

DATE: 9/30/24

SUBJECT: Provider Enrollment Freeze is Active

BODY: Hello valued New Mexico Healthcare Providers,

The Health Care Authority (HCA) and the Medical Assistance Division (MAD) has instituted a freeze of *provider enrollment functionality* during the transition from the NM Medicaid Provider Web Portal to YES.NM.GOV. We anticipate the freeze will end on Wednesday, October 30 with the launch of the new Provider/PED Enrollment system at YES.NM.GOV.

The provider enrollment freeze is necessary to allow data to safely and accurately be moved to the new system, ensuring a successful transition. Please note that you may request a retroactive enrollment date if you have already treated Medicaid-eligible patients and wish to bill on their behalf. In addition, you have up to ninety (90) days to file your claims.

If you need support with provider enrollment during the freeze period, contact the Consolidated Customer Service Center (CCSC) at 800-299-7304.

As a reminder, no providers will be terminated during the freeze period.

Note that this freeze will only affect:

- Provider Enrollment and TAD/Reverification,
- Provider Update (including License Upload), and
- Check Enrollment Status.

All other activities, including Claims Submission, Inquiry Functionality, and Ability to View/Print Remittance Advices and Other Reports will continue at the Provider Web Portal for the immediate future.

Get Ready for Exciting New Features! Lucy, a provider/PED enrollment virtual assistant, will be able to help you navigate the system. Lucy will provide guidance with hover help over each required field that instructs you on how to enter information.

Regards,

The Health Care Authority and the Medical Assistance Division