Web Portal Electronic Transactions Overview
Purpose

The purpose of the web portal transaction overview is to familiarize providers with the electronic features available on the NM Medicaid web portal.
Objectives

We will review the following:

• Provider Information
• FAQs
• Electronic Submissions Through the Web Portal
• Web Registration
• Provider Enrollment
Introduction of HIPAA

The Health Insurance Portability and Accountability Act of 1996, known as HIPAA, was enacted on August 21, 1996, as an attempt to incrementally reform the healthcare system. The goal was to simplify and streamline the burdens of healthcare. The most widely known portion of the law is the Administrative Simplification Section which includes requirements for the following:

- Standardization of electronic patient health, administrative and financial data
- Privacy
- Security standards protecting the confidentiality and integrity of individually identifiable providers
- Unique health identifiers for individuals, employers, health plans and health care providers
Why Utilize Electronic Transactions?

The push for administrative simplification originated in the health insurance industry as a way to standardize the claims processing and payment cycle, the eligibility and enrollment cycle, and even health insurers’ billing.

It is important to note that HIPAA does not require physicians to conduct transactions electronically. However, if they conduct any electronic transactions, they must submit these transactions according to HIPAA standards.
Billing Electronically through EDI

For questions regarding billing via Electronic Data Interchange, please reference the HIPAA 5010 Transactions Overview PowerPoint which is located on the NM Medicaid portal in the Provider Information section. It can be found on the following link:

https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm#TrainingPresentations
Provider Information
Provider Information & FAQs

Select Provider Information here
Provider Information

The Provider Information section is a resource for providers who are already enrolled as participating or looking to become NM Medicaid providers. [https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm#sandbox_title](https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm#sandbox_title)
FAQs
FAQs

Select FAQ here
The FAQ section poses general web portal questions that providers might encounter when trying to navigate the NM Medicaid web portal. [https://nmmedicaid.portal.conduent.com/static/FAQ.htm](https://nmmedicaid.portal.conduent.com/static/FAQ.htm)
FAQs

• **What if I forget my User ID or password?**
  Contact your Master Administrator, click on the “I forgot my Password” link, or contact the HIPAA Help Desk at (800) 299-7304.

• **Why do I have to occasionally review my password?**
  For security reasons, your password expires every sixty (60) days. You will receive prompts to change your password five (5) days prior to its expiration.

• **What if I need to access the data of more than one provider organization?**
  Since your user ID can be associated with multiple organizations, the Master Administrator of each organization will have to associate your user ID with each organization.
FAQs (continued)

• How do I download documents?
  Move the mouse cursor over the name of the document and press right mouse key. Choose “Save Target As” or “Save Link As” and save to your PC.

• Does this site use pop-up windows?
  Yes, the inactivity warning message is a pop-up window. You should disable all pop-up blockers for this site only. If you do not, after 15 minutes of inactivity, you will be automatically logged out of the site without receiving a warning.

• Can multiple people in my organization use the same User ID to log in to the NM Medicaid Portal?
  No, each user should have his/her own unique User ID since there can only be one active portal session per User ID.
FAQs (continued)

• **Why does online help continually reload when I am using Firefox or Netscape as my browser?**
  This is a known issue with the third-party software used to author the portal's online help. The only workaround is to use a different browser program, such as Internet Explorer.

• **Why was I automatically logged out while I was working in the portal?**
  If you are inactive for 10 minutes and receive the Session Timeout Warning pop-up but continue working without clicking the 'Continue Working' button, you will be automatically logged out 5 minutes after receiving the warning. To avoid this, please be sure to click the 'Continue Working' button when you receive the warning message.
Electronic Submissions Through the Web Portal
NM Medicaid Web Portal

By creating an account and logging in to the New Mexico Medicaid Web Portal, users can do the following:

1. Submit CMS-1500, UB-04, and ADA Dental Claims.
2. Adjust claims (originally submitted via the Web Portal) that have paid and need to be corrected.
3. Void a claim (originally submitted via the Web Portal) that has paid.
4. Rebill a claim (originally submitted via the Web Portal) that has denied.
5. Check a client’s eligibility.
6. Check claim status.
8. Check Payment History.
9. Retrieve Remittance Advices (RAs).
10. Submit update requests to the provider record.

* Please note unlike HIPAA 5010 transactions, the New Mexico Medicaid Web Portal is limited to one claim entry or client eligibility inquiry at a time. Use Electronic Data Exchange (EDI) Transactions to submit multiple inquiries or claims at once (batch transactions).
Getting Access to Bill on the Web Portal

• If you are currently not registered on to the New Mexico Medicaid Web Portal you can create an account using either your active New Mexico Medicaid Provider ID or your NPI using the following link: https://nmmedicaid.portal.conduent.com/webportal/webRegistration/webRegStart

• If your New Mexico Provider ID or NPI is currently registered on the New Mexico Medicaid Web Portal but you do not have access to log in to the Web Portal please contact your Master Administrator.

• If you do not know if your Provider ID or NPI is registered on the New Mexico Medicaid Web Portal or if you do not know who your Master Administrator is, you can contact the HIPAA Helpdesk for further assistance at (800) 299-7304 option 6, followed by option 4 or by email at HIPAA.Desk.NM@Conduent.com.
Submitting a Claim on the Web Portal

- To submit a claim on the Web Portal, click on the “Claims Entry” option when logged in to your account.

Select the type of claim you want to submit
Submitting a Claim on the Web Portal

For further Instructions on submitting claims on the Web Portal, review the Training Presentations on the Web Portal under “Provider Information” found here:

https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm#TrainingPresentations

These training presentations cover how to bill the following claim types in detail:

- CMS-1500
- UB-04
- ADA Dental
Submitting an Adjustment Request on the Web Portal

To submit an adjustment request, click **Adjustment/Void** under “Claims Entry” when logged in to your account.
Submitting an Adjustment Request on the Web Portal

For more information on submitting Adjustment Requests via the Medicaid Portal, please refer to the Online Claims Entry Adjustment, Void, and Re-bill training presentation on the Web Portal under “Training Presentations” found here:

https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm#TrainingPresentations

This presentation covers Adjustment submissions in detail.

* Please note that you can only adjust the claim through the New Mexico Medicaid Web Portal if the claim was originally submitted via the web portal.
Submitting a Void Request on the Web Portal

To submit a void request, click **Adjustment/Void** under “Claims Entry” when logged in to your account.
Submitting a Void Request on the Web Portal

For more information on submitting Void Requests via the Medicaid Portal refer to the Online Claims Entry Adjustment, Void, and Re-bill training presentation on the Web Portal under “Training Presentations” found here: https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm#TrainingPresentations

This presentation covers void submissions in detail.

* Please note that you can only void a claim through the New Mexico Medicaid Web Portal if the original claim was submitted via the web portal.
Submitting a Claim Re-bill on the Web Portal

To re-bill a denied claim, click **Claim Re-bill** under “Claims Entry” when logged in to your account.
Re-billing a Claim on the Web Portal

For more information on re-billing a denied claim via the Medicaid Portal refer to the **Online Claims Entry Adjustment, Void, and Re-bill** training presentation on the Web Portal under “Training Presentations” found here: [https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm#TrainingPresentations](https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm#TrainingPresentations)

This presentation covers claim re-bill submissions in detail.

* Please note that you can only re-bill a claim through the New Mexico Medicaid Web Portal if the original claim was submitted via the web portal.
Checking Eligibility on the Web Portal

To check client eligibility, click **Eligibility** under “Inquiries” when logged in to your account.

Select the criteria you wish to search the client by and enter the corresponding information and click submit.

Enter the dates you are checking eligibility for. Please note the web portal can not check future dates of services.
Checking Prior Authorization Status on the Web Portal

You can use the General Inquiry search if you do not have a PA number.

If a PA is needed, please contact the Third Party Assessor. Click the following link for more information: https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm#Third_Party_Assessor

You can check the status using the “PA Number Inquiry” if you have a PA number.
Checking Payment History on the Web Portal

To check payment history, click **Payment History** under “Inquiries” when logged in to your account.

Select which search inquiry you wish to use and enter the corresponding information.

Please note that this function is to check the Payment History only. This function will not give client information for paid claims nor denial reasons for denied claims. For paid or denied claim information, please check your remittance advice (RA).
Retrieving Your Remittance Advice on the Web Portal

To retrieve a Remittance Advice (RA), click **Reports and Data Files** under “Reports” when logged into your account.

Click on PDF Reports
Retrieving Your Remittance Advice on the Web Portal

Use the drop down to select the Provider ID.
Retrieving Your Remittance Advice on the Web Portal

Click here to bring up a list of RA's.
Retrieving Your Remittance Advice on the Web Portal

Click the date of the RA you wish to view.

Please note that the Portal will only store the last eight RA's on file. If you need an RA that is no longer posted on the web portal, contact the Provider Support mailbox: NMProviderSupport@Conduent.com.
Submitting Provider Updates on the Web Portal

Select the checkbox to expand section(s) and submit update requests to your provider record.
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

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