Online Provider Update

Conduent
Government Healthcare Solutions

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.

Objectives

We will review the following:

- Advantages of submitting provider updates online
- Logging into the NM Medicaid Portal
- Available online provider updates
- Attaching documents to online provider update requests
- Addendum for each upload option

Advantage of Submitting Updates Online

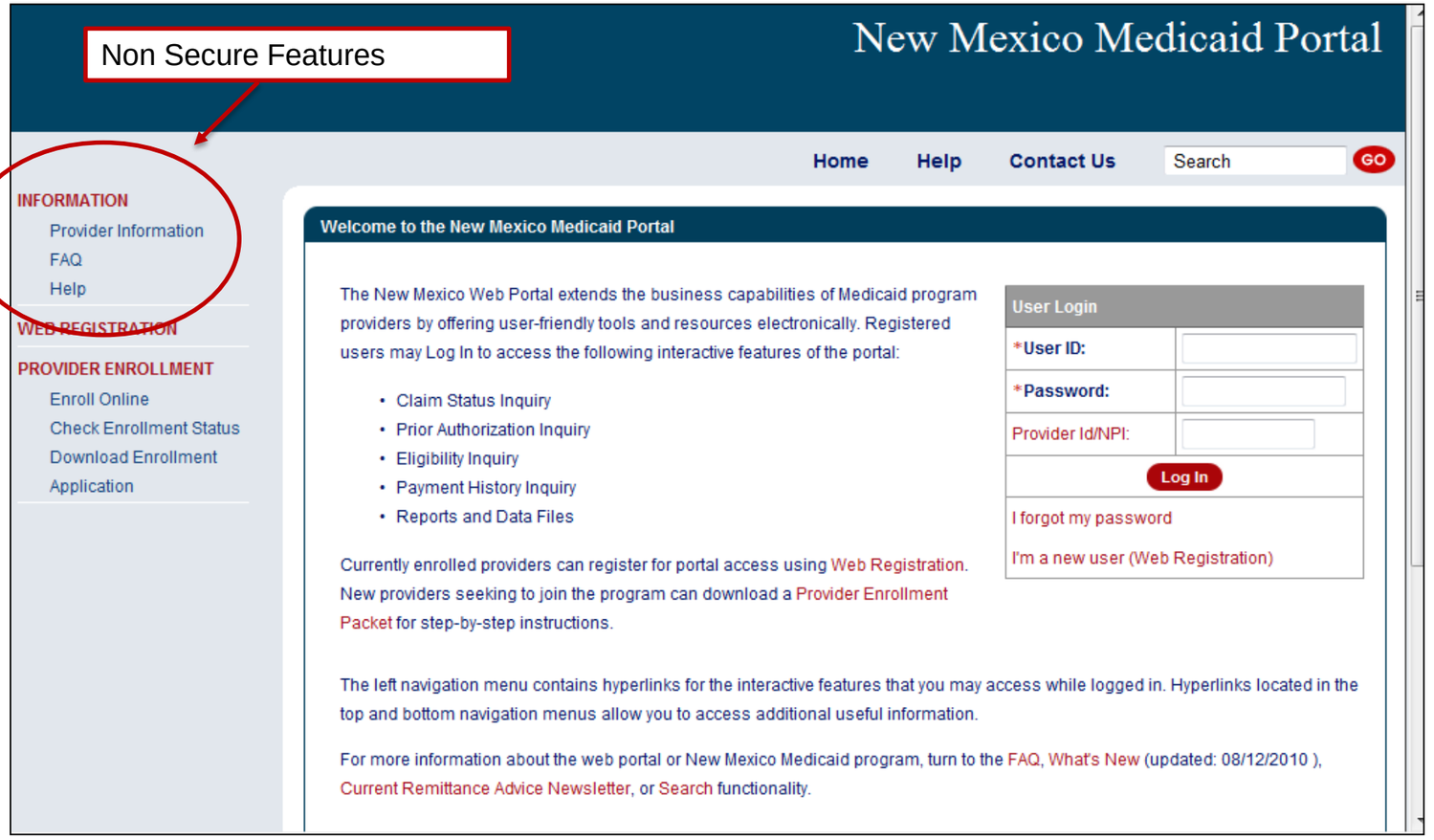
- Previously, providers were required to manually complete the MAD 304 form and submit to Conduent via US Mail, fax, or in person. This could take up to 10 business days to process.

- Submitting update requests online significantly reduces the processing time; within 5 business days to process.

- Using the online form will ensure that providers are using the most up-to-date version for update requests. This will reduce delays in processing of the update.

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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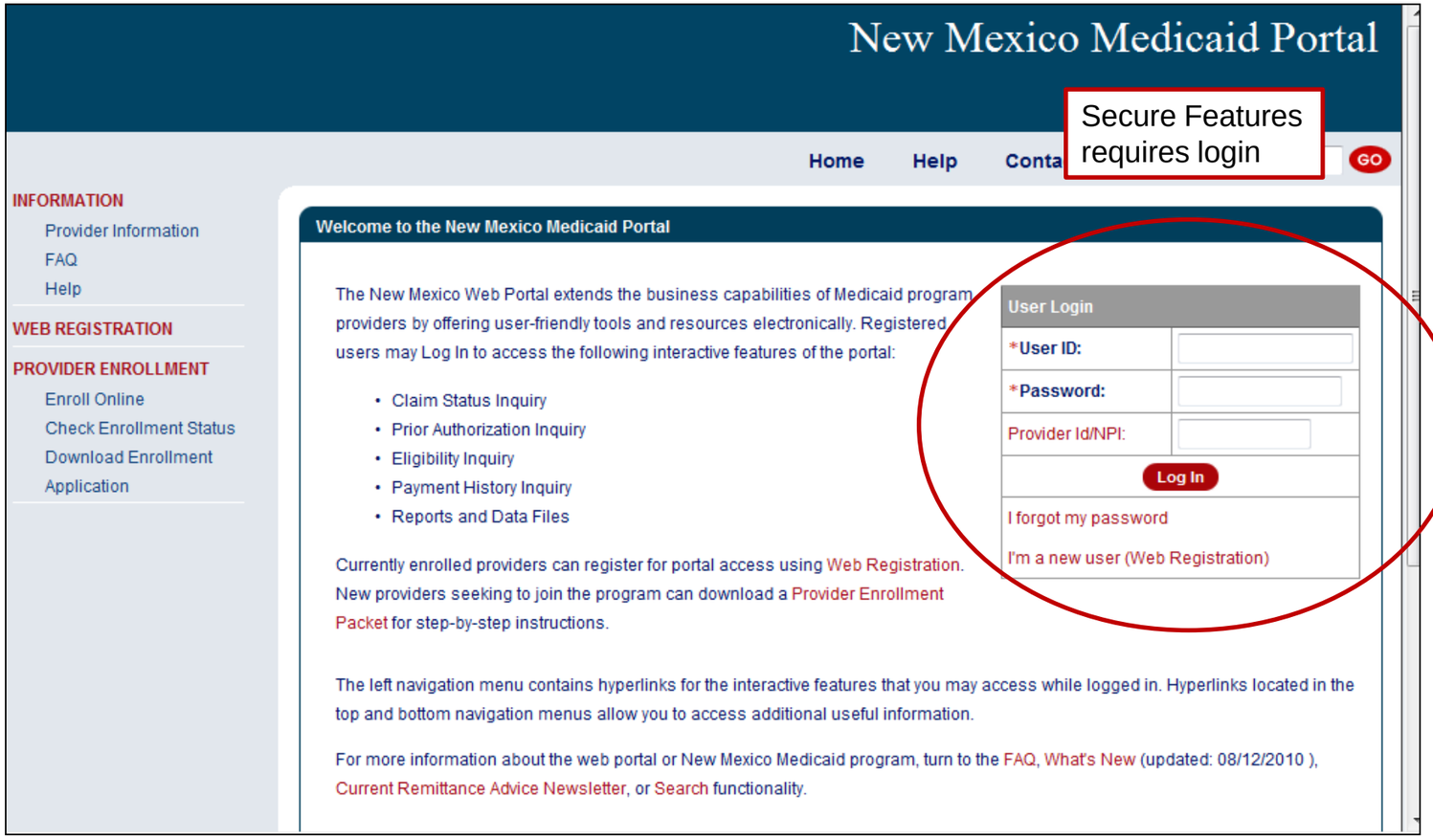


Master Administrators (MA) are the only users who can initially access the Provider Update section as well as assign User Rights to others.

If you are not the MA, you can gain access to make updates by contacting your MA and asking them to grant you the Provider Update Security Privilege.

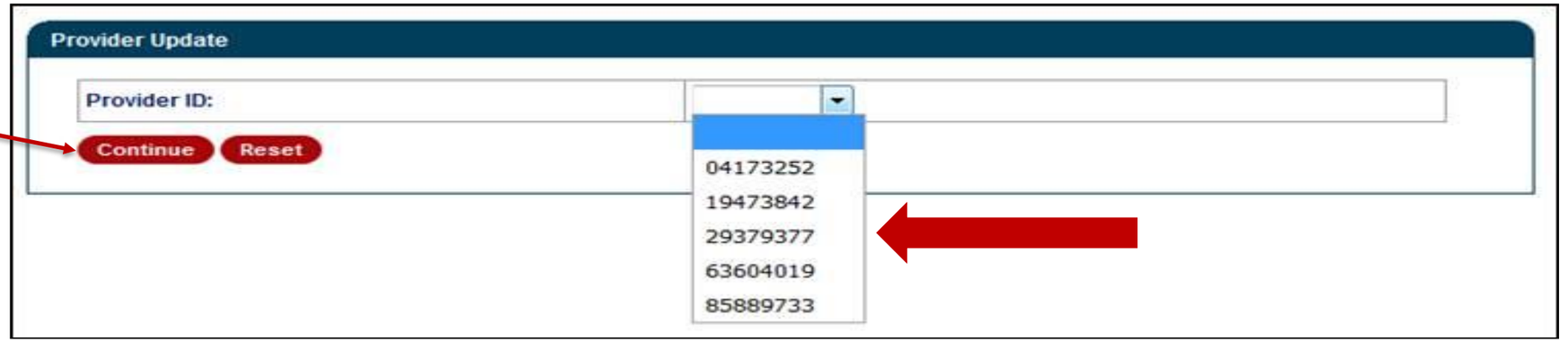
If you need assistance logging in to the NM Web Portal, please contact the HIPAA Helpdesk at 1-800-299-7304 options 6, then 4 or by email at: HIPAA.Desk.NM@Conduent.com.

Provider Update

Web Portal Master Administrators and Users with the assigned privilege will be able to access the tool from the left navigation pane after logging in.

Provider Update Access *Continued*

Select ‘Continue’ after a provider number has been selected.



Provider Update Access

Providers may see the following error message to contact Conduent for guidance on moving forward with any provider record changes.

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
- Active providers or providers with a recently expired license will be able to access the tool

Billing and Unrestricted Providers

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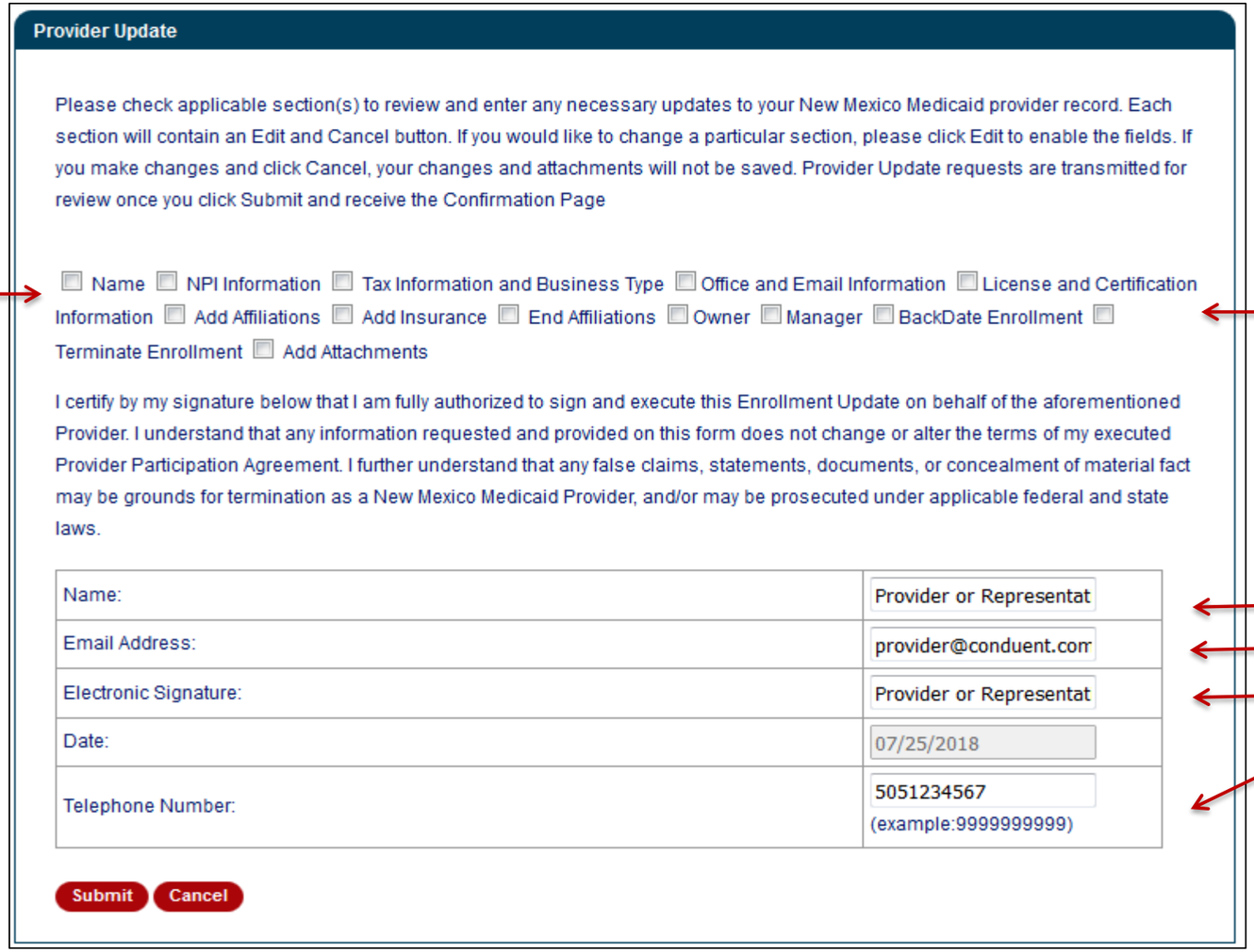
Available Updates Online for Billing and Unrestricted Providers

- Name
- NPI, License, Certificate or Insurance Information
- Tax Information and Business Type
- Office or Email Address
- Add or Term Affiliations
- Owner and Manager Information
- Backdate or Terminate Enrollment

In some instances, updating certain information may require the submission of an entirely new provider enrollment application. Providers will be notified in such cases.

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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Government Healthcare Solutions

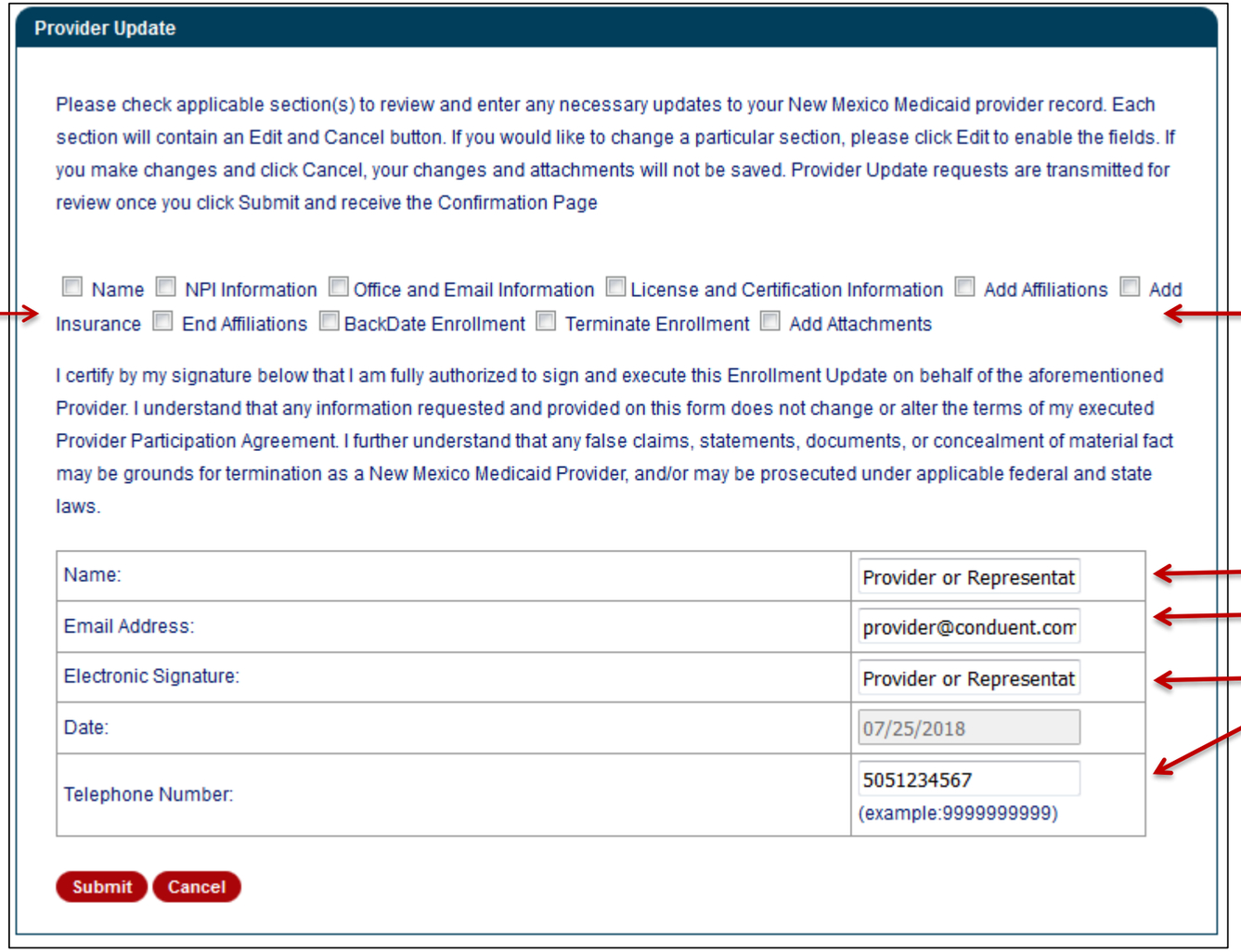
Available Updates Online for Rendering Providers

- Name
- NPI, License, Certificate or Insurance Information
- Office or Email Address
- Add or Term Affiliations
- Backdate or Terminate Enrollment

In some instances, updating certain information may require the submission of an entirely new provider enrollment application. Providers will be notified in such cases.

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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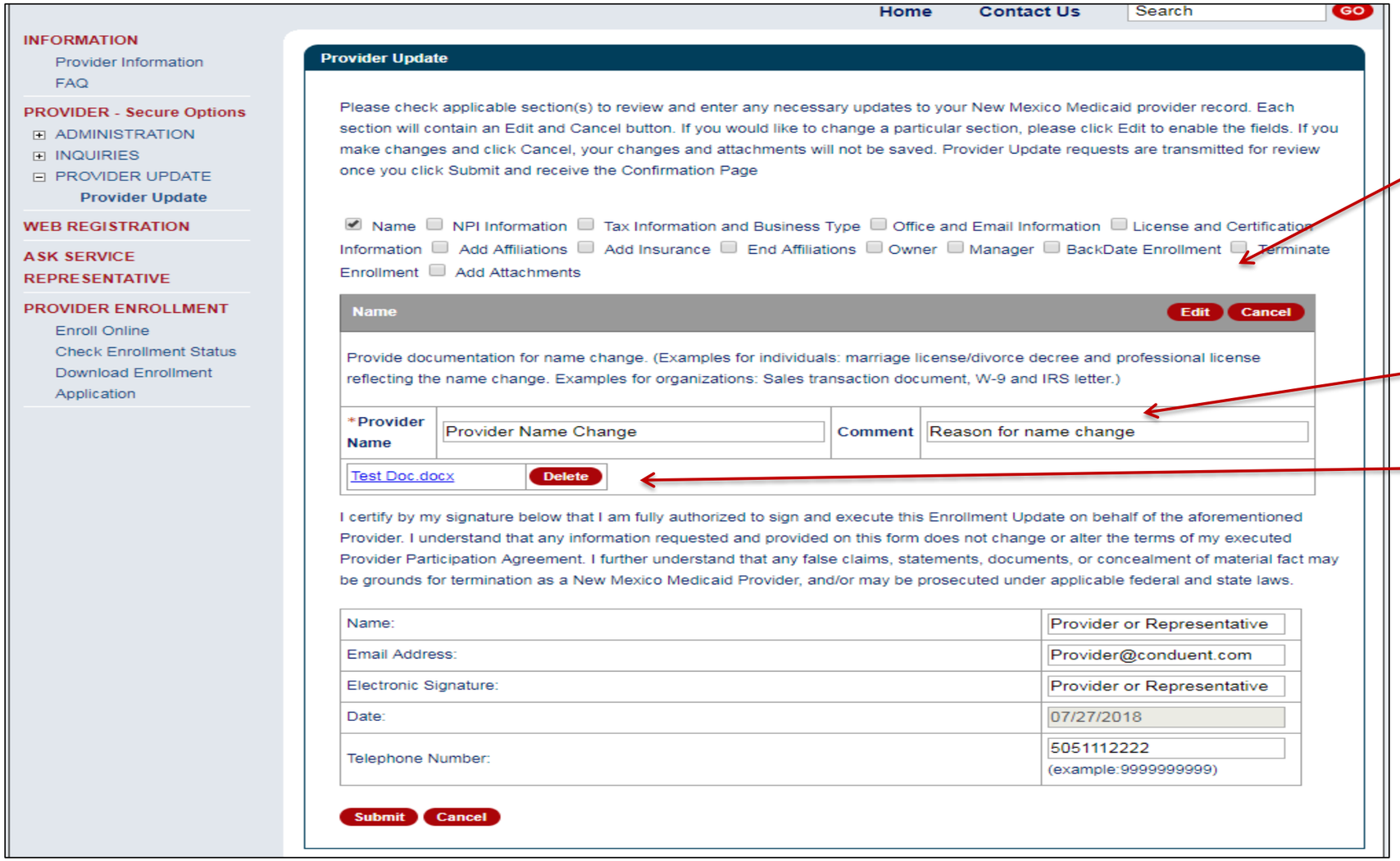
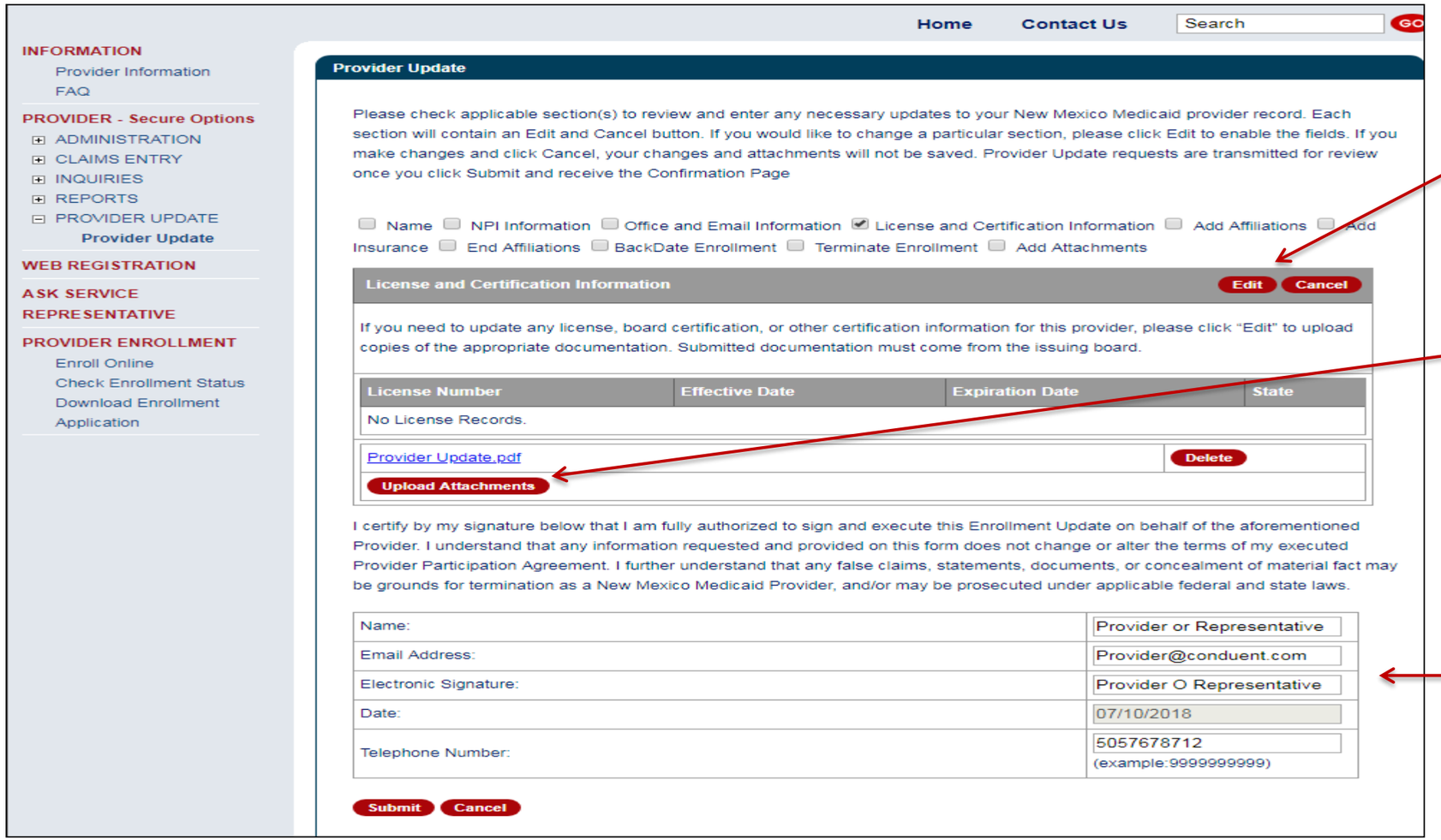
Entering Provider Information



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

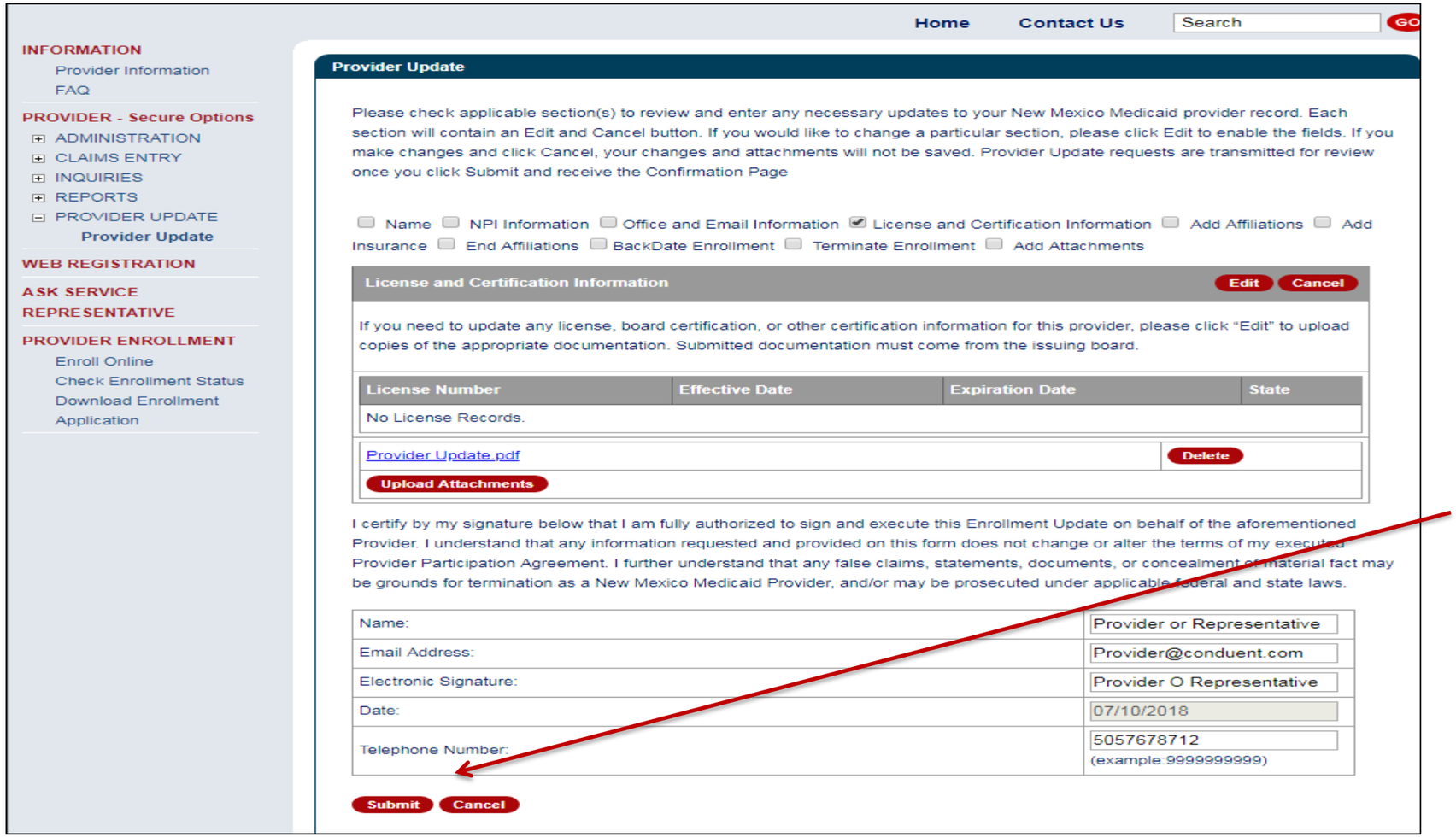


Select 'Edit' if you need to upload supporting documents.

Then upload supporting documents.

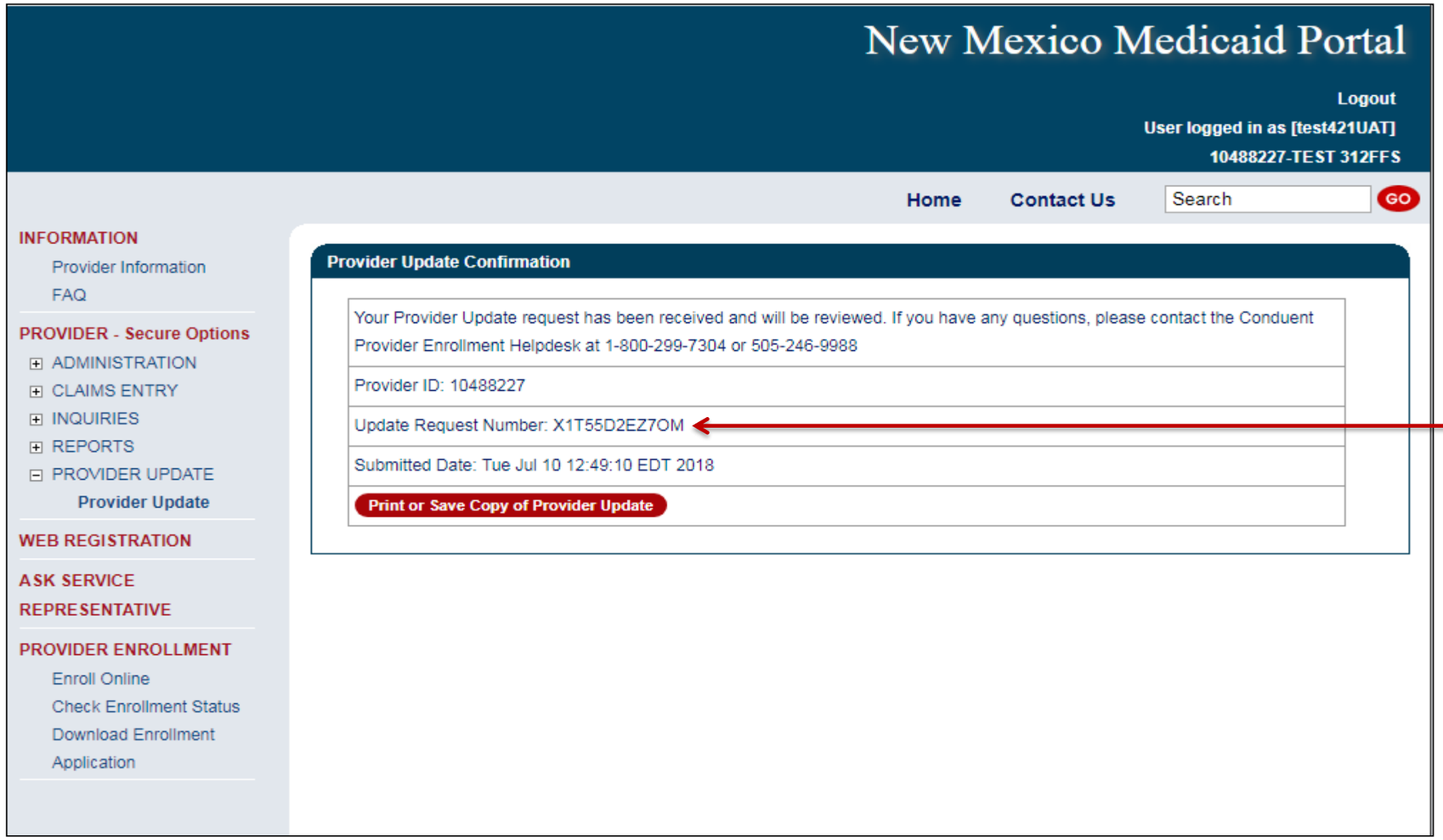
This section must be completed in order to submit the request.

Submitting or Cancelling the Update Request



Click 'Submit' or 'Cancel' to proceed.

Provider Update Confirmation



Document your Update Request Number for tracking purposes

Addendum

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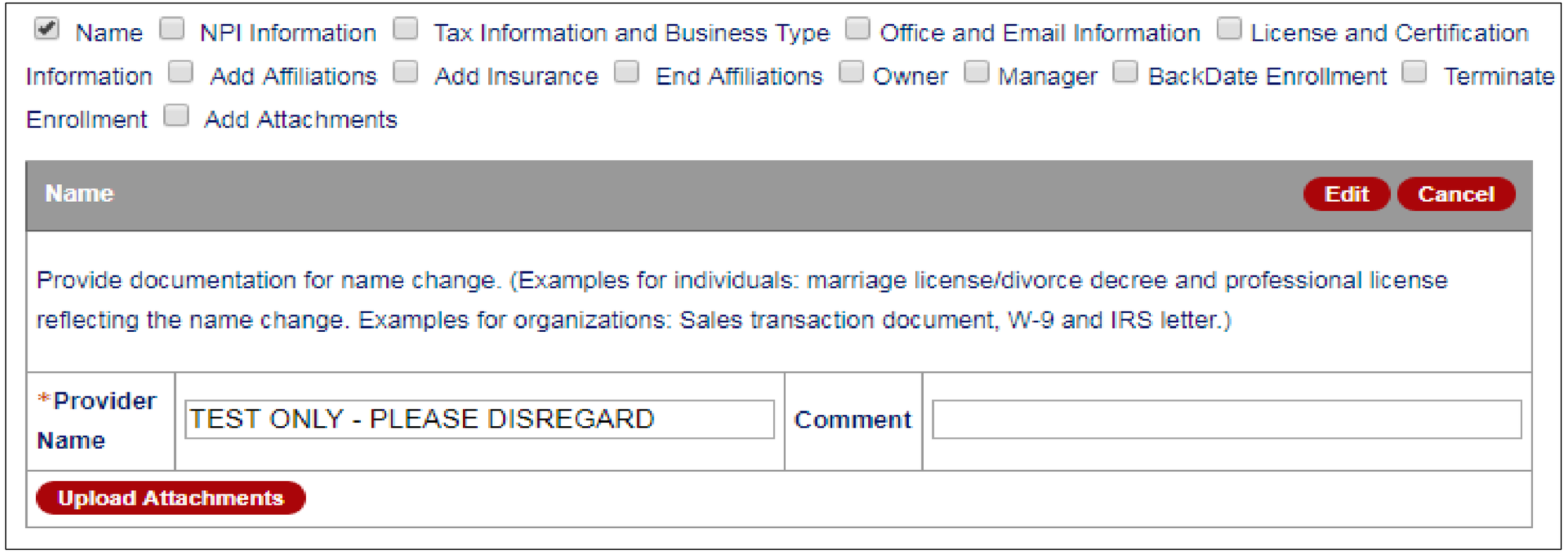
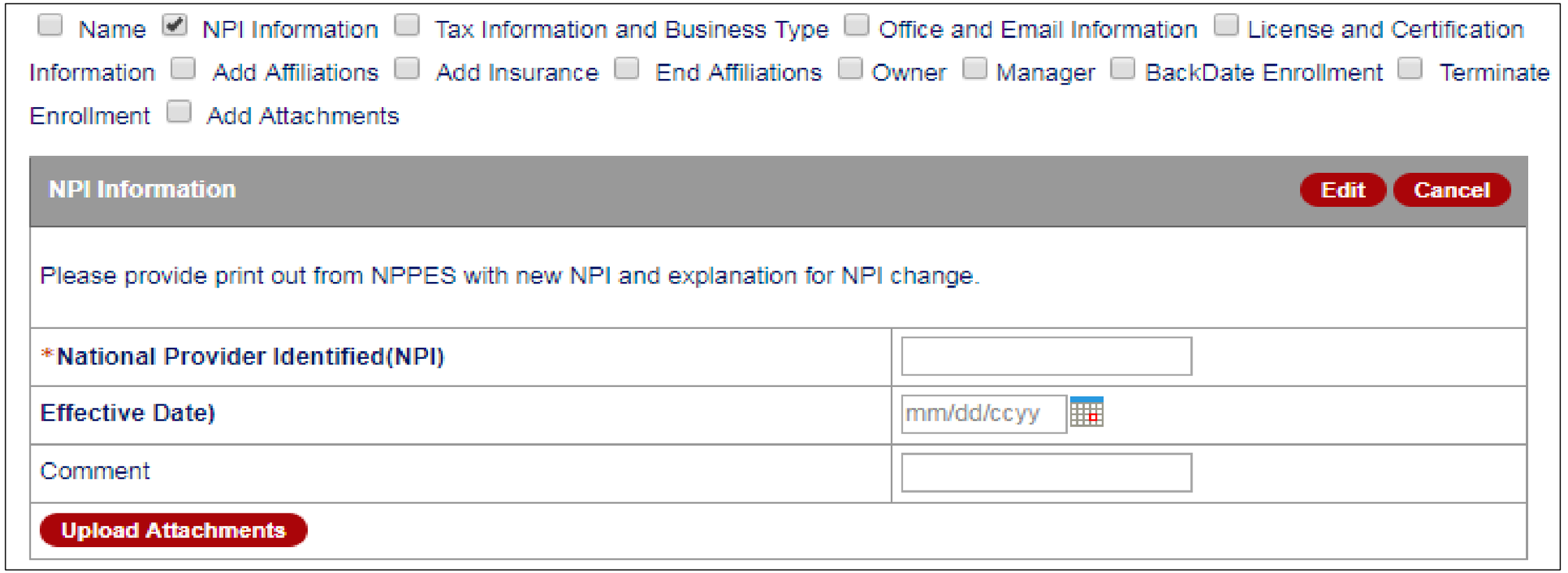
Addendum – “Name”

Available to Billing, Unrestricted, and Rendering Providers



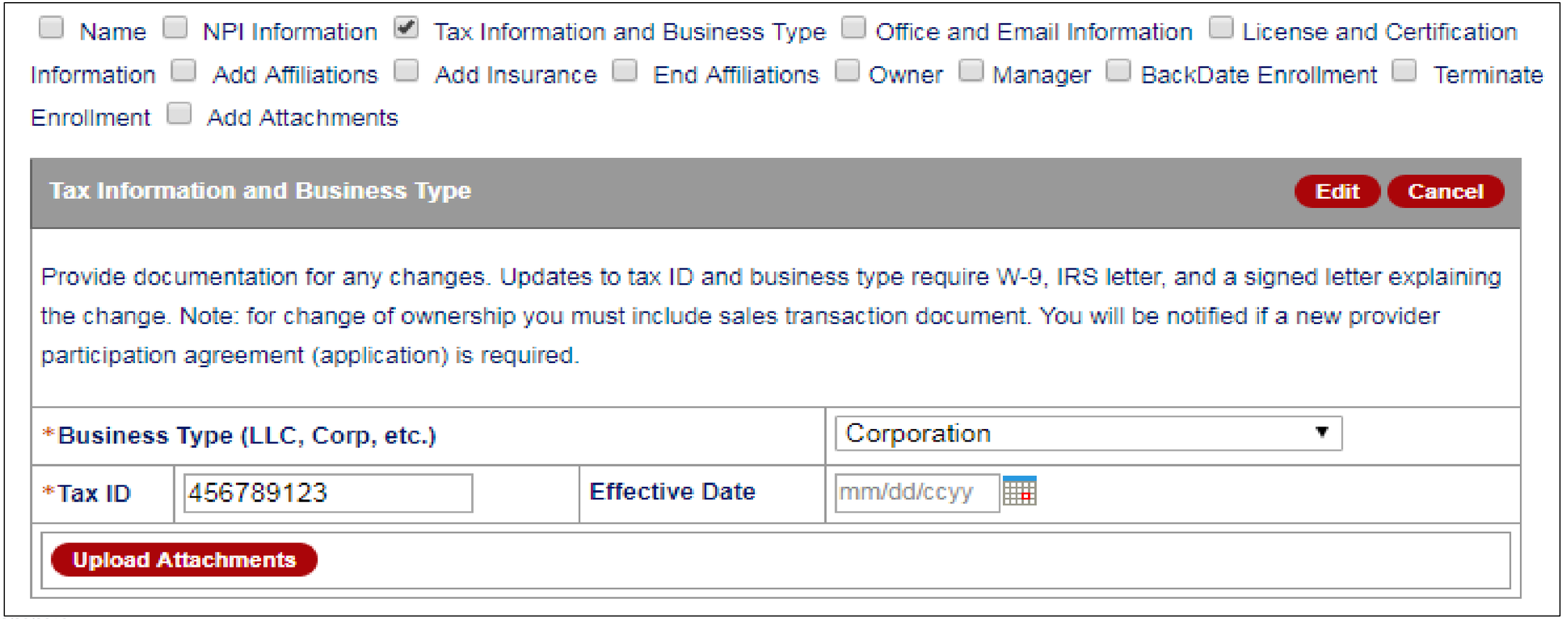
Addendum – “NPI Information”

Available to Billing, Unrestricted, and Rendering Providers



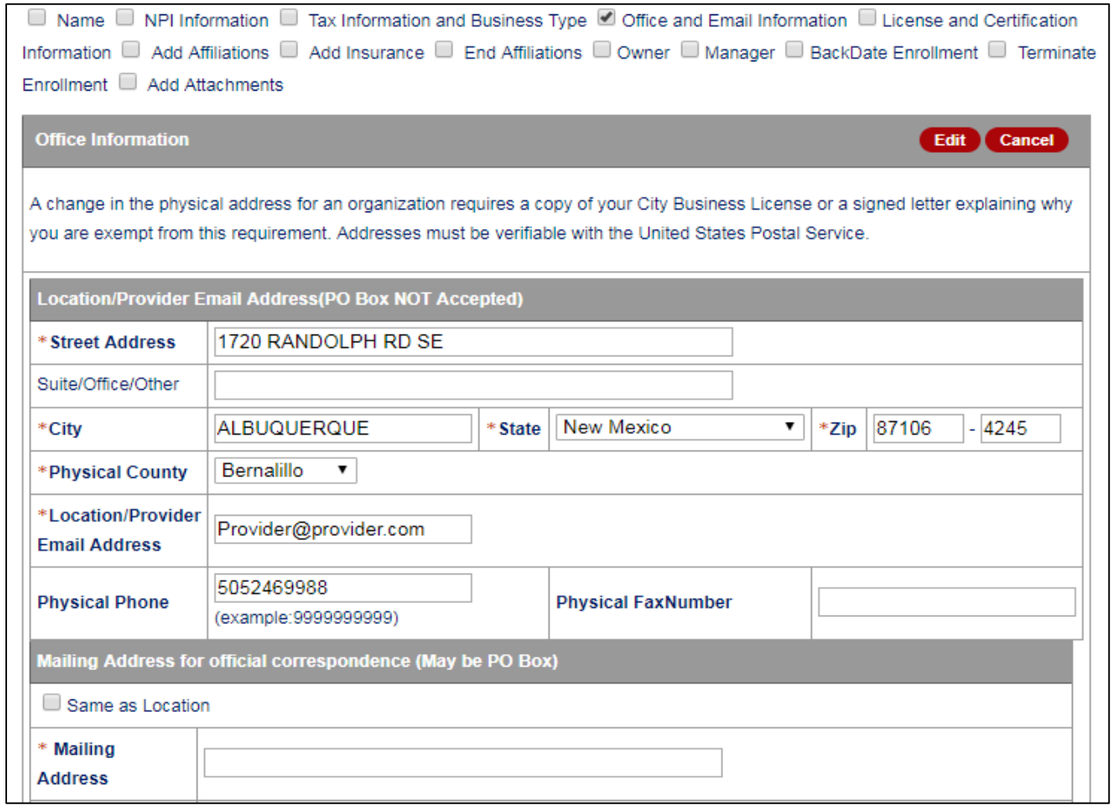
Addendum – “Tax Information and Business Type”

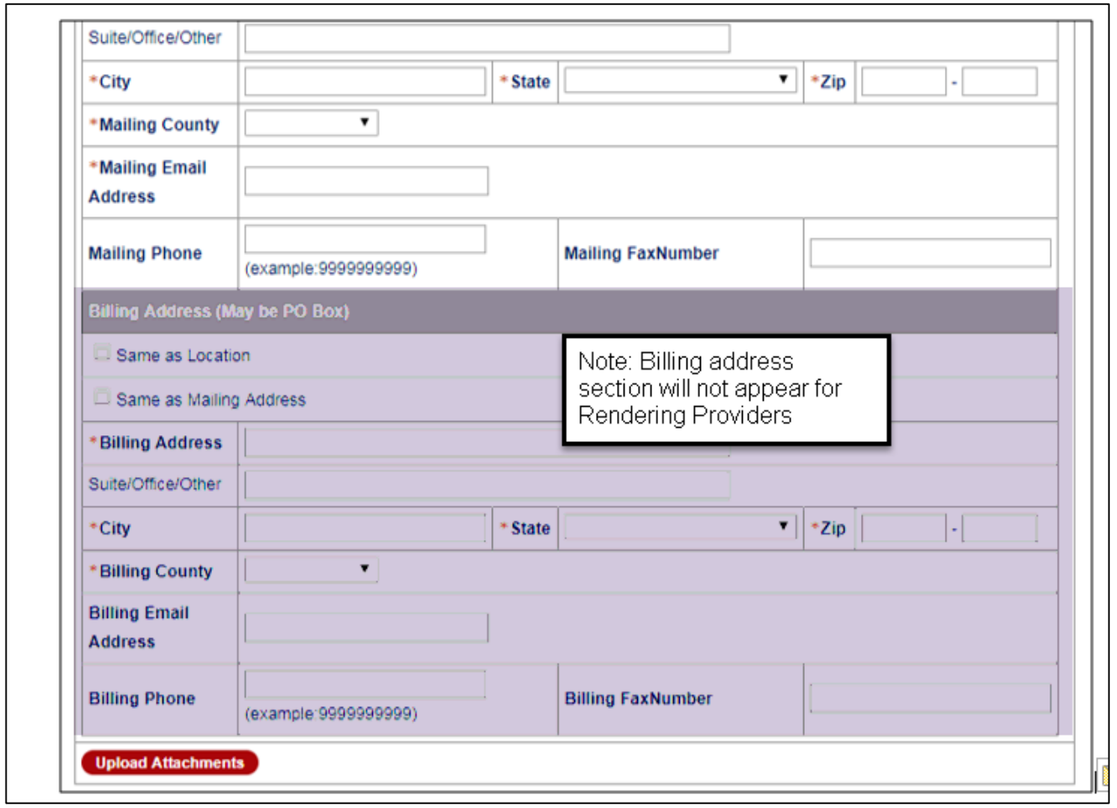
Available to Billing and Unrestricted Providers



Addendum – “Office and Email Information”

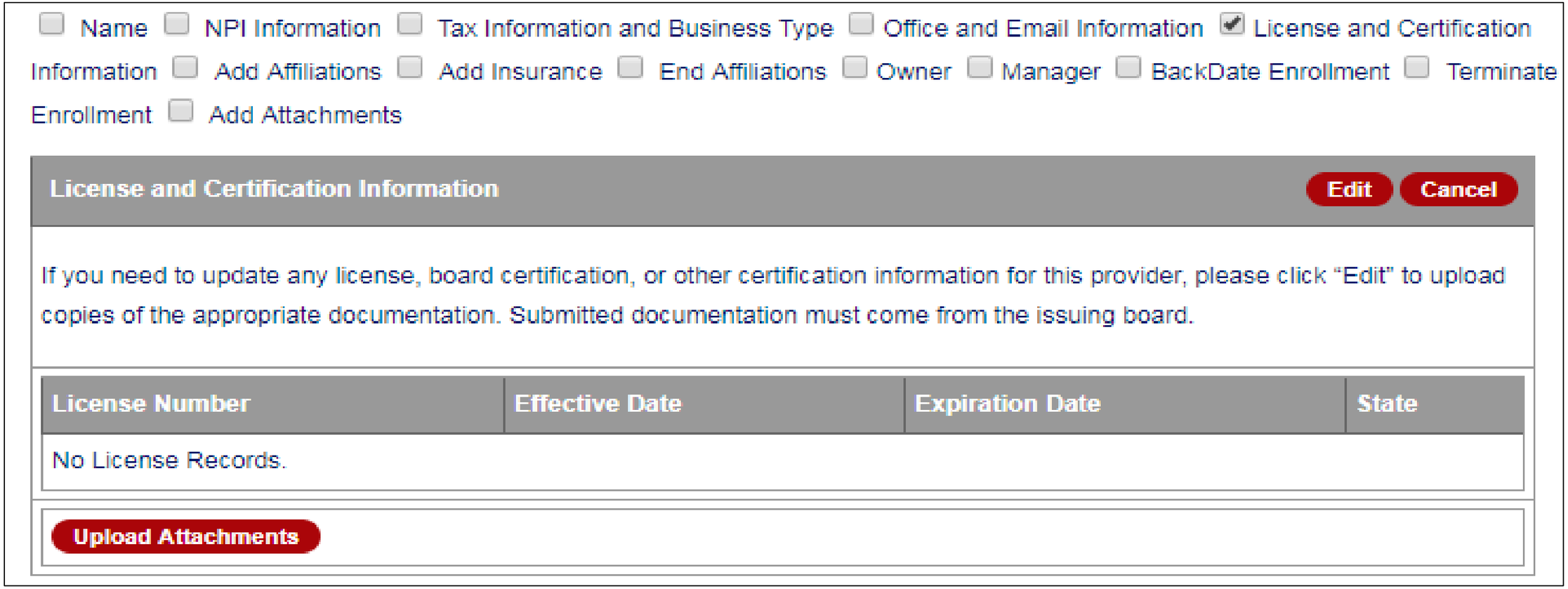
Available to Billing, Unrestricted, and Rendering Providers





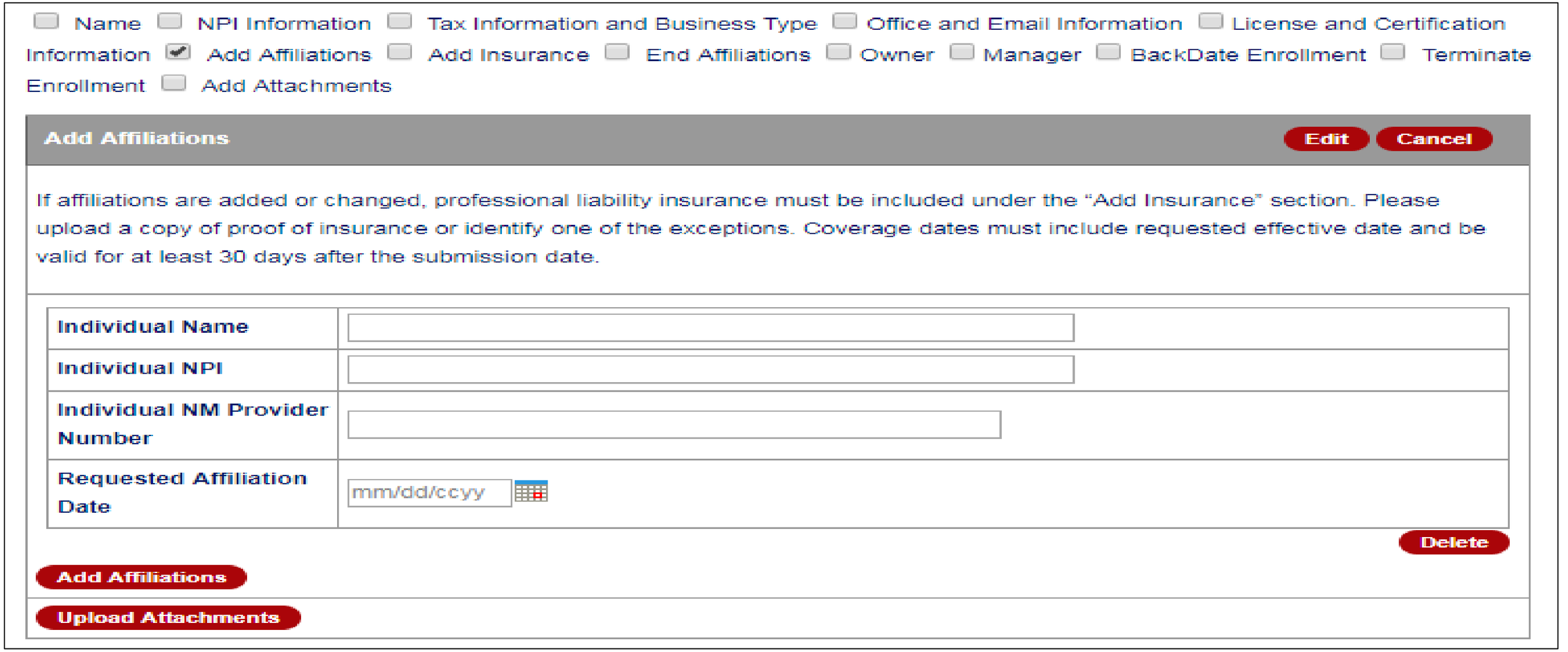
Addendum – “License and Certification”

Available to Billing, Unrestricted, and Rendering Providers



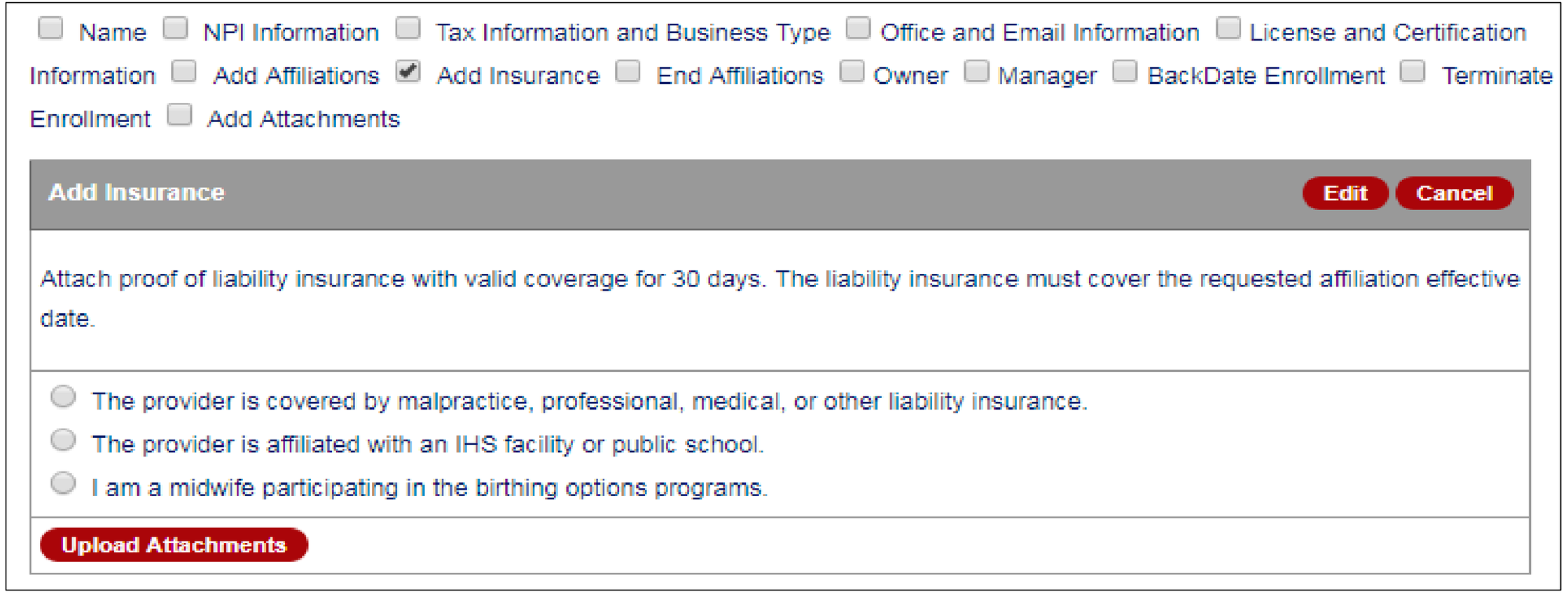
Addendum – “Add Affiliations”

Available to Billing, Unrestricted, and Rendering Providers



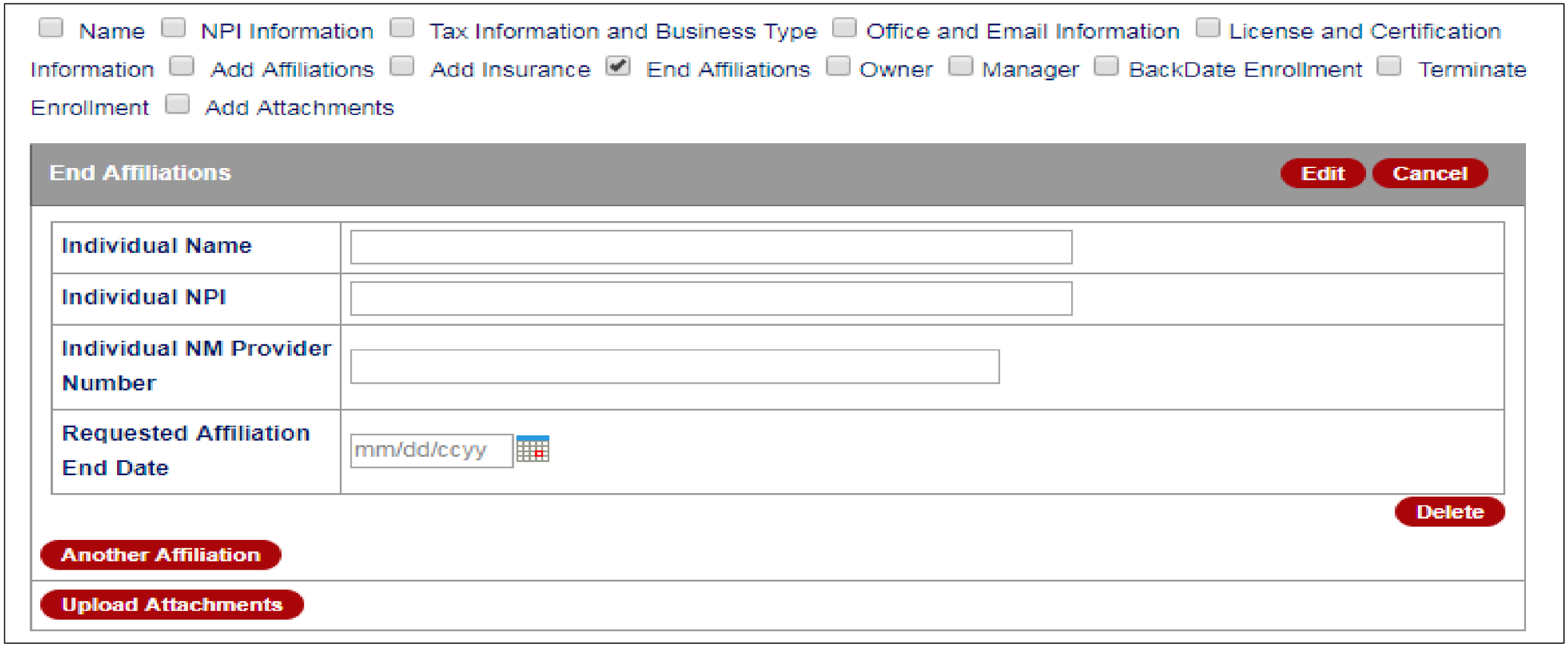
Addendum – “Add Insurance”

Available to Billing, Unrestricted, and Rendering Providers



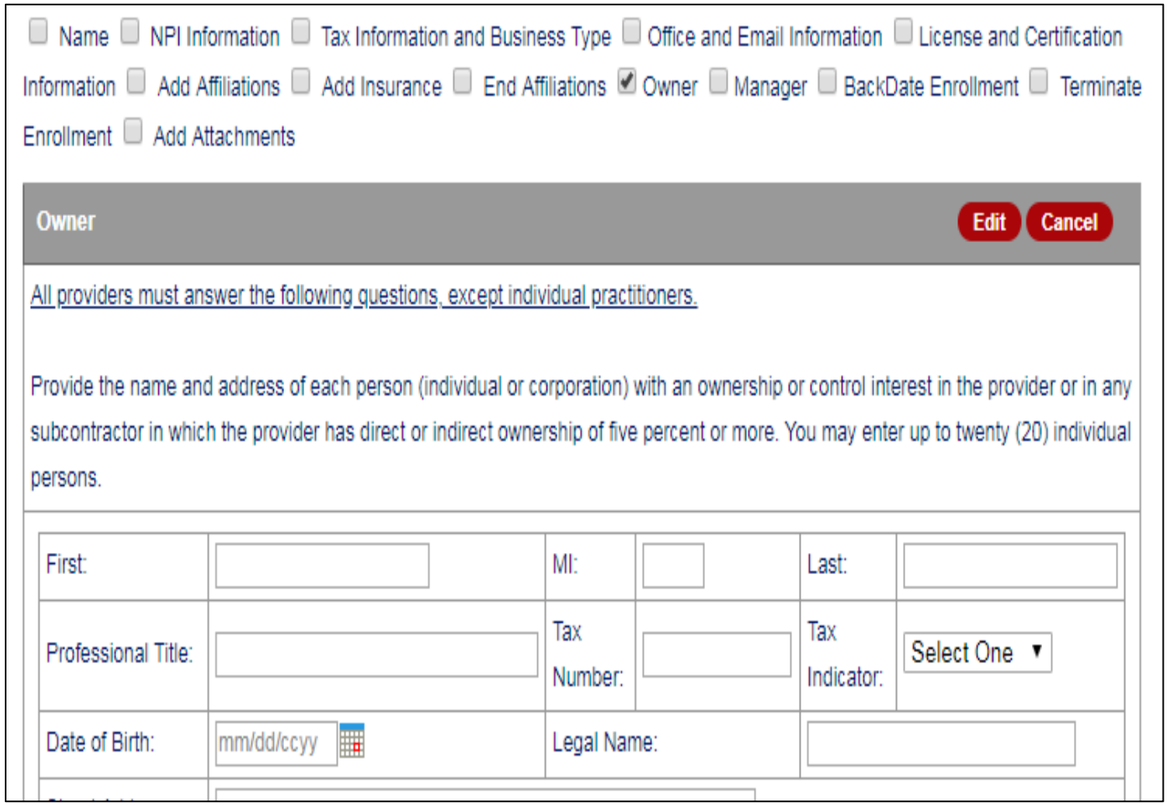
Addendum – “End Affiliations”

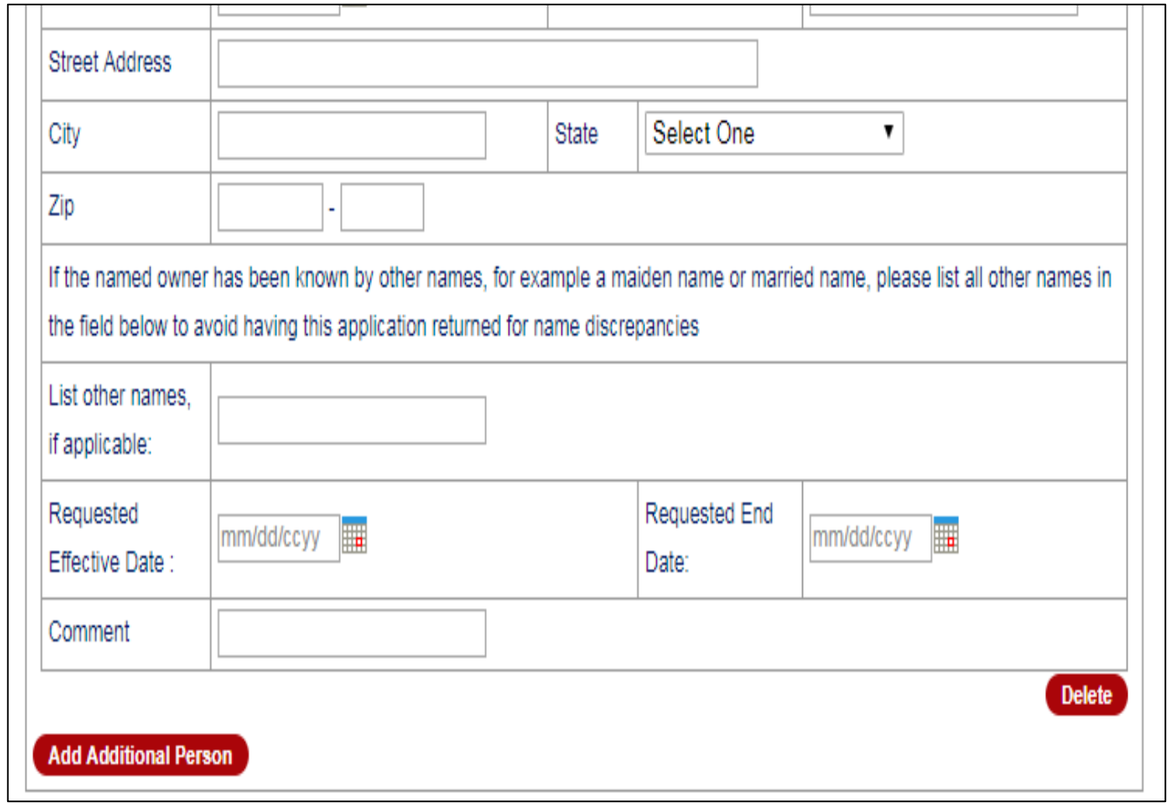
Available to Billing, Unrestricted, and Rendering Providers



Addendum – “Owner”

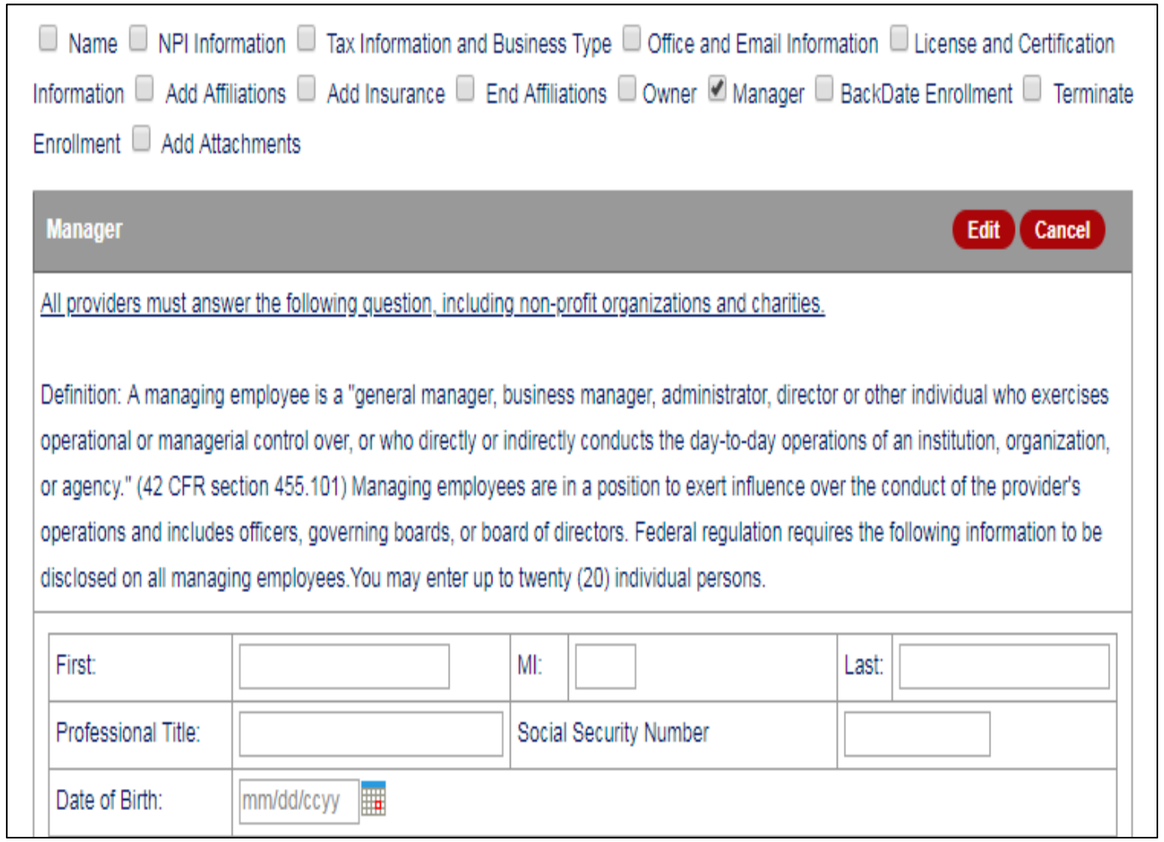
Available to Billing and Unrestricted Providers

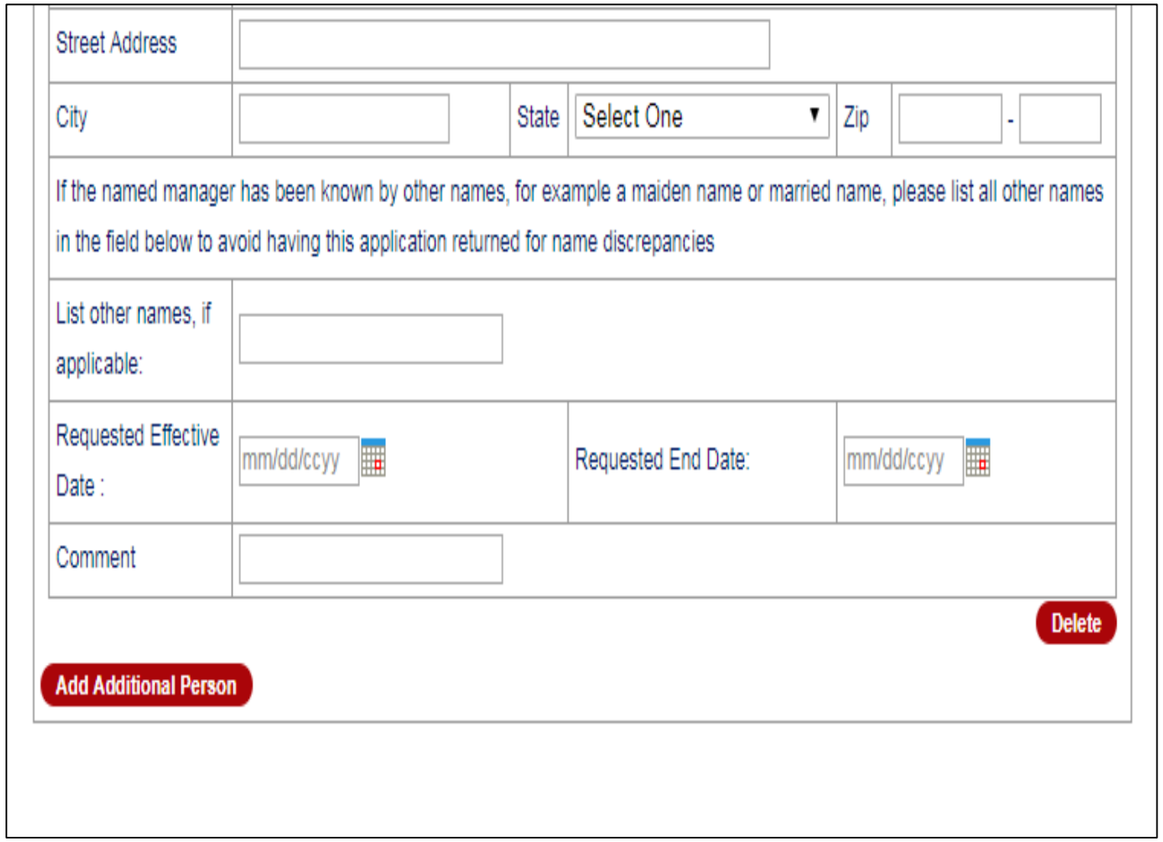




Addendum – “Manager”

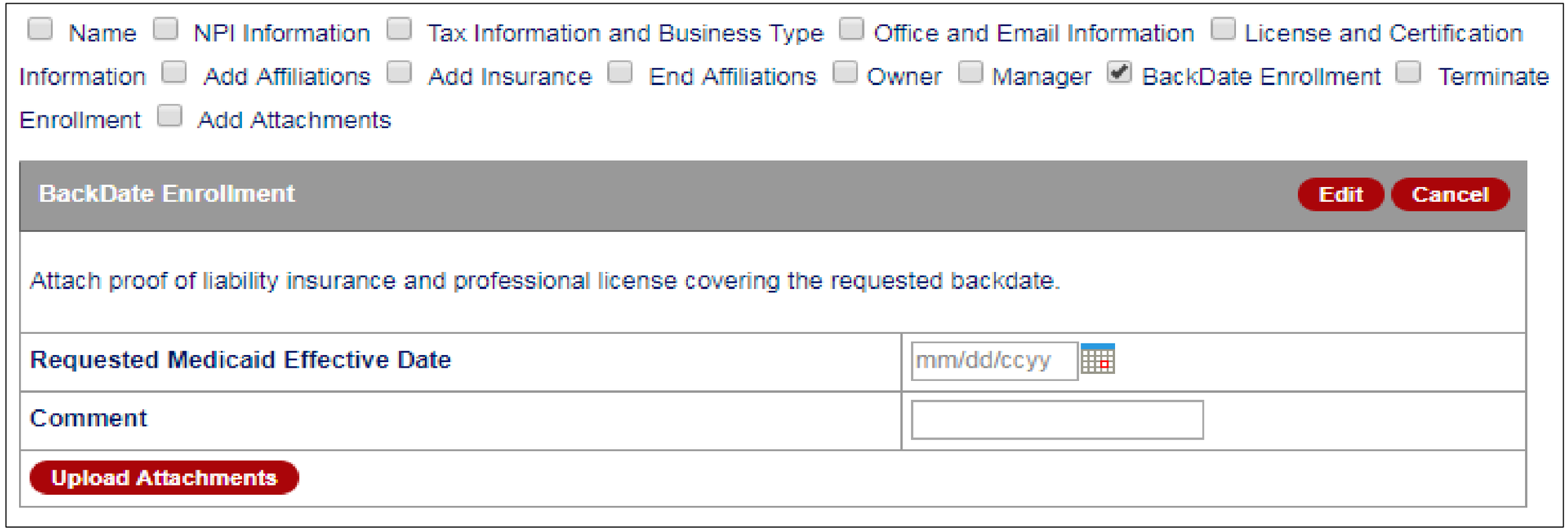
Available to Billing and Unrestricted Providers





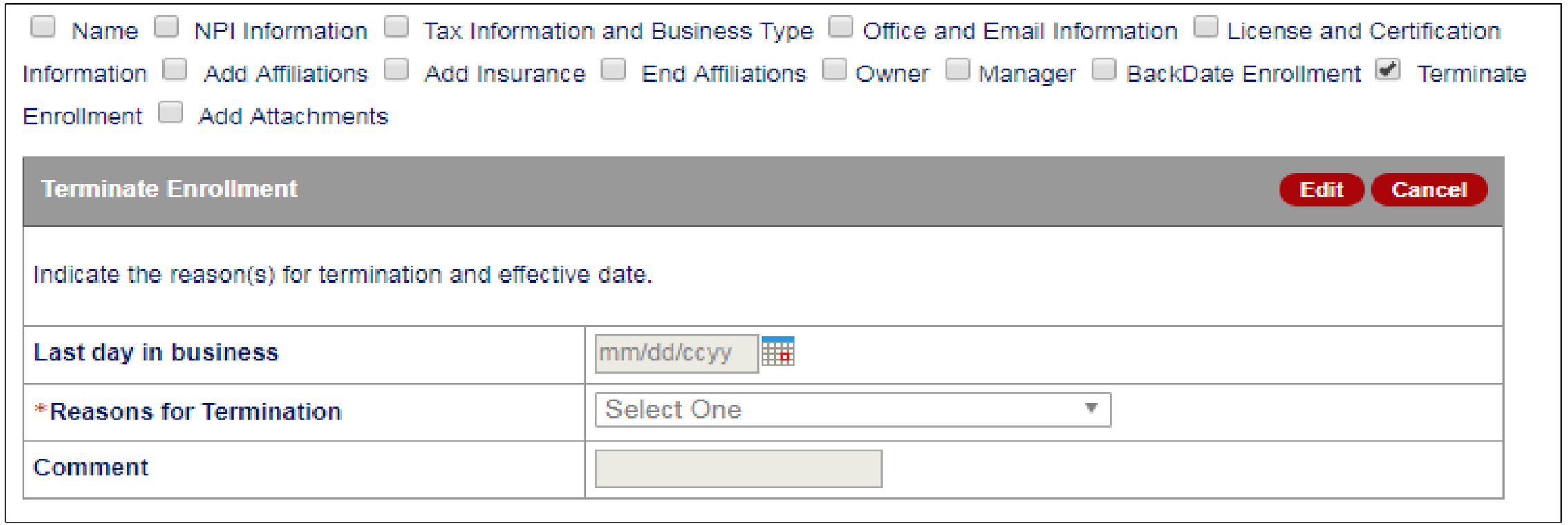
Addendum – “BackDate Enrollment”

Available to Billing, Unrestricted, and Rendering Providers



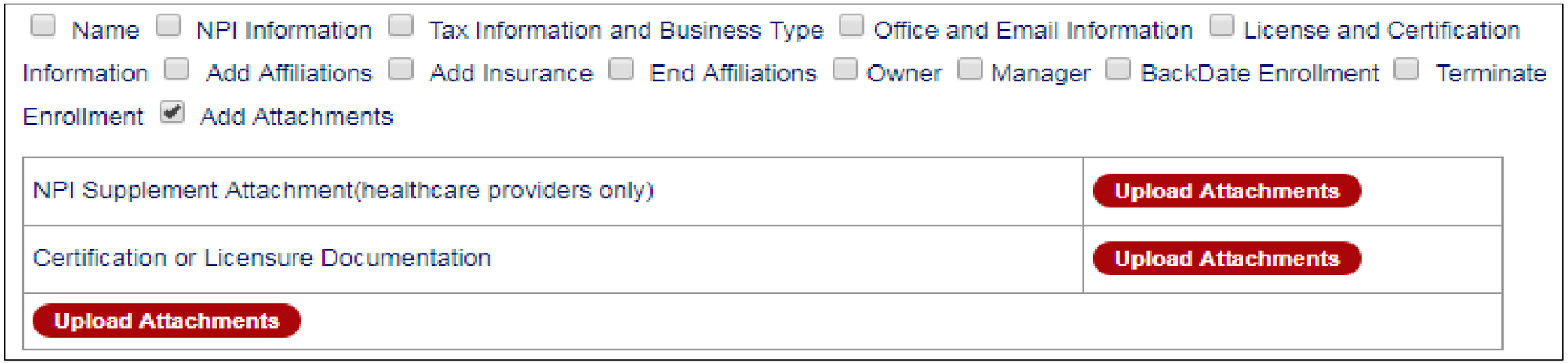
Addendum – “Terminate Enrollment”

Available to Billing, Unrestricted, and Rendering Providers



Addendum – “Add Attachments”

Available to Billing, Unrestricted, and Rendering Providers



New Mexico Medicaid Resources

- 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

Conduent Provider Relations Call Center – (800) 299 - 7304 option 6 or (505) 246 - 0710 option 6.
Claim Status, Eligibility, Prior Authorization, Medicaid Updates

Conduent Provider Relations Helpdesk – NMProviderSUPPORT@conduent.com
Claim research assistance and general Medicaid inquiries

Conduent HIPAA Helpdesk – HIPAA.Desk.NM@conduent.com
Assistance on NM Web Portal, EDI inquiries, and Online Claim Submission with DDE (Direct Data Entry)

Conduent Provider Enrollment Helpdesk - NMProviderSUPPORT@conduent.com
Provider Enrollment Applications, Forms & Instructions

NM Medicaid Recipient Helpdesk – (888) 997 – 2583 or (505) 247 – 1042
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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