

# PE Determiner Portal Registration and Log on Workshop

# 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

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## New Presumptive Eligibility (PE) Determiner

- Welcome Letter
- Web Registration
- Portal Log on

Available Resources

Technical Support

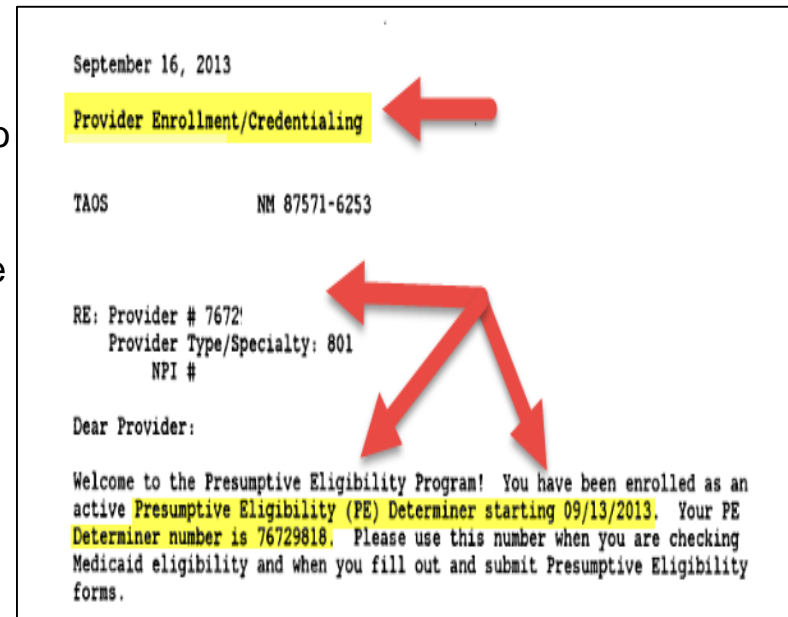
# Welcome Letter

## 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)

## 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

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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>



**New Mexico Medicaid Portal**

**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 ID card.
- Ask a question about your coverage.

**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 de reemplazo.
- Hacer una pregunta sobre su cobertura.

**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](#)

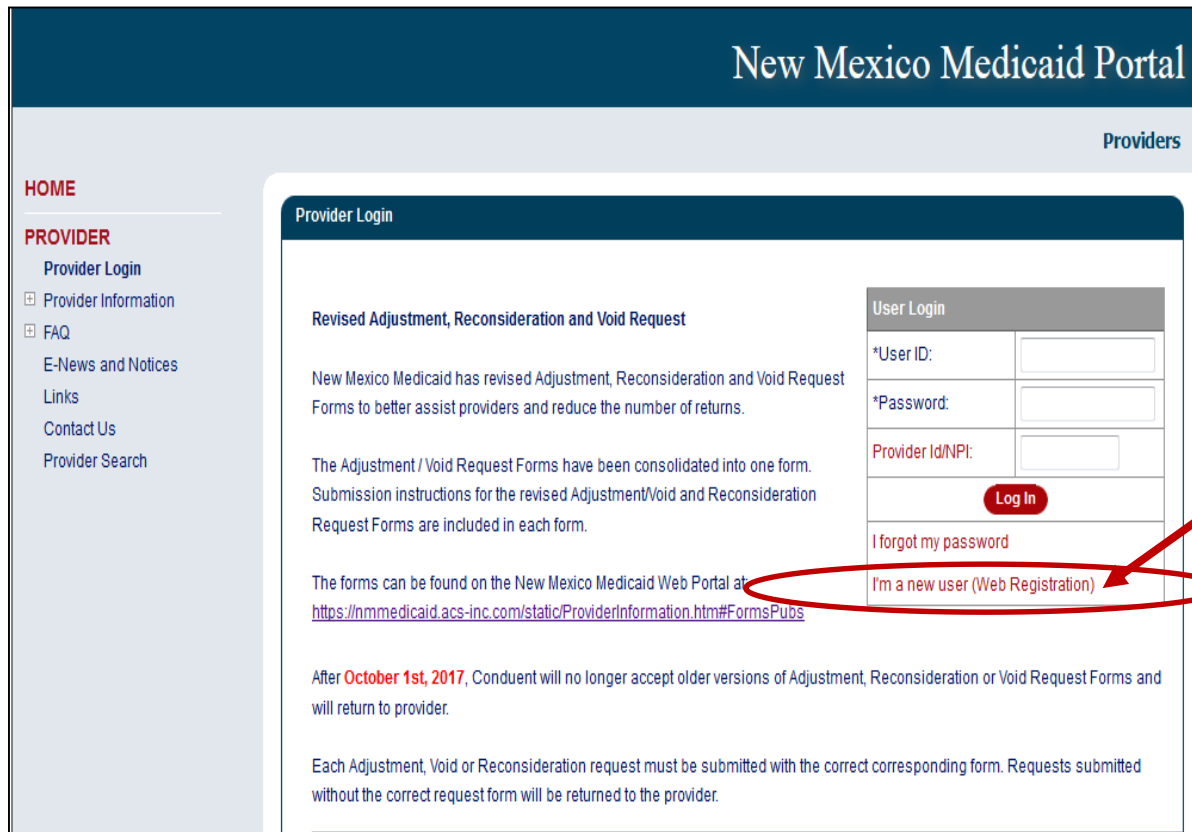
**PUBLIC INFORMATION**

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

- [Training presentations](#)
- [FAQs](#)
- [5010 testing](#)
- [Fee schedules](#)
- [Enrollment forms](#)
- [Helpful links](#)

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

# How to Register



**New Mexico Medicaid Portal**

Providers

**HOME**

**PROVIDER**

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

**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 with the correct corresponding form. Requests submitted without the correct request form will be returned to the provider.

**User Login**

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

Click "I'm a new user (Web Registration)"

# How to Register *Continued*

## INFORMATION

Provider Information  
FAQ

## WEB REGISTRATION

## PROVIDER ENROLLMENT

Enroll Online  
Check Enrollment Status  
Download Enrollment  
Application

### 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.

If registering as a PE Determiner, please use 999999999 in the EIN or SSN box. Do not use your SSN as this will result in an error.

\* 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"/> <i>If registering as a PE Determiner, please use 999999999.</i>
	* Location Zip Code:	<input type="text"/> <i>Location zip code for provider's facility that is on file with ACS.</i>

Continue

Clear

Cancel

Do **not** enter your SS#. Use 999 99 9999, or you will get an error.

Use the PE Determiner number from your Welcome Letter.



# How to Register *Continued*

## 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.](#)

Click here to create a User ID on the web portal.

Cancel

# How To Register *Continued*

## New Mexico Medicaid Portal

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

- INFORMATION**
  - Provider Information
  - FAQ
- 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" value="PEDsystemw"/>		
*Last Name:	<input type="text" value="test"/>		
*First Name:	<input type="text" value="test"/>		
Middle Initial:	<input type="text"/>		
*Email:	<input type="text" value="test@test.com"/>	*Confirm Email:	<input type="text" value="test@test.com"/>
*Phone:	<input type="text" value="9999999999"/>	Phone Extension:	<input type="text"/>

# How To Register *Continued*

New Mexico Medicaid Portal

Home Contact Us Search GO

**INFORMATION**  
Provider Information  
FAQ

**WEB REGISTRATION**

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

**Review Personal Profile**

Please confirm the information entered for your Master Administrator. If there is an error, click 'Edit.' Once you are satisfied with the information entered, click 'Submit.'

User Id: PEDsystem  
Last Name: test  
First Name: test  
Middle Initial:  
Email: test@test.com  
Phone: 9999999999  
Extension:

Submit Edit Cancel Back to Select MA Page

Once you have verified your information is correct click "Submit"

# Registration Confirmation Page

New Mexico Medicaid Portal

Home Contact Us Search GO

**INFORMATION**  
Provider Information  
FAQ

**WEB REGISTRATION**

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

### Registration Confirmation

Thank you...

You have successfully registered for web portal access.

Your Master Administrator registration information is displayed below. Please [print a copy](#) for your records, as your User ID and Provider ID will be required to log in.

Provider Id: 01225201  
Login Id: PEDsync@nm.gov  
Last Name: test  
First Name: test  
Middle Initial:  
Email: test@test.com  
Phone: 9999999999 Extension:

**NOTE:** Write down your user ID before proceeding to the Log In page.

If the Master Administrator registered is a new user, a one-time use password has been sent to the e-mail account supplied during registration. This password must be changed upon initial log in. If any of the information above is incorrect, please call the [HIPAA Help Desk](#) for assistance.

As a registered Web Portal organization, you will no longer receive a paper version of your Remittance Advice (RA) since it is available on-line. To view an RA, log in and click on the Reports and Data Files link on the left hand navigation bar, then click on the [PDF Reports](#) link. Click on [Remittance Advice\(RA\) Report](#) to see your organization's RAs. NOTE: To access RAs, a user must have the "Reports and Data Files" p...ler Administrator automatically receives this privilege. The Master Administrator or any user with user administrator rights may grant this privilege to additional users.

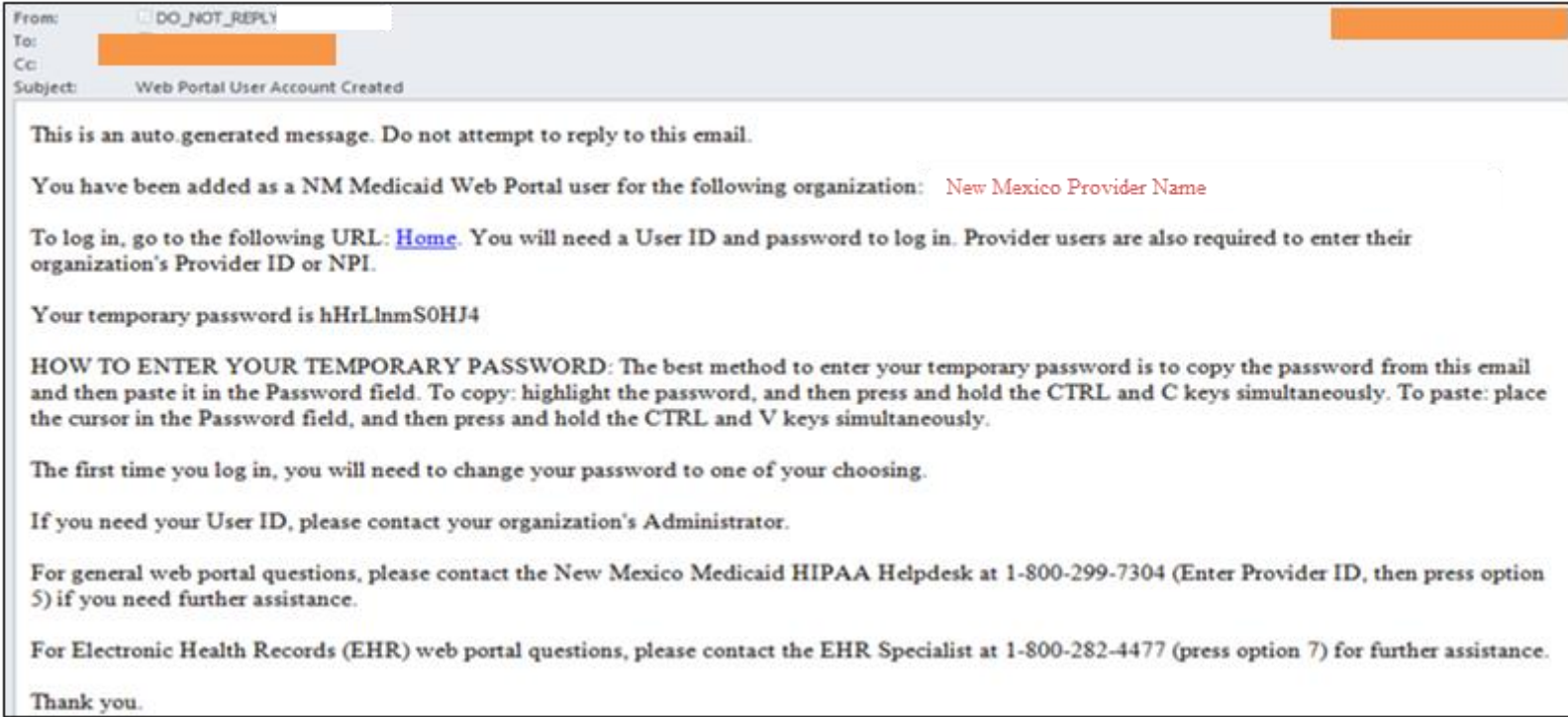
Click on following links for more information :  
[Additional information about accessing the RA](#)  
[What if I can't access my RA from the Web?](#)

Log In

Terms of Usage Privacy Policy Browser Compatibility Build Version: 4016-2018-02-28\_11-34-46 - 65

# User Confirmation Email

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



# User Login

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**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

The screenshot displays the 'New Mexico Medicaid Portal' for providers. The main content area is titled 'Provider Login' and includes the following text:

**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

Annotations on the screenshot include:

- A red circle around the 'Provider Login' link in the left sidebar, with a box labeled 'Non-secure features' pointing to it.
- A red circle around the login form fields (\*User ID, \*Password, Provider Id/NPI) and the 'Log In' button, with a box labeled 'Secure features requires login' pointing to it.
- A red circle around the list of interactive features, with a box labeled 'Secure features requires login' pointing to it.

# Logging In

The screenshot shows the 'New Mexico Medicaid Portal' with a 'Providers' sub-header. On the left is a navigation menu with 'HOME' and 'PROVIDER' sections. The 'PROVIDER' section includes '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 an 'Updated EDI Online URL' section with a new URL: <https://edionline.portal.conduent.com/EDIOnlineRedirect.action>. Below this is a 'User Login' form with fields for 'User ID' (containing 'PEDsystemnew'), '\*Password' (masked with dots), and 'Provider Id/NPI' (containing '01225201'). A 'Log In' button is below the form. Two red boxes with arrows provide instructions: one points to the password field with the text 'Copy the temporary password from your confirmation email and paste it here', and another points to the Provider Id/NPI field with the text 'Type In your PE Determiner Number Here'. At the bottom of the page, there is a link for 'I forgot my password' and a link for 'I'm a new user (Web Registration)'. A footer note mentions contacting the HIPAA Helpdesk at 1-800-299-7304, option 6, followed by option 4.



# Changing Your Password

**Home** **Contact Us** Search **GO**

**INFORMATION**  
Provider Information  
FAQ

**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:** ← Please follow the Password Rules when customizing your new password.

- 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:	●●●●●●●●
*New Password:	●●●●●●●●
*Confirm New Password:	●●●●●●●●

**Submit** **Clear** **Cancel**

← Paste your temporary password one more time under "Current Password".

# Personal Profile

New Mexico Medicaid Portal

Home Contact Us Search  GO

**INFORMATION**  
Provider Information  
FAQ

**WEB REGISTRATION**

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

**Personal Profile**

Your personal profile is missing some required information. Please populate all required fields and then click 'Continue'.

\* denotes required field(s)

User ID:	PEDsystem		
* Last Name:	<input type="text" value="test"/>	* First Name:	<input type="text" value="test"/>
MI:	<input type="text"/>		
* Email Address:	<input type="text" value="test@test.com"/>	* Confirm Email Address:	<input type="text" value="test@test.com"/>
* Phone Number:	<input type="text" value="9999999999"/>	Extension:	<input type="text"/>
* Hint Question:	<input type="text" value=""/>		
* Answer:	<input type="text" value=""/>		

Continue Reset Cancel

Verify all your information is correct. If changes need to be made you can edit the field that needs to be changed.

# Security Questions for First Time Users

New Mexico Medicaid Portal

Home Contact Us Search **GO**

**INFORMATION**  
Provider Information  
FAQ

**WEB REGISTRATION**

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

**Personal Profile**

Your personal profile is missing some required information. Please populate all required fields and then click 'Continue'.

\* denotes required field(s)

User ID:	PEDprovider		
* Last Name:	<input type="text" value="Test"/>	* First Name:	<input type="text" value="PEDprovider"/>
MI:	<input type="text"/>		
* Email Address:	<input type="text" value="test@test.com"/>	* Confirm Email Address:	<input type="text" value="test@test.com"/>
* Phone Number:	<input type="text" value="8004444444"/>	Extension:	<input type="text"/>
Hint Question:	<input type="text" value="Mother's Maiden Name"/>		
* Answer:	<input type="text"/>		

Continue Reset Cancel

Select what you would like your security question to be.

# Security Questions for First Time Users

The screenshot shows the 'New Mexico Medicaid Portal' with a 'Personal Profile' section. The form contains the following fields:

User ID:	PEDsystemw		
* Last Name:	test	* First Name:	test
MI:			
* Email Address:	test@test.com	* Confirm Email Address:	test@test.com
* Phone Number:	9999999999	Extension:	
* Hint Question:	City of Birth		
* Answer:	Albuquerque		

At the bottom of the form are three buttons: Continue, Reset, and Cancel. A red callout box with a red arrow points to the 'Answer' field, containing the text: 'Please note your answers will be case sensitive. If you do not type your answer exactly as you did here, the portal will consider it a wrong answer.'

# Review Your Profile

New Mexico Medicaid Portal

Home Contact Us Search **GO**

**INFORMATION**  
Provider Information  
FAQ

**WEB REGISTRATION**

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

**Review Personal Profile**

Please confirm the information below. If there is an error, click 'Edit'. Once you are satisfied with the information entered, click 'Submit'.

User ID:	PEDsystemw
Last Name:	test
First Name:	test
MI:	
Email Address:	test@test.com
Phone Number:	9999999999
Extension:	
Hint Question:	City of Birth
Answer:	Albuquerque

**Submit** **Edit** **Cancel**

Please verify your information is correct. If corrections need to be made click "Edit", otherwise click "Submit".

# User Home

The screenshot shows the 'User Home' page of the New Mexico Medicaid Portal. The page has a dark blue header with the title 'New Mexico Medicaid Portal' and a 'Logout' link. Below the header, the user is logged in as 'PEDsystemw' with ID '01225201-DETERMINER PRES E MD'. A navigation bar includes 'Home', 'Contact Us', a search box, and a 'GO' button. The main content area is titled 'User Home' and features a 'Profile Updated' notification. A red-bordered box highlights the message: 'Once you reach this page, you have successfully logged in.' The page also displays a welcome message, the current date (Tuesday, March 06, 2018), and a session timeout warning. A left sidebar contains various menu items categorized under 'INFORMATION', 'PEPROVIDER - Secure Options', 'WEB REGISTRATION', and 'PROVIDER ENROLLMENT'.

**New Mexico Medicaid Portal**

Logout  
User logged in as [PEDsystemw]  
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

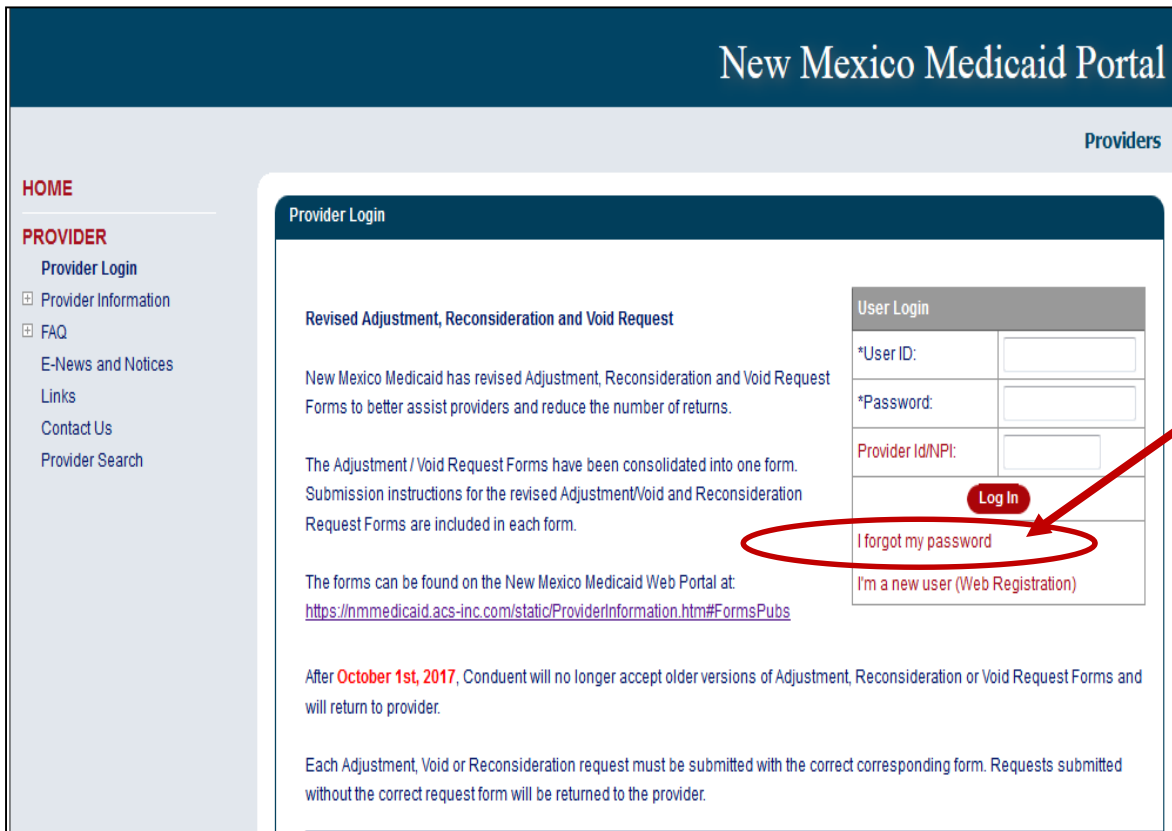
Once you reach this page, you have successfully logged in.

**Welcome, PEDsystemw (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.

# User Login – Forgot Password



**New Mexico Medicaid Portal**

Providers

**HOME**

**PROVIDER**

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

**Provider Login**

**Revised Adjustment, Reconsideration and Void Request**

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**User Login**

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

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

# User Login – Forgot Password

New Mexico Medicaid Portal

Home Contact Us Search GO

**INFORMATION**  
Provider Information  
FAQ

**WEB REGISTRATION**

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

**Forgot Password: Enter User ID**

Please enter your User ID, and then click 'Continue'.

\* denotes required field(s)

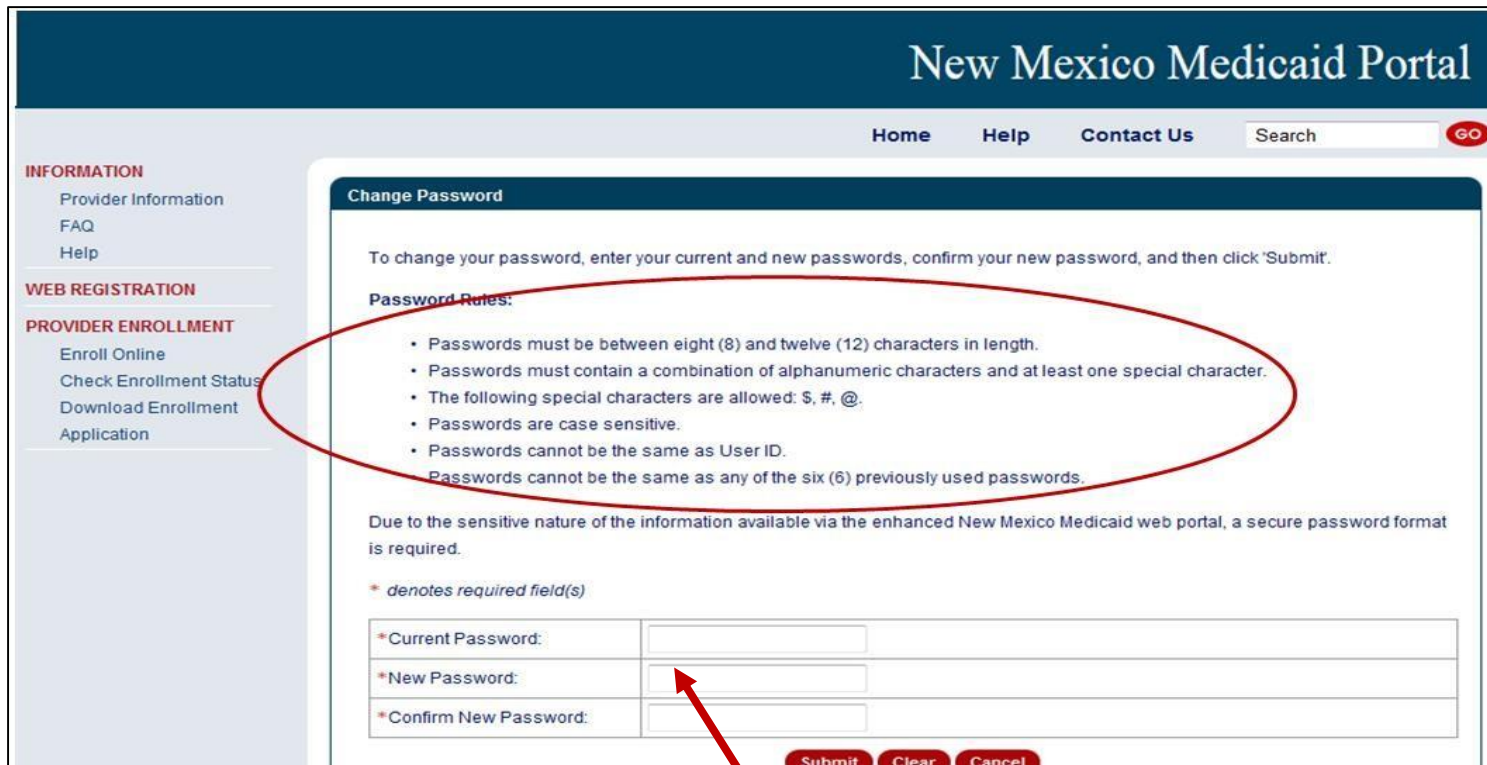
\*User ID:

Continue Clear Cancel

Enter in your user ID and click "Continue"



# 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:

\*New Password:

\*Confirm New Password:

Submit Clear Cancel

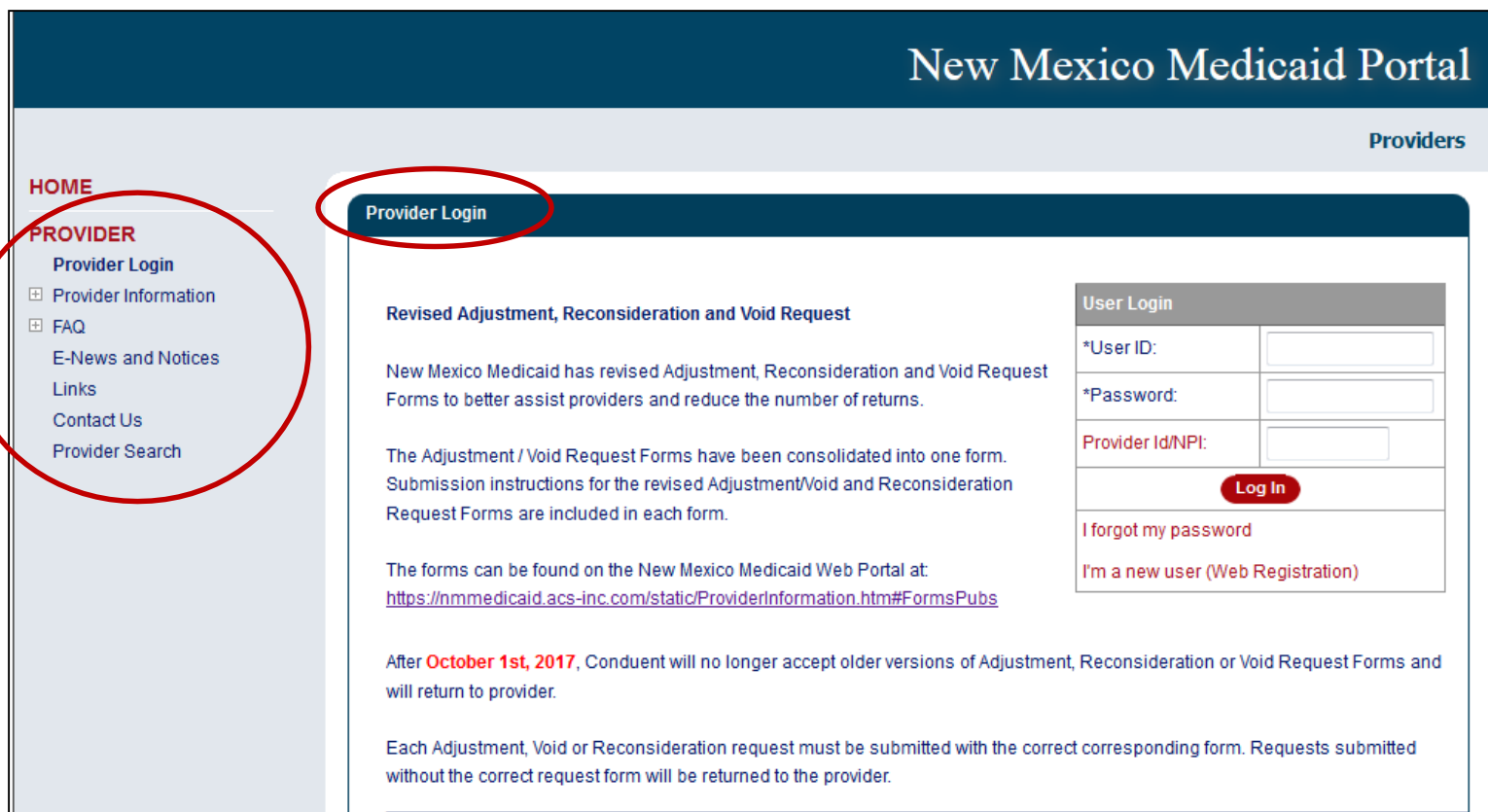
Create your new password. The password must meet the rule circled above.

# User Login Tips

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- 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



**New Mexico Medicaid Portal**

Providers

**HOME**

**PROVIDER**

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

**Provider Login**

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

**User Login**

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

# 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

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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.desk@state.nm.us](mailto:HIPAA.desk@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

**CONDUENT**

