

IMPORTANT: New Mexico Medicaid pharmacy claims will deny for drugs or other items when the prescribing pharmacist or pharmacy provider is not enrolled in NM Medicaid

As previously communicated, On Feb. 1, 2018, the Centers for Medicare & Medicaid Services (CMS) requires attending, ordering, referring, rendering and prescribing providers to enroll in Medicaid. This federal requirement is designed to ensure that all providers who render services for Medicaid beneficiaries are properly licensed and have not been excluded from Medicare or Medicaid.

New Mexico Managed Care Organizations (MCOs) are committed to ensuring that pharmacy providers who render Centennial Care services are enrolled with New Mexico Medicaid.

The Medical Assistance Division (MAD) of the New Mexico Human Services Department (HSD) is requiring the MCOs to deny pharmacy claims for drugs or other items when the **prescribing pharmacist or pharmacy provider** is not enrolled in NM Medicaid. This will go into effect on **July 1, 2023**.

Failure to enroll as a Medicaid provider can result in denial, rejection or recoupment of payment for prescriptions when written for Centennial Care members effective **July 1, 2023**. Please enroll as soon as possible to prevent interruption of prescriptions for Medicaid members.

Providers may use the resources below to help navigate their enrollment process:

- Enroll with NM Medicaid: <https://nmmedicaid.portal.conduent.com/webportal/enrollOnline>
- Verify enrollment: <https://nmmedicaid.portal.conduent.com/static/index.htm>

As a reminder, MCOs may reject, deny or recoup claims when:

- The individual prescriber is not enrolled with HSD
- Providers are not enrolled with the appropriate provider type

For questions or assistance with the enrollment process, contact one of your MCOs listed below:



<https://www.bcbsnm.com/provider/contact-us>



<https://www.phs.org/providers/contact-us/Pages/default.aspx>



<https://www.westernskycommunitycare.com/contact-us2.html>

New Mexico Medicaid Provider Enrollment

The Centers for Medicare & Medicaid Services (CMS) requires the following providers to also enroll with NM Medicaid:



Attending



Ordering



Prescribing




Referring




Rendering

 www.hsd.state.nm.us/providers/Registers_and_Supplements.aspx

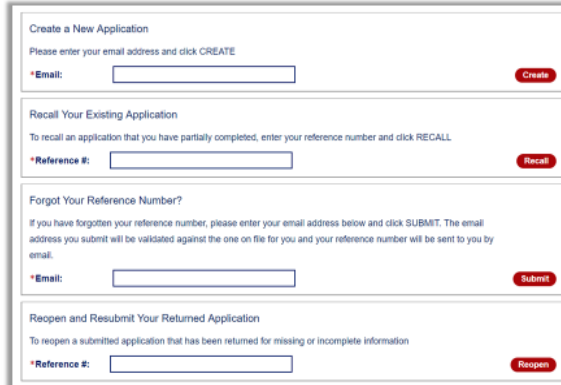
 **Important:** These providers must also be reported on claims.

New Mexico Medicaid Enrollment Requirement

HSD requires the provider group and the individual provider within the group to enroll with New Mexico Medicaid.

 **Note:** Providers may be required to include licensure or certification documentation with Provisional Enrollment applications.

New Mexico Medicaid Portal:
<https://nmmedicaid.portal.conduent.com/webportal/enrollOnline>



The screenshot shows a web portal with four main sections for enrollment:

- Create a New Application:** "Please enter your email address and click CREATE". Includes an email input field and a "Create" button.
- Recall Your Existing Application:** "To recall an application that you have partially completed, enter your reference number and click RECALL". Includes a reference number input field and a "Recall" button.
- Forgot Your Reference Number?:** "If you have forgotten your reference number, please enter your email address below and click SUBMIT. The email address you submit will be validated against the one on file for you and your reference number will be sent to you by email." Includes an email input field and a "Submit" button.
- Reopen and Resubmit Your Returned Application:** "To reopen a submitted application that has been returned for missing or incomplete information". Includes a reference number input field and a "Reopen" button.

Why New Mexico Medicaid Enrollment is Important

Centennial Care Encounter Reporting

HSD requires all MCOs to report all services rendered to Centennial Care 2.0 members.



 Providers must submit claims to the MCOs within **90 days** for the date of service (DOS).

 If the provider is not enrolled with HSD, then the claim will be denied.