

New Mexico Medicaid E-News

**September 30, 2024**

**Featured Updates and Notifications:**

* **Medicaid Provider Enrollment Transition to YES.NM.GOV - New**
* **Individual Rendering Provider Update on Physician Claims - New**
* **3Q24 ASP Rate Update - New**
* **Claims Timely Filing Reminder - New**
* **2024 Waiver Rates Update**
* **Nursing Facility HCQS Surcharge Increase**
* **School Based Services HB2 Rate Update**
* **Paper Claim Billing Errors to Avoid**
* **Monthly IHS Open Forum – Updated Link**
* **New Mexico Medicaid Provider Resource List**

**Medicaid Provider Enrollment Transition to YES.NM.GOV**

A new Medicaid Provider and PED Enrollment system will launch at YES.NM.GOV this fall. The system will be replacing the provider enrollment functionality from the NM Medicaid Provider Web Portal and adding new features.

September 2024

**Individual Rendering Provider Update on Physician Claims**

As of August 26, group providers are no longer allowed to enter their group ID as rendering provider on Physician claims. Claims billed this way will deny with code 1355 – Individual Rendering Provider Required.

September 2024

**3Q24 ASP Rate Update**

The 3rd Quarter ASP rate updates, effective 7/1/2024, have been implemented as of 9/18/2024. Claims submitted with any of the updated codes and with effective dates on or after 7/1/2024 will be adjusted.

September 2024

**Claims Timely Filing Reminder**

The standard timely filing period for claims is 90 days from the date of service. Resubmissions have 90 days from the first claim denial date.

Exceptions:

* Schools (Provider type 345) – 120 days from date of service
* IHS and Tribal 638 compact facilities – 2 years from date of service
* Adjustment request – 90 days from the payment date
* Reconsideration request form with corrected claim – 90 days from the denial date
* Primary payer – 90 days from the date of primary payment or denial, not to exceed 210 days from the date of service
* Retroactive Client eligibility – 120 days from the date of eligibility update
* Provider Enrollment – 90 days from the enrollment notification date, not to exceed 210 days from the date of service for retro-enrollment

September 2024

**2024 Waiver Rates Update**

Updated rates for Waiver claims were implemented on 8/26/24. Claims submitted with effective dates on or after 7/1/2024 will be mass adjusted.

August 2024

**Nursing Facility HCQS Increase**

The Health Care Quality rate for Nursing facilities (provider types 211 and 212) was increased as of 8/29/24. Claims submitted with effective dates on or after 7/1/24 will be mass adjusted.

August 2024

**School Based Services HB2 Rate Correction**

The temporary HB2 rates for School Based Services were removed and restored to the previous rates on 8/29/24. Claims submitted with effective dates on or after 7/1/23 will be mass adjusted.

August 2024

**Paper Claim Billing Errors to Avoid**

Please review these common errors to avoid claims being returned to the provider (RTP) when billing paper claims:

* Claims must be submitted on commercially printed, red claim forms. Copies or printed claims cannot be accepted.
* Reconsideration and adjustment forms must be accompanied by a completed claim form. These forms should be fully completed and signed.

August 2024

**Monthly IHS Open Forum – Updated Link**

The monthly IHS Open Forum is available for all IHS and Tribal 638 staff. The forum is on the second Wednesday of every month from 2:00 to 3:00 pm Mountain time.

**Due to TEAMS problems, a new meeting has been scheduled:**

Microsoft TEAMS meeting - [**Join the meeting now**](https://teams.microsoft.com/l/meetup-join/19%3ameeting_NjRjM2I1M2QtYmYwZS00YjdjLWE0MzMtMzdiM2U1NGEwOTM3%40thread.v2/0?context=%7b%22Tid%22%3a%221aed4588-b8ce-43a8-a775-989538fd30d8%22%2c%22Oid%22%3a%22ad08c4d1-9554-4244-9ce3-7d6aa029535b%22%7d)

Join by phone (audio) – 1-585-420-6781, conference ID 842505438#

**New Mexico Medicaid Provider Resource List**

**New Mexico Medicaid Portal -** [**https://nmmedicaid.portal.conduent.com/static/index.htm**](https://nmmedicaid.portal.conduent.com/static/index.htm) Claim Inquiries, Eligibility verification, Electronic claim submission, Provider manuals, E-News

**Medical Assistance Division Program Rules** - <https://www.hca.nm.gov/providers/rules-nm-administrative-code/> NMAC for programs administered by the Medical Assistance Division

**NM Health Care Authority** - [**https://www.hca.nm.gov/**](https://www.hca.nm.gov/) Supplements, Memos, Provider Billing Packets and Policy

**Consolidated Customer Service Call Center** **– (800) 299 – 7304**

**Provider Inquiries email**: [**NMProviders@hsd.nm.gov**](mailto:NMProviders@hsd.nm.gov)

**IHS Provider Support email**:[**NMProviderIHSSupport@conduent.com**](mailto:NMProviderIHSSupport@conduent.com)

**Member Inquiries email**: [**NMMembers@**](mailto:NMMembers@)**hsd.nm.gov**

**HIPAA Inquiries link**: [**HIPAA.DeskNM@**](mailto:HIPAA.DeskNM@)**hsd.nm.gov** EDI or Portal Password Resets

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