

Provider Bulletin

Molina Healthcare of New Mexico, Inc.

November 15, 2024

Availity Essentials is Molina's exclusive provider portal

Not registered with Availity Essentials? Register and get started with Availity to securely submit claims, check eligibility, submit service authorization requests, appeals, and more at: <https://www.availity.com/molinahealthcare> or by calling 1-800-AVAILITY (1-800-282-4548) for additional help.

Only the person who will become the organization's primary administrator needs to register. Before you get started, gather this information for your organization:

- Physical and billing address(s)
- Tax ID (EIN or SSN)
- NPI
- Primary specialty/taxonomy

To register as a billing service, dental provider, or an atypical provider, please visit [Availity's Getting Started Page](#) for additional registration information.

Provider Training

Mandatory Annual Medicaid Provider Training is still available virtually and is offered in a two-part series. Register for Molina's virtual Provider Orientation course: *Welcome to Molina Healthcare of New Mexico: Onboarding Training*, and the specialty training that matches your organization type, ITU, Behavioral Health, or LTSS. Please note physical health providers only need to take the onboarding series.

Annual Cultural Competency training is also required by the New Mexico Health Care Authority (HCA) for all providers contracted with Molina. Providers must provide equitable access to and the delivery of services to all Members, including those with limited English proficiency, diverse cultural and ethnic backgrounds, or disabilities; regardless of gender, sexual orientation, or gender identity.

For a complete list of training and resources, please visit [Training Resources, Availity Essentials Portal \(molinahealthcare.com\)](#) or [New Mexico Providers Home \(molinahealthcare.com\)](#).



Children in State Custody (CISC)

As a reminder, when children come into state custody, they must have a comprehensive well child checkup within 30 days. CISC visits follow Early and Periodic Screening, Diagnostic and Treatment (EPSDT) Tot-to-Teen HealthCheck periodicity schedule:

Well Visit Codes	New Patient
99381	Infant (younger than one year)
99382	Early childhood (age 1–4 years)
99383	Late childhood (age 5–11 years)
99384	Adolescent (age 12–17 years)
99385	18 years or older

Well Visit Codes	Established Patient
99391	Infant (younger than one year)
99392	Early childhood (age 1–4 years)
99393	Late childhood (age 5–11 years)
99394	Adolescent (age 12–17 years)
99395	18 years or older

Evaluation and Management Codes	
99202 – 99205	New Patient
99212 – 99215	Established Patient

Hepatitis C Testing

Molina Healthcare of New Mexico is proud to participate in a collaborative Hepatitis C initiative involving state agencies, UNM Project ECHO, healthcare providers, and community organizations. This initiative aligns with the Hepatitis C elimination plan launched by the state of New Mexico in 2022, with the ambitious goal of eradicating the Hepatitis C virus in New Mexico by 2030. Achieving this goal requires the active participation of New Mexico’s provider network.

We are seeking your assistance in testing your patients, particularly those in high-risk groups such as individuals experiencing homelessness and those who are incarcerated. The CDC recommends that everyone be tested for Hepatitis C at least once in their lifetime, and that pregnant individuals be tested during each pregnancy. High-risk individuals should be tested periodically to inform treatment and prevent the spread of the virus. For more details on Hepatitis C prevention and treatment, please refer to the CDC guidelines on testing.

As healthcare providers, you play a crucial role in identifying and driving treatment for a healthier New Mexico. Please reach out to Molina at NMQuality@MolinaHealthCare.Com with any questions or to let us know how we can support you in this effort.



Provider Online Directory: Has your information changed?

Our Members rely on accurate provider information to find care. We must know about any changes to your practice, such as new addresses or phone numbers as soon as possible. We need to be informed of demographic changes to ensure the accuracy of our provider directory and systems and the mailing of checks and correspondences to the correct location. Take the following steps to notify Molina and the NPI Registry of any changes:

- Update your demographic information using Molina's [Provider Change Form](#).
- Update the [National Provider Identifier Registry](#) if you have an NPI.
- Update your information through the [National Plan & Provider Enumeration System website](#), or
- Download and mail in the Centers for Medicaid & Medicare Services' [NPI update form](#). Instructions are provided online in the [NPPES FAQs](#). See the [CMS website](#) for more on NPIs.

Federal law requires that directory information be verified every 90 days even if it hasn't changed. Additionally, members must be notified of any address change before an appointment. For changes like PCP termination, provider affiliation and reassignment to a new PCP, CMS requires that we send a written notice or call the member at least 30 calendar days before the effective date of the change. So, if you move to a new location, contract with a new medical group or retire, you must give us proper written notice so we can make the necessary changes and have time to notify affected members. This will help us ensure payment is not disrupted. It also prevents you from having to go through the recredentialing process.

In addition, Molina has implemented a new process change for initial credentialing submissions. The submission will be denied if an email address is not included on the provider information forms. Before submitting, please ensure an email address is provided on the initial credentialing request.

Helpful resources

Molina provider websites:

- [Marketplace](#)
- [Medicaid](#)

Please email your general inquiries to MHNM.ProviderServices@MolinaHealthcare.com, and they will be routed to the appropriate individual. **Thank you for your commitment to serving Molina Healthcare of New Mexico members and the community!**