



State of New Mexico  
Medical Assistance Program Manual  
**Supplement**



**DATE:** July 31, 2024

**NUMBER:** 24-11

**TO:** ALL NEW MEXICO MEDICAID PROVIDERS

**FROM:** DANA FLANNERY, DIRECTOR, MEDICAL ASSISTANCE DIVISION 

**THROUGH:** TASHI GYALKHAR, BUREAU CHIEF, MEDICAL ASSISTANCE DIVISION

**SUBJECT:** PROVIDER FULL TRANSITION TO ELECTRONIC ENROLLMENT  
REQUIREMENTS

In an effort to streamline the provider enrollment process, the New Mexico Health Care Authority, Medical Assistance Division (HCA/MAD) informs all Medicaid providers that the HCA will transition to electronic online provider enrollment submissions and will no longer accept submissions by mail or fax.

Effective August 1, 2024, all applications, updates, revalidations/Turn Around Documents (TADs), and uploaded documents must be submitted through the [New Mexico Provider Portal](#). Paper documents, submitted by mail or fax, will no longer be accepted.

Any enrollment documents postmarked after July 31, 2024, will be returned to the provider. Effective August 1, 2024, fax number 866-653-1439 will be turned off.

For questions or concerns, please contact the Consolidated Customer Service Center at 1-800-299-7304.