

DATE: 11/5/24

SUBJECT: Provider/PED Enrollment System Launch Delay

Hello valued New Mexico Healthcare Providers,

We encountered a few technical issues as we were preparing to implement the new Provider/PED Enrollment system at YES.NM.GOV and have decided to delay launching the new system. We will update you as soon as a new launch date is confirmed.

Here is some important information to know as we transition to [YES.NM.GOV](https://www.yes.nm.gov):

- The ability to submit new and terminated provider applications was disabled in the legacy NM Medicaid Provider Web Portal on Nov. 6 and will remain disabled.
- No active providers will need to re-enroll in the new system.
- Training is available in the Learning Management System (LMS). Please note, this link will be discontinued after the Provider/PED Enrollment system launches and the LMS is available in YES.NM.GOV. Find directions on how to navigate the LMS in the user guide: [LMS-Participant-User-Guide](#).
- To sign up for office hours:
 1. Use this link to LMS: [LMS](#)
 2. Select the Library on the left-hand side of the screen
 3. Select “New Mexico Provider and Presumptive Eligibility Determiner Enrollment System”
 4. Select “Open Office Hours”
 5. Select either “Provider Open Office Hours” or “Presumptive Eligibility Determiner Open Office Hours”
 6. Select desired Open Office Hours session
 7. Register for and attend the session

We apologize for inconveniences this delay causes. We appreciate your patience as we work to bring you a better online provider enrollment experience with exciting new features.

If you have questions or need support, contact the Consolidated Customer Service Center (CCSC) at 800-299-7304.

Regards,

The Health Care Authority and the Medical Assistance Division