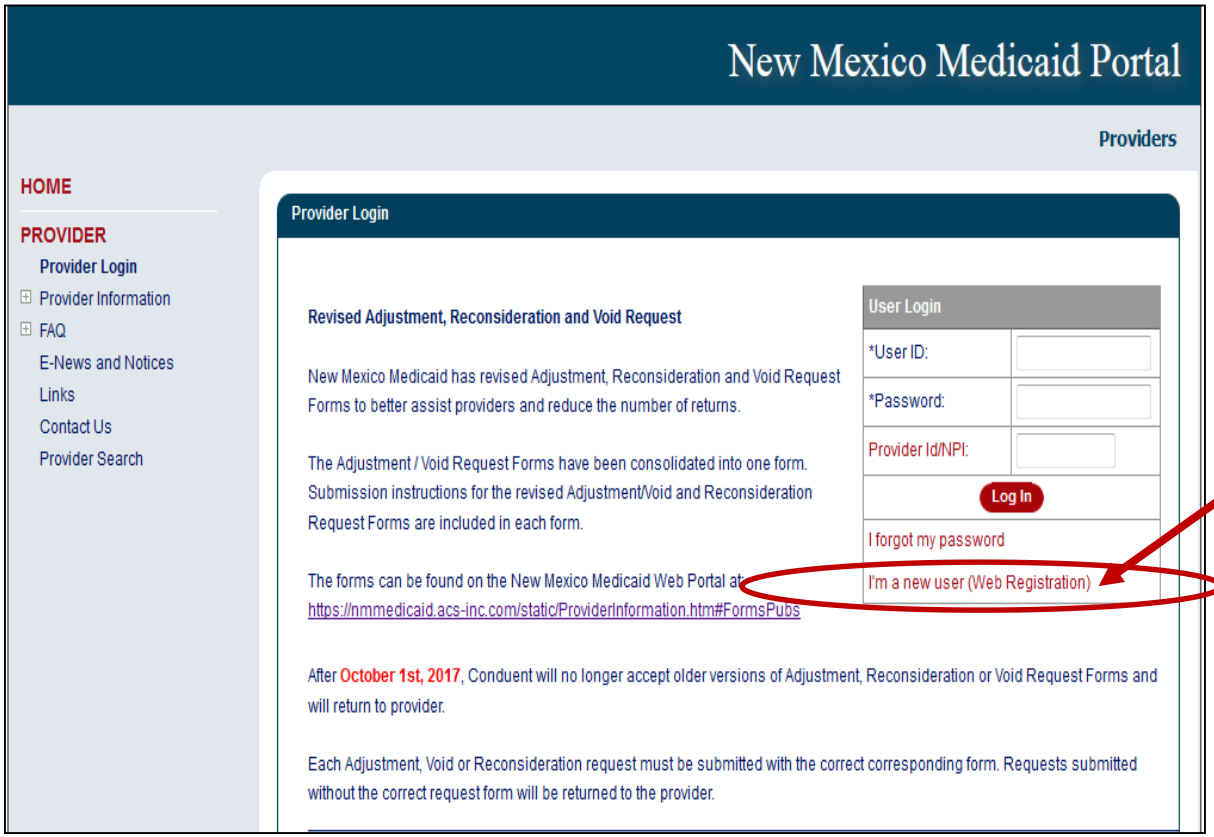
To register as a user on the NM Medicaid Portal, you will need your PED number. You may then go on-line to access the New Mexico Medicaid Web Portal Provider Registration page.

Portal Provider Registration

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

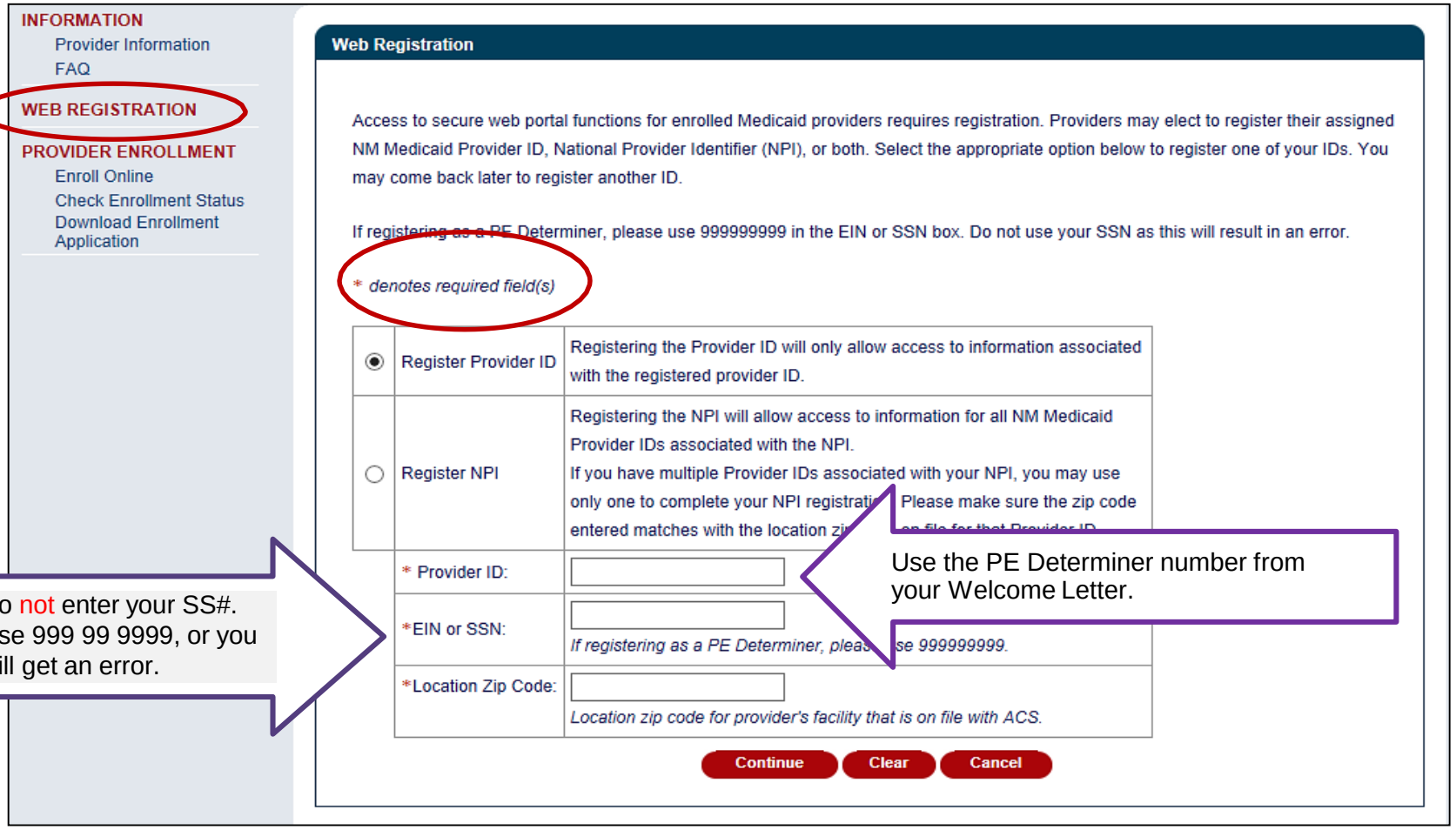
On the Portal's home page, click "Log in to:"

How to Register

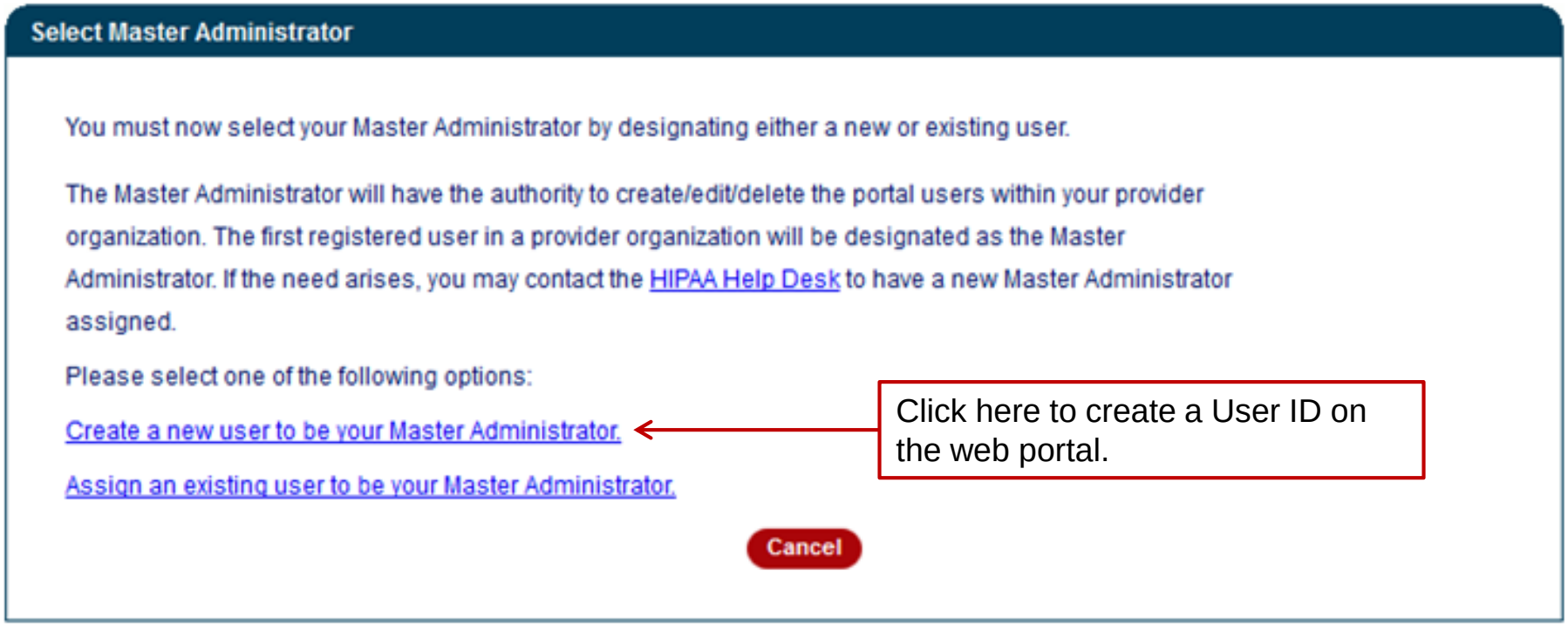


Click “I’m a new user (Web Registration)”

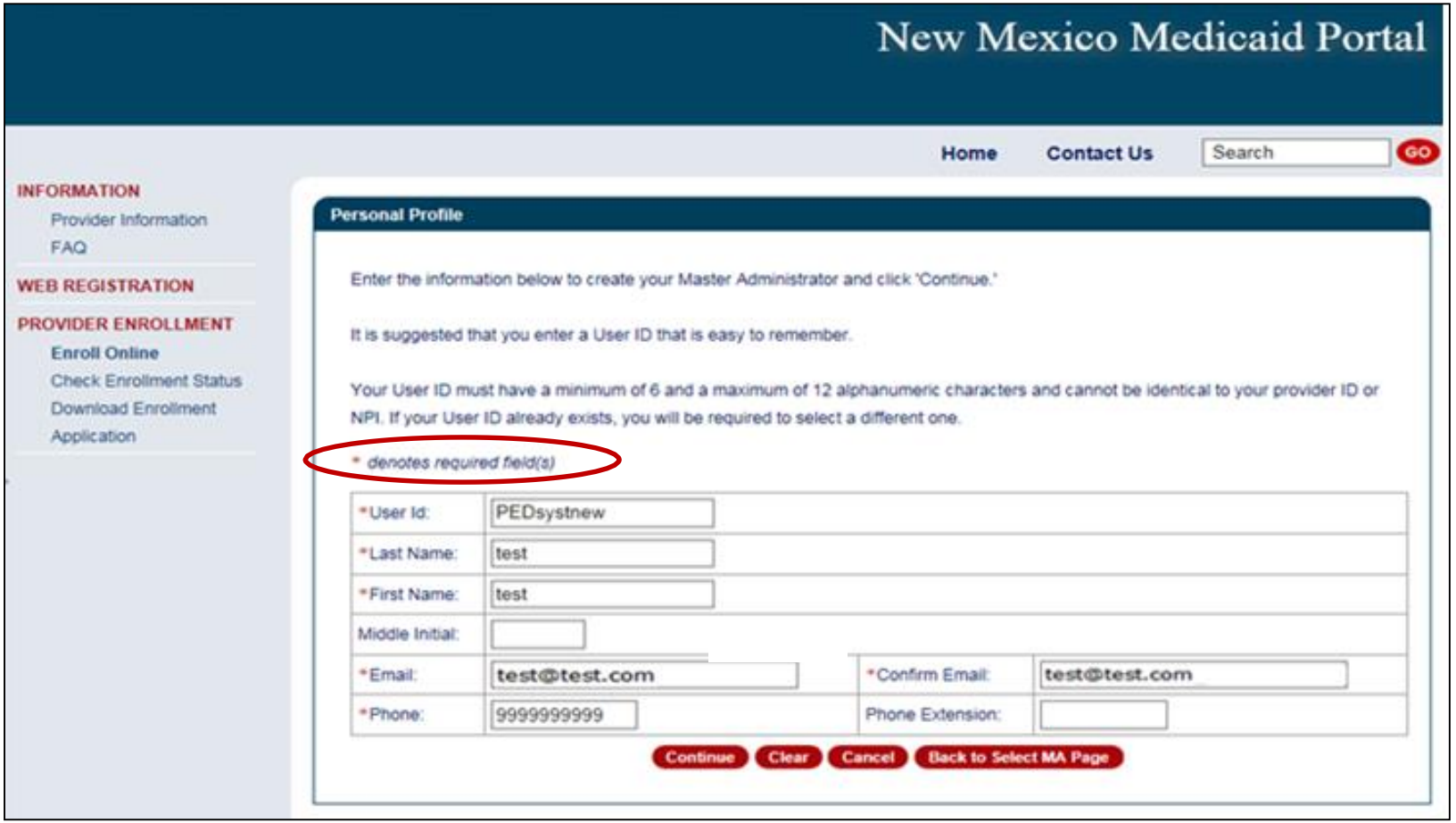
How to Register *Continued*



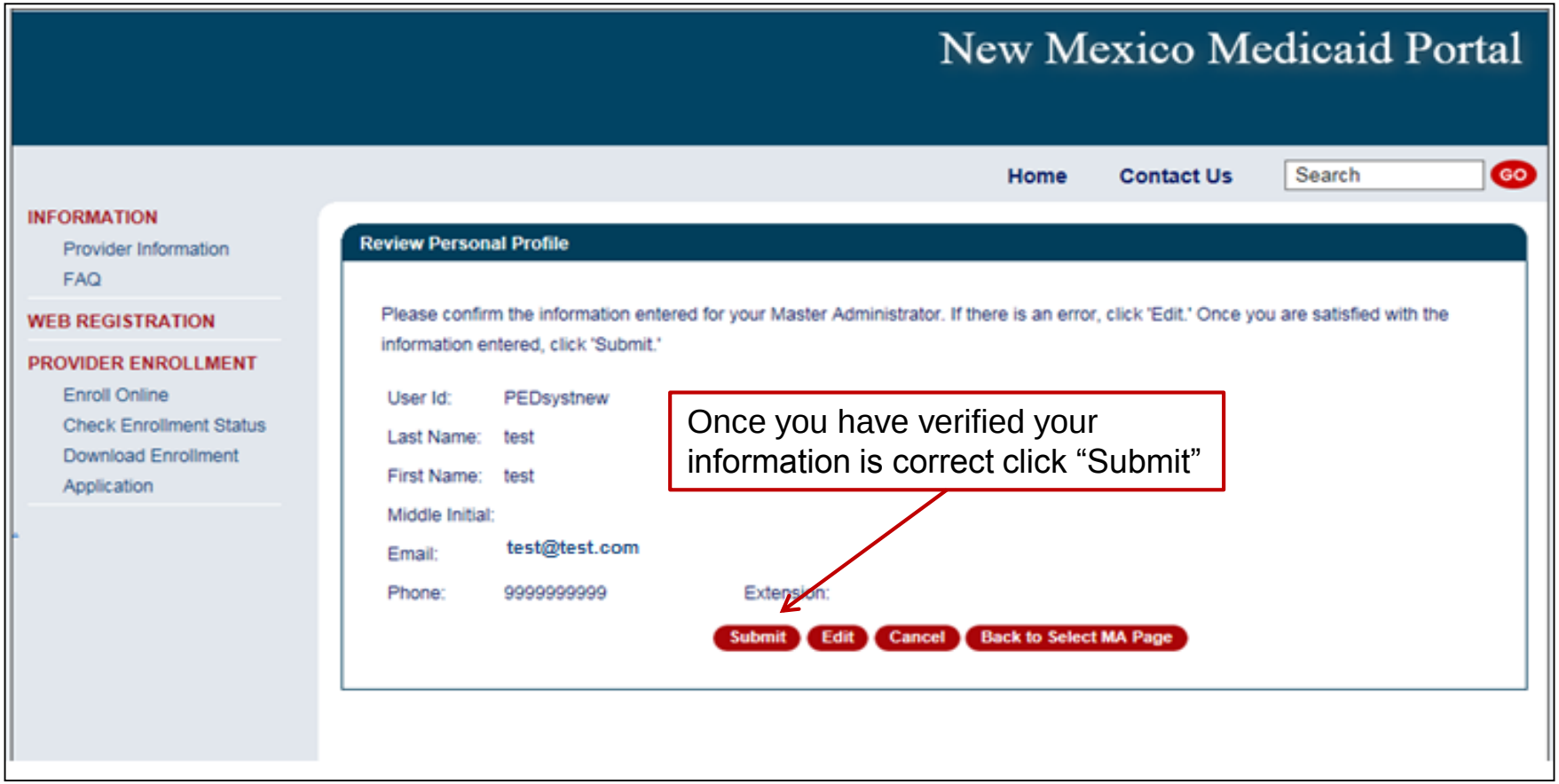
How to Register *Continued*



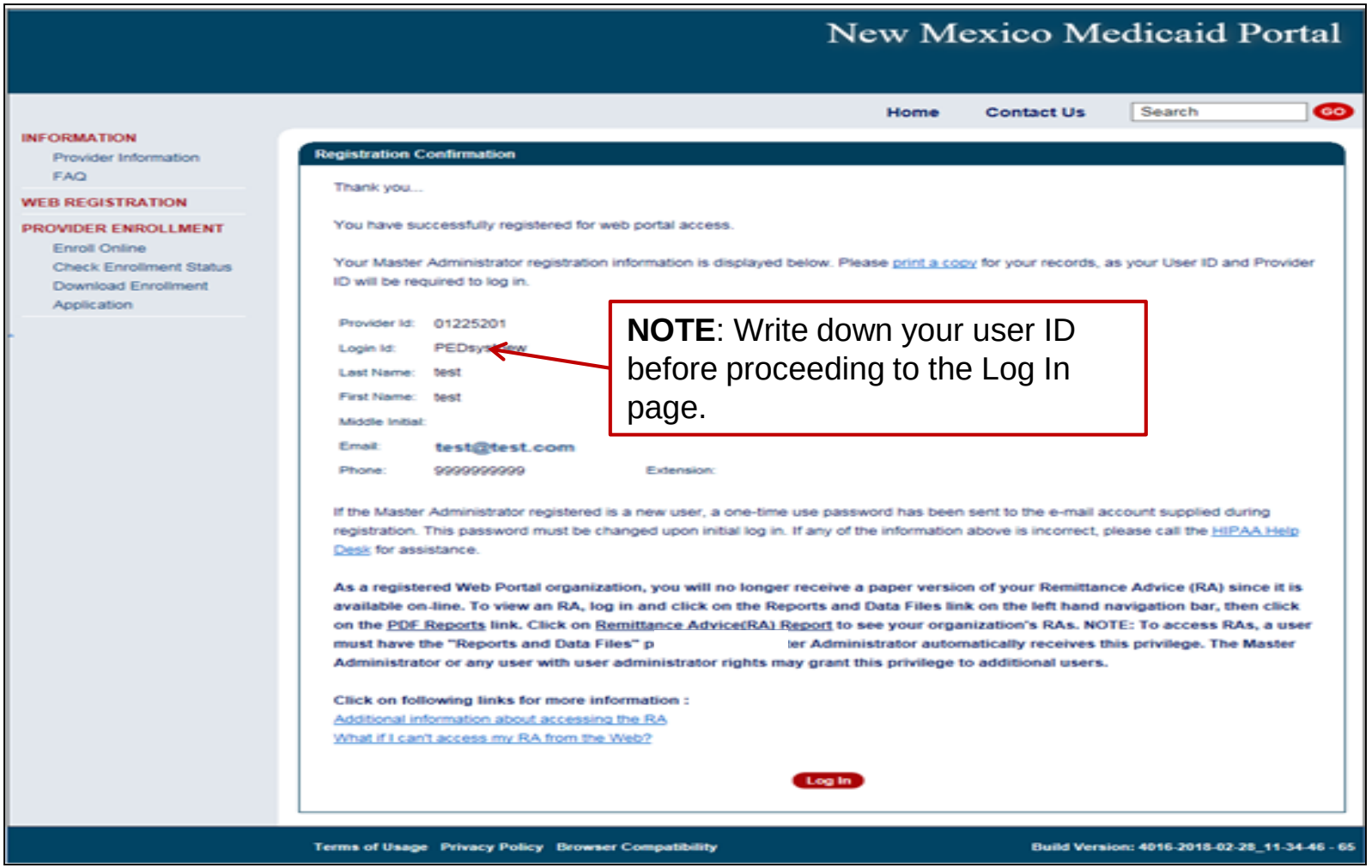
How To Register *Continued*



How To Register *Continued*

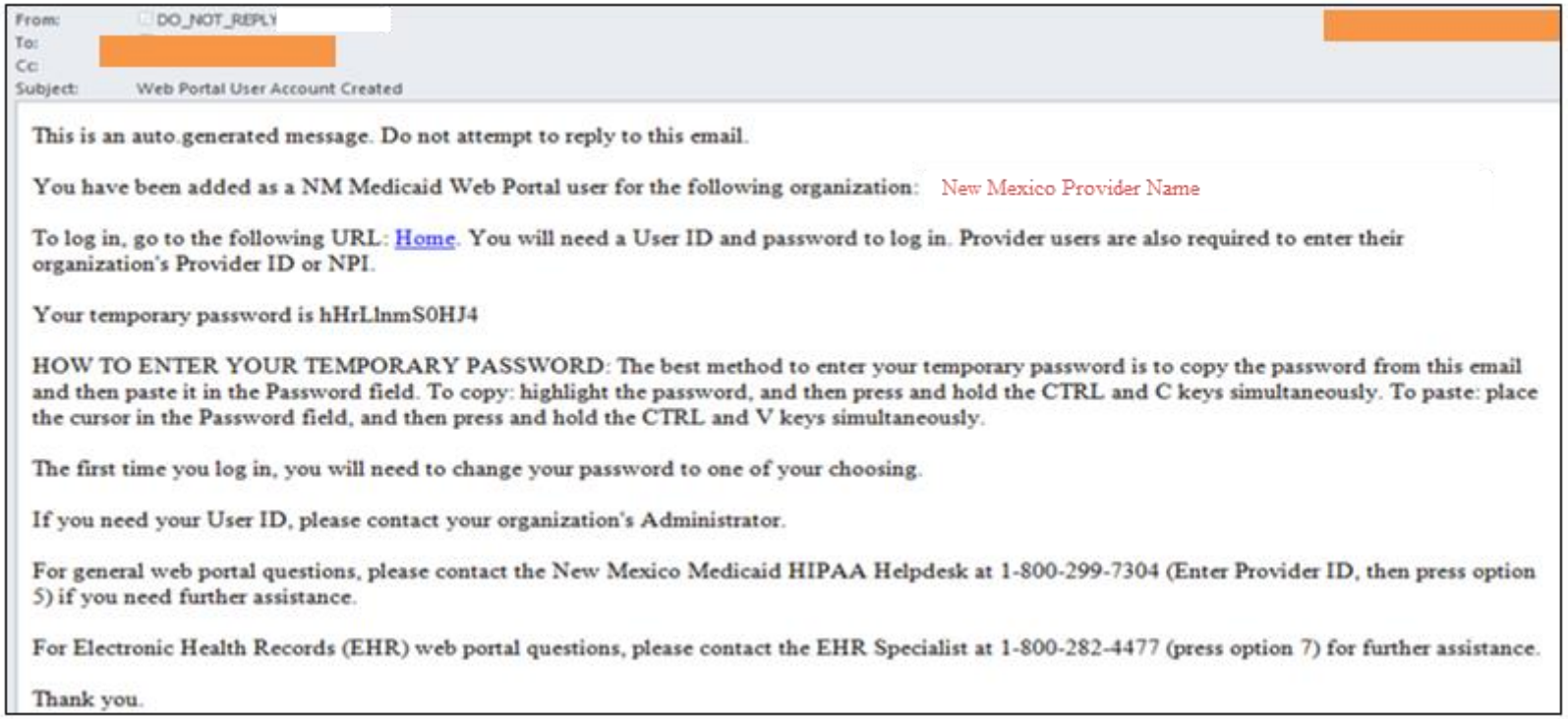


Registration Confirmation Page



User Confirmation Email

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



From: DO_NOT_REPLY
To: [redacted]
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.

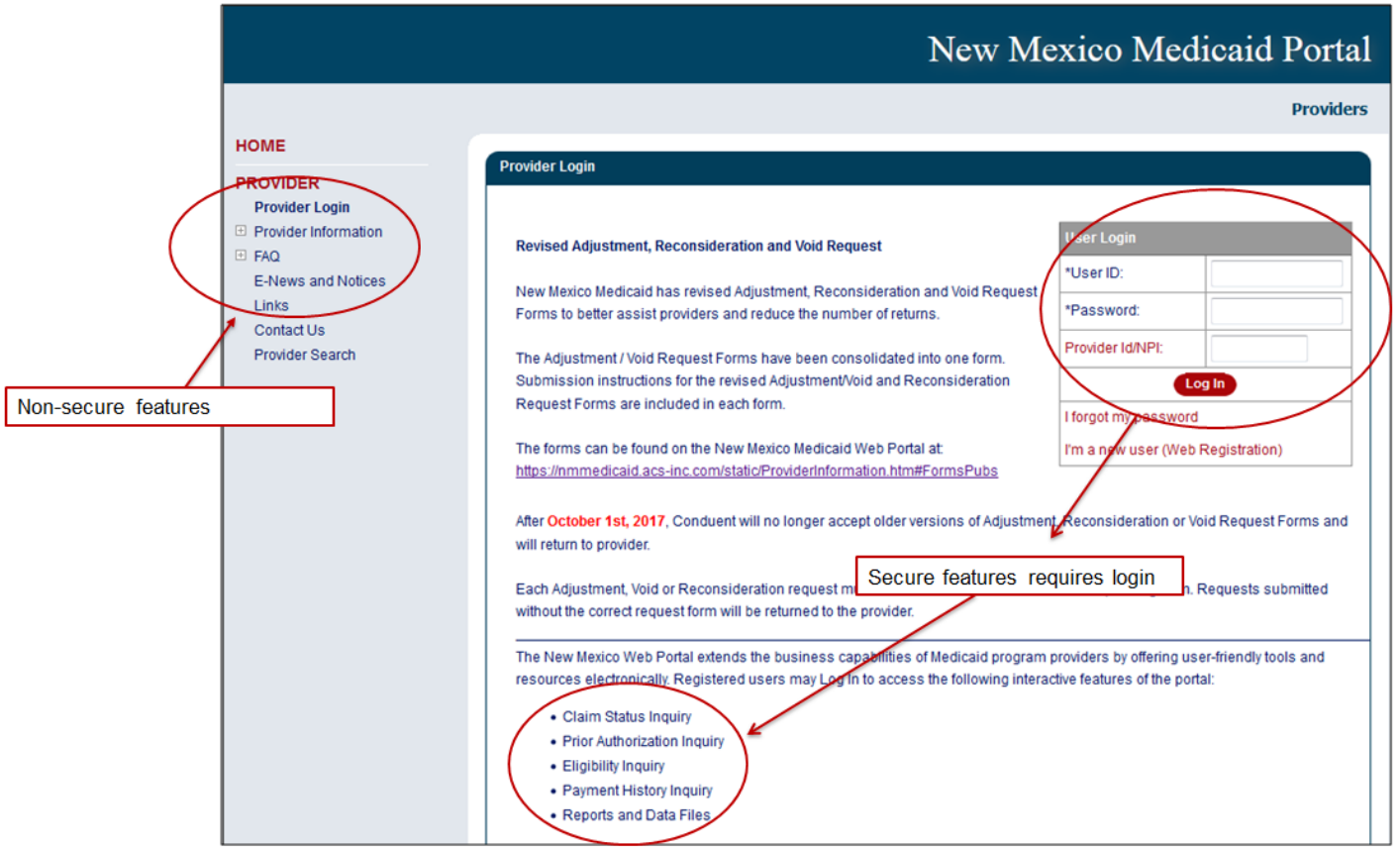
User Login

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

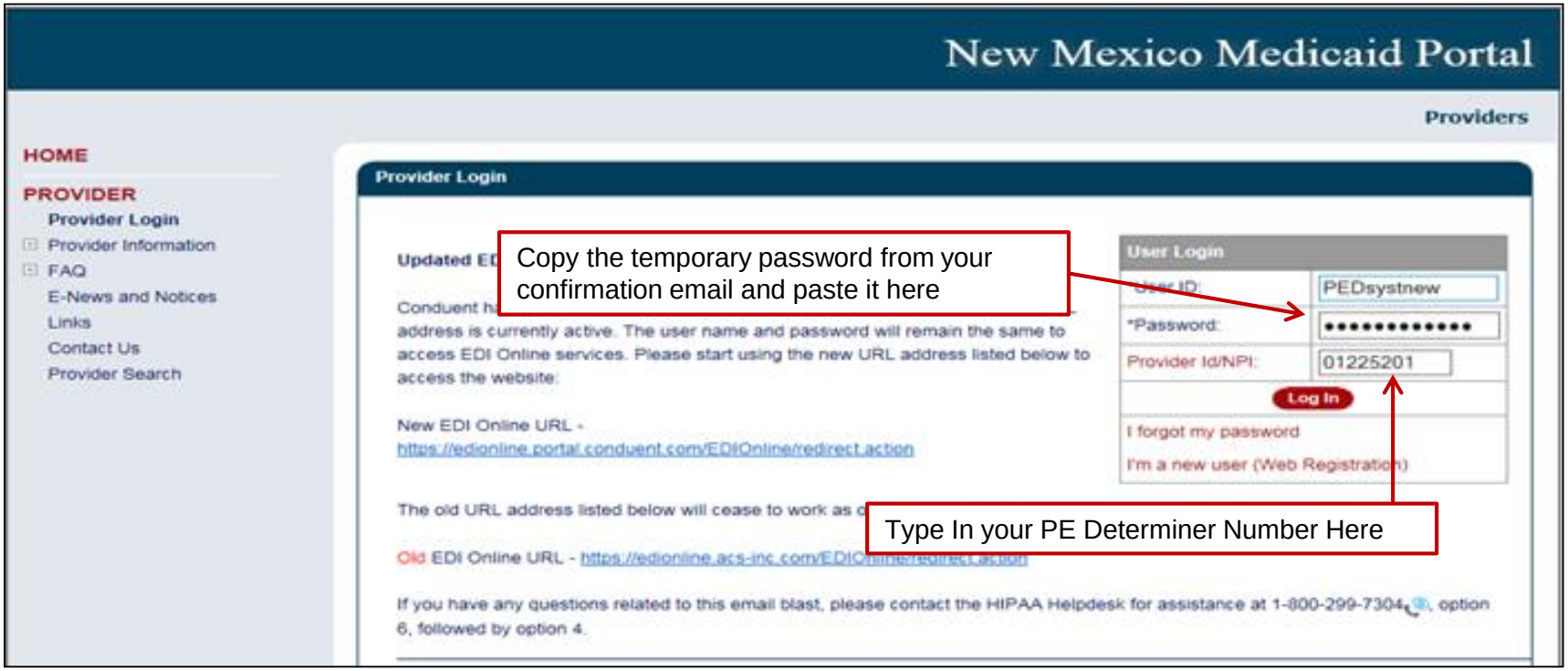
- Your User ID (created during the Web Registration process)
- The initial password sent to you via email
- Your PE Determiner number

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.

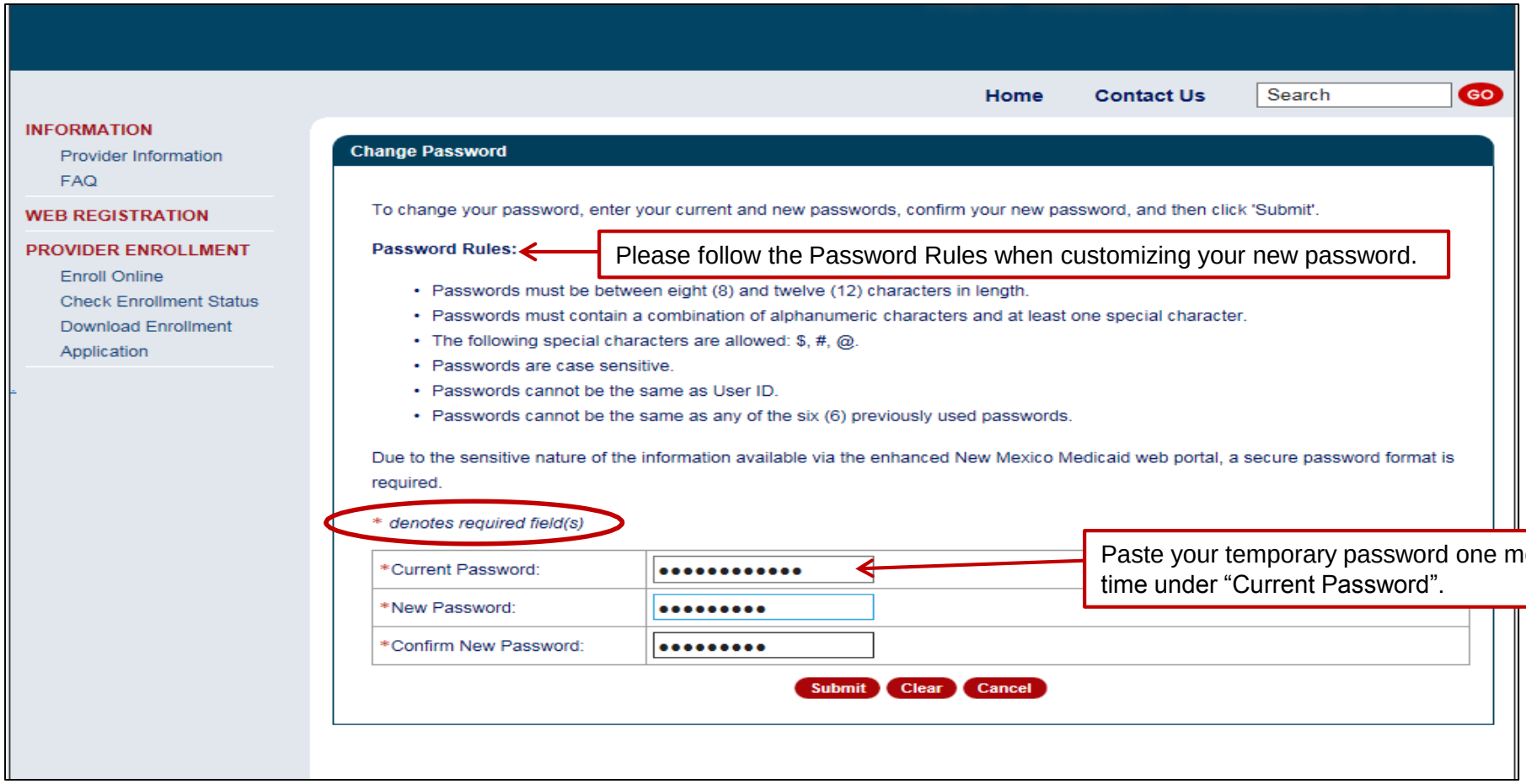
Web Portal Log In



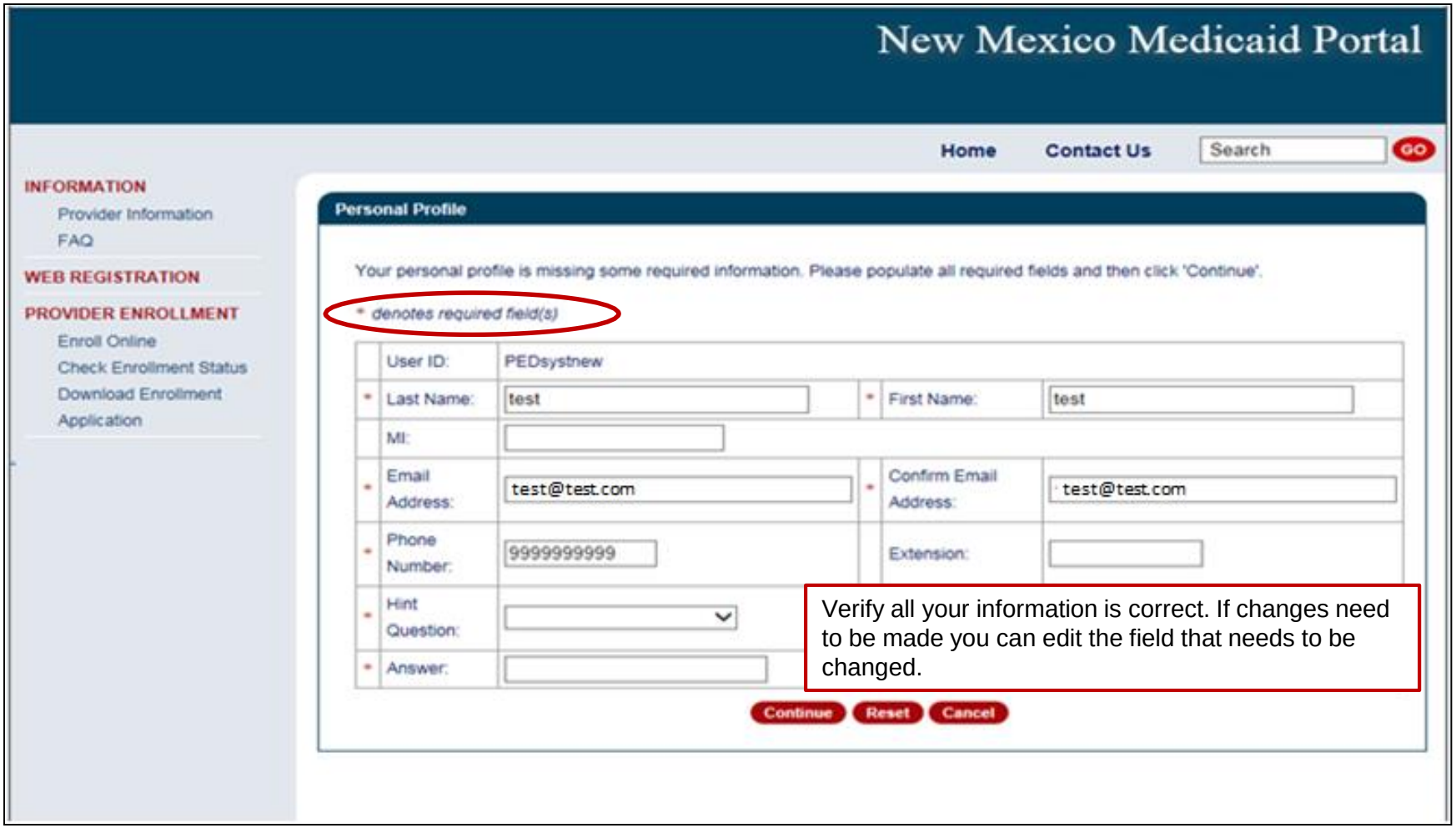
Logging In


New Mexico Medicaid Portal
Providers
HOME
PROVIDER
Provider Login
Provider Information
FAQ
E-News and Notices
Links
Contact Us
Provider Search
Provider Login
Copy the temporary password from your confirmation email and paste it here
User Login
User ID:
PEDsystnew
*Password:
Provider Id/NPI:
01225201
Log In
I forgot my password
I'm a new user (Web Registration)
address is currently active. The user name and password will remain the same to access EDI Online services. Please start using the new URL address listed below to access the website:
New EDI Online URL -
https://edionline.portal.conduent.com/EDIOnline/redirect.action
Type In your PE Determiner Number Here
Old EDI Online URL - https://edionline.acs-inc.com/EDIOnline/redirect.action
If you have any questions related to this email blast, please contact the HIPAA Helpdesk for assistance at 1-800-299-7304, option 6, followed by option 4.

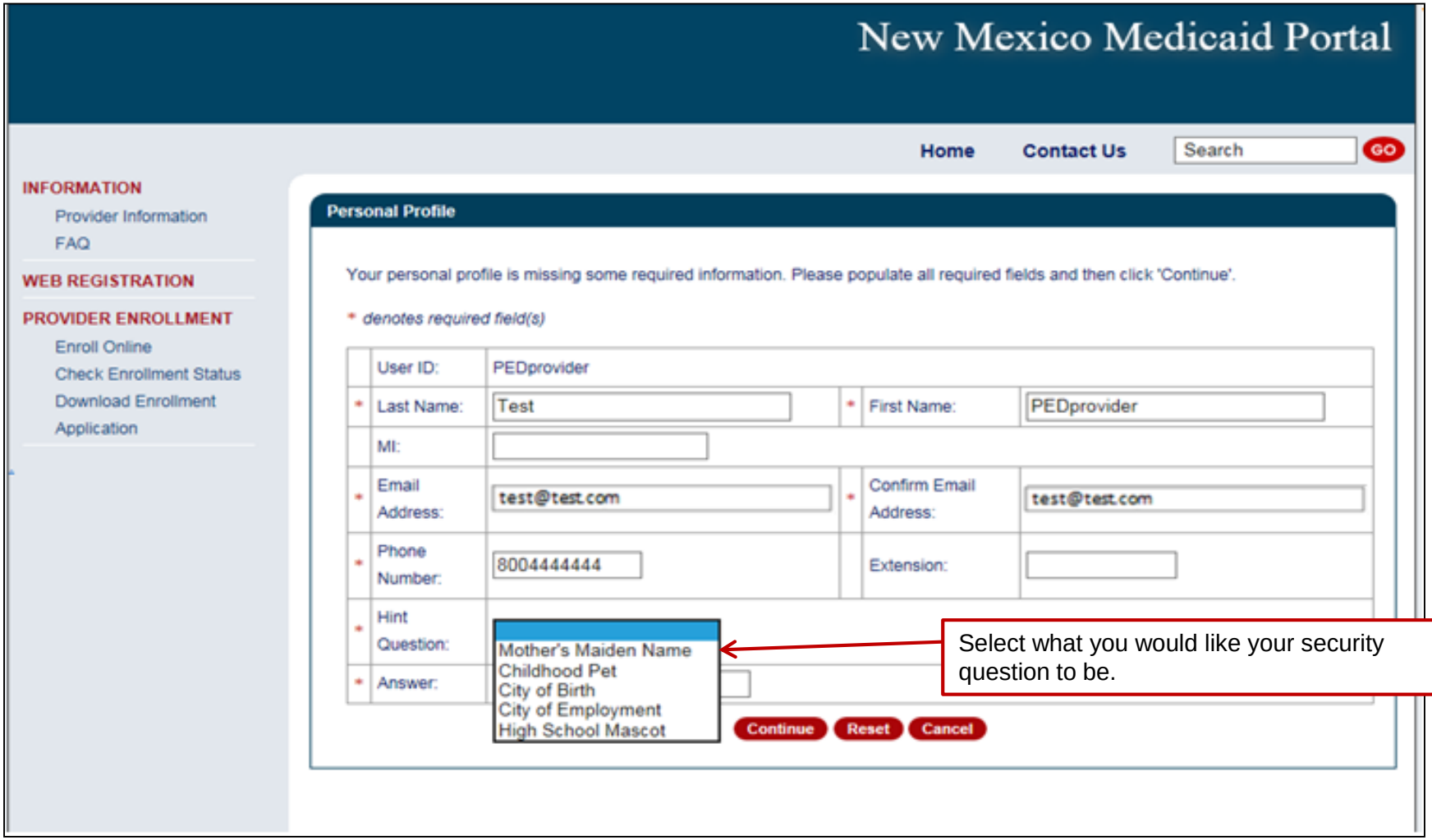
Changing Your Password



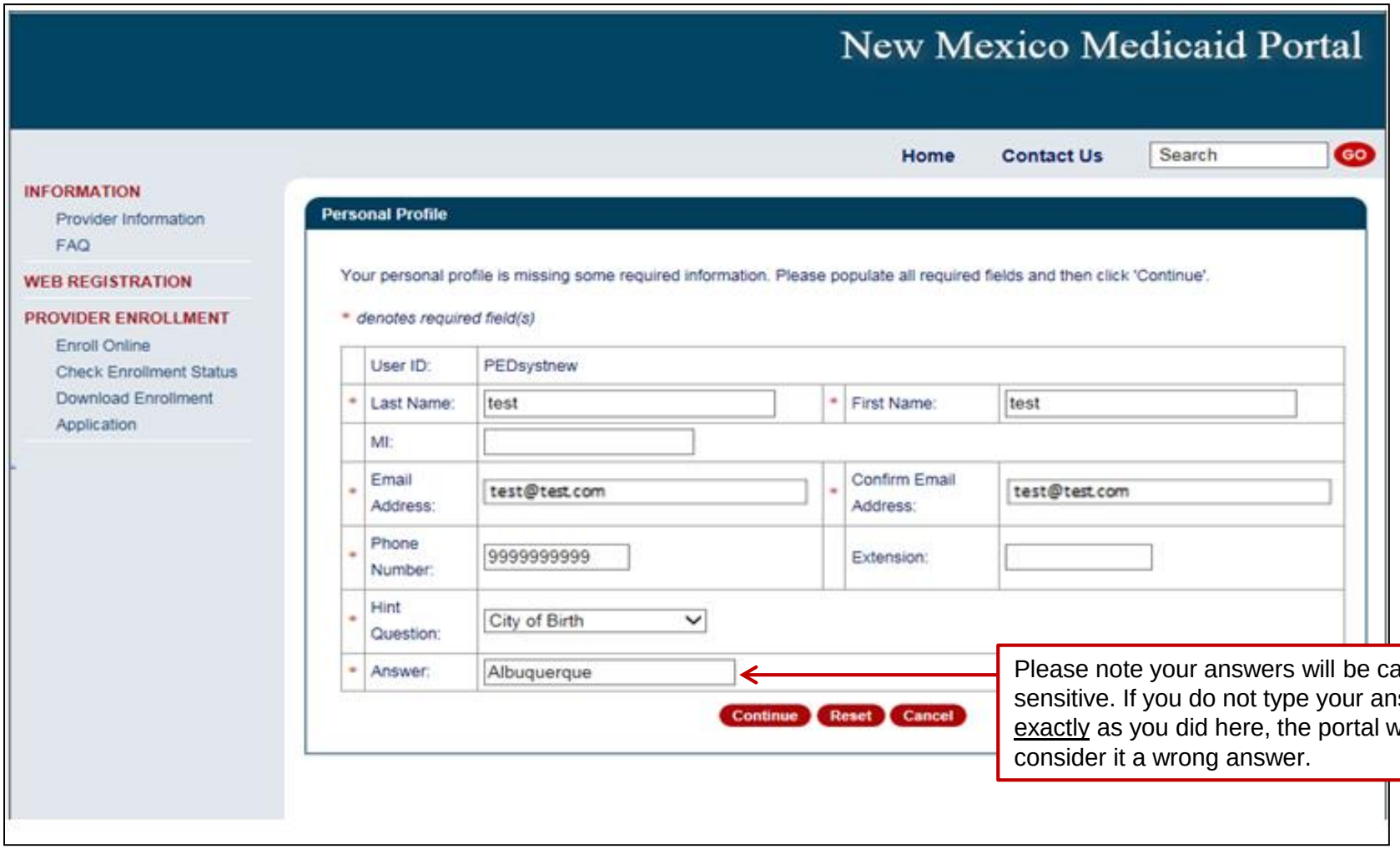
Personal Profile



Security Questions for First Time Users

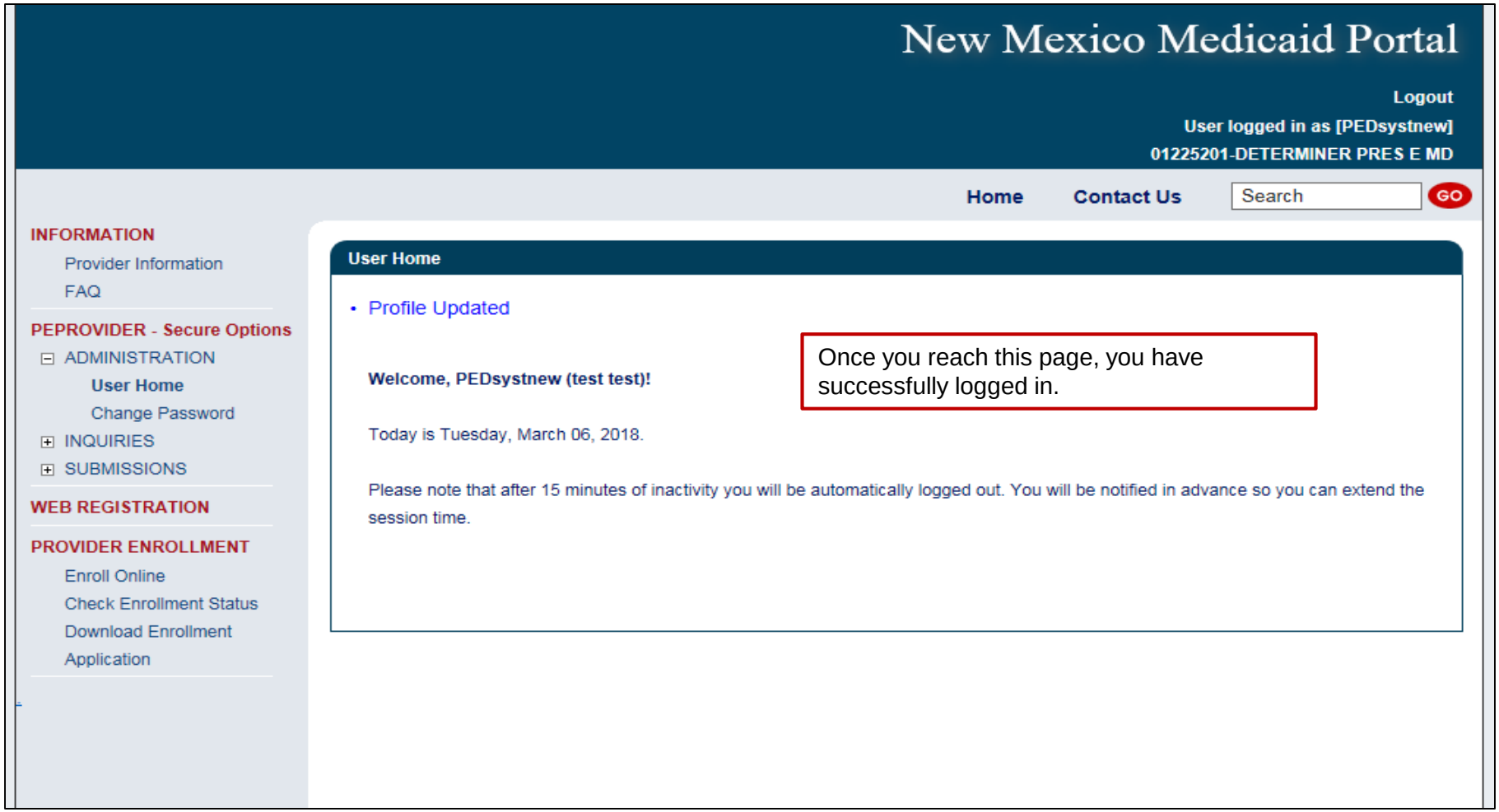


Security Questions for First Time Users

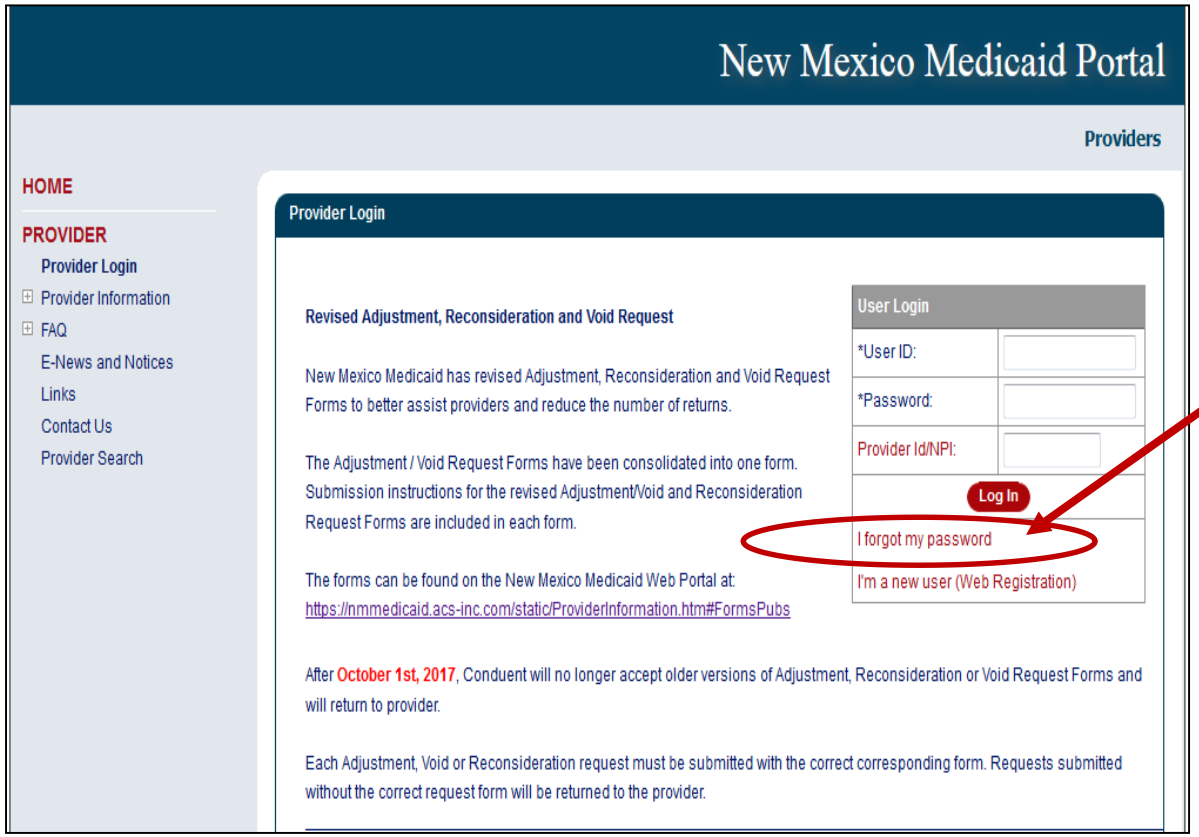


Review Your Profile

User Home


New Mexico Medicaid Portal
Logout
User logged in as [PEDsystnew]
01225201-DETERMINER PRES E MD
Home
Contact Us
Search
GO
INFORMATION
Provider Information
FAQ
PEPROVIDER - Secure Options
ADMINISTRATION
User Home
Change Password
INQUIRIES
SUBMISSIONS
WEB REGISTRATION
PROVIDER ENROLLMENT
Enroll Online
Check Enrollment Status
Download Enrollment Application
User Home
Profile Updated
Welcome, PEDsystnew (test test)!
Today is Tuesday, March 06, 2018.
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.
Once you reach this page, you have successfully logged in.

User Login – Forgot Password

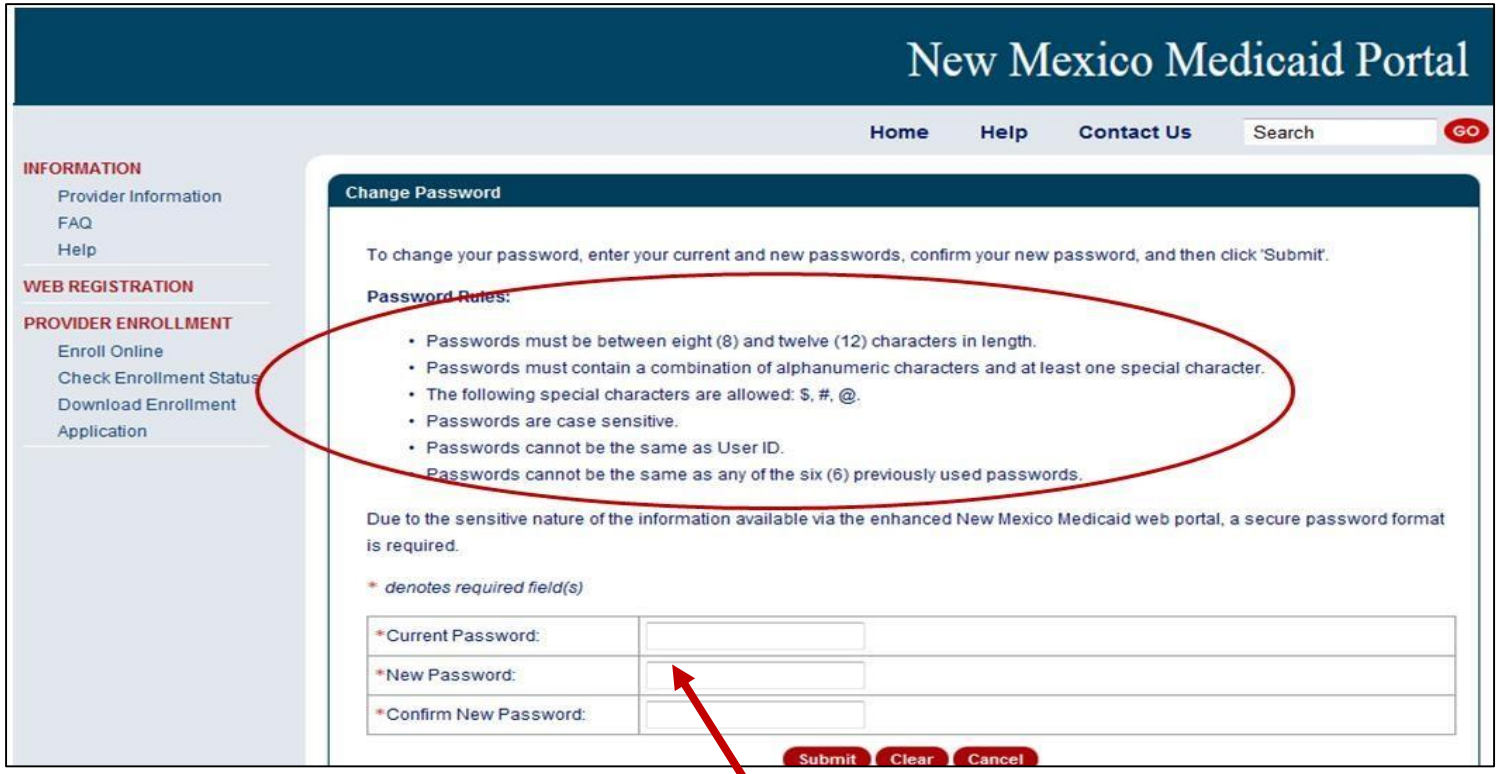


If you forget your password click “I forgot my password”

User Login – Forgot Password

Enter in your user ID and click "Continue"

User Login – Forgot Password

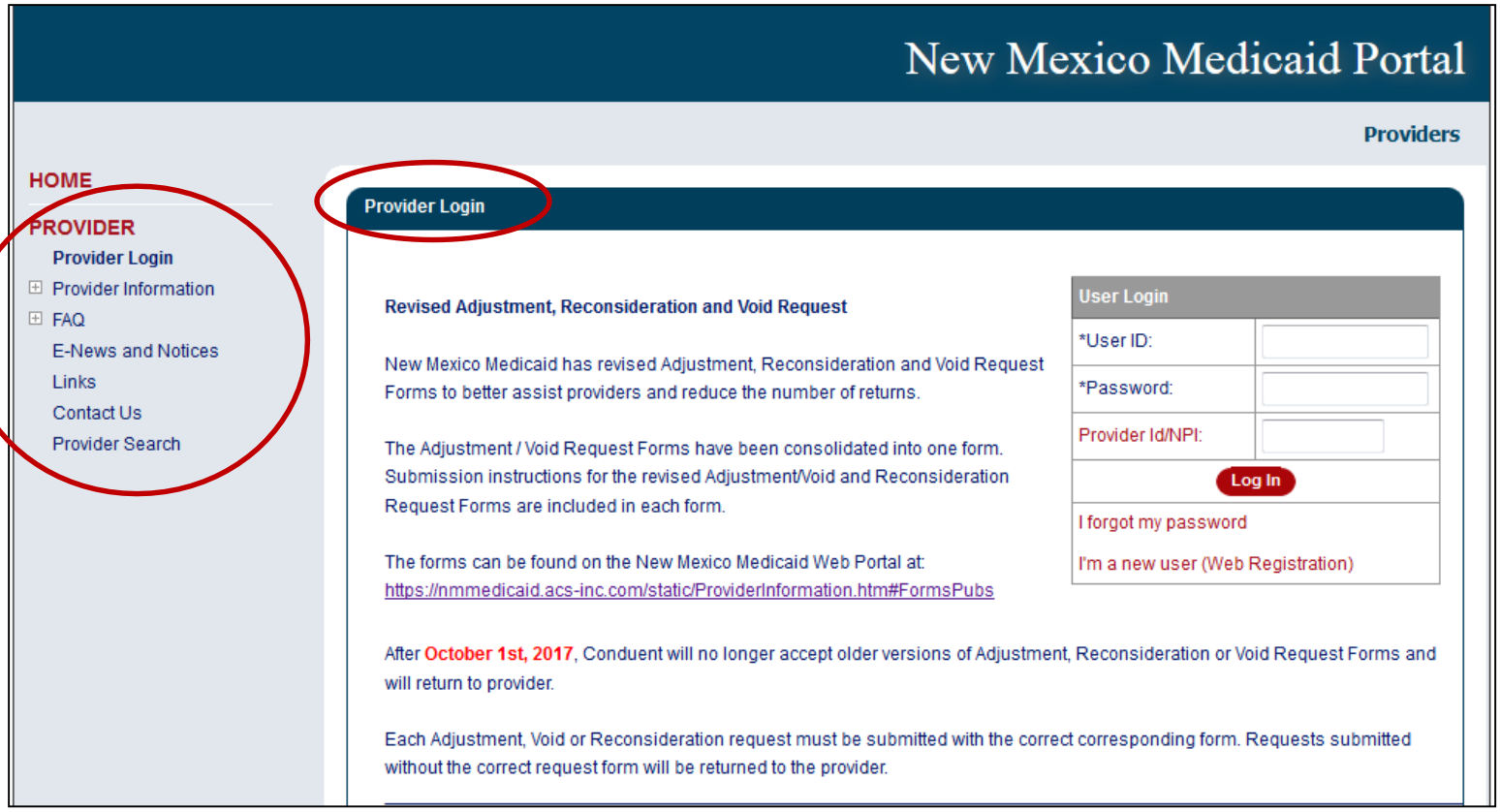


Create your new password. The password must meet the rule circled above.

User Login Tips

- After 15 minutes of inactivity, you will automatically be logged out of the Portal. 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.
- Sometimes you will miss the warning and be logged out.
- You will need 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.

Resources - On the Portal



Resources On the Portal – PED Forms

PEDs must always use current PED Forms. The most up to date versions are available on the Portal:
https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm

Presumptive Eligibility Determiner (PED) forms and Training

Downloading Tips

Topic	Word	Adobe
PE MOSAA Portal Registration Workshop Presentation	Not Available	PDF Format
MAD 008 - Household Size and Income Calculation Worksheet	Not Available	PDF Format
MAD 011 - Presumptive Eligibility (PE) Applicant Information Form	Not Available	PDF Format
MAD 070 - Medicaid Presumptive Eligibility Authorization Form	Not Available	PDF Format
MAD 100 - Medicaid Application for Assistance	Not Available	PDF Format
MAD 217 - PE Determiner Update	Not Available	PDF Format
MAD 222 - Federal Poverty Guidelines - Medical Assistance for Men, Women and Children	Not Available	PDF Format
PE and PE Plus Training Manual	Not Available	PDF Format
SPANISH FORMS		
MAD 011 SP - Formulario de Informacion Para la Solicitud de Probable Eligibilidad (Siglas en Ingles PE)	Not Available	PDF Format
MAD 100 SP - Solicitud Para Asistencia de Medicaid	Not Available	PDF Format

Back to Top

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

Continued on next page . . .

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

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

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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