

January 3, 2025

### Notice to Medicaid Providers

The State of New Mexico recently transitioned to a new provider enrollment system. Some Providers, with licenses that expired in December, received termination notices effective December 31, 2024. Impacted Providers are shown as inactive in the new system.

We understand that providing services to our Medicaid population is vital, and as of January 3, 2025, have begun reinstating all providers terminated between November 8, 2024 through December 31, 2024 for failure to recertify. **We are working to complete all reinstatements no later than 5:00 pm on Sunday, January 5, 2025.** Any claims impacted by the disenrollment will be automatically adjusted.

**Additionally, provider terminations have “paused” until further notice, however providers should work to complete the recertification process by your scheduled due date.** You can access the web portal here: <http://yes.nm.gov>, and follow these instructions:

1. If you do not already have a YES.NM.GOV account, create an account by following the steps outlined here: [Creating-a-New-Account-in-Yes-NM-for-Providers.pdf](#)
2. Sign into your YES.NM.GOV account
3. Go to the Provider/PED Enrollment system to complete recertification

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

Thank you,

**Provider Relations – NM MMIS**  
Government Healthcare Solutions