



March 22, 2010

«Billing_Provider_Name»
«Address»
«City», «St» «Zip»

Dear «Billing_Provider_Name» and Office Staff:

The State of New Mexico, Human Services Department requires the Managed Care Organizations (MCO’s) to ensure that all providers submit claims electronically; therefore we are working collaboratively to identify any barriers your office is encountering with electronic claims submissions.

It has come to our attention that your office could benefit significantly from the Electronic Claims Transmission (ECT) Process. Electronic claims are those which are submitted electronically to the contracted MCO using a clearinghouse or web application.

ECT will save your office staff time and money and helps to make the claims process as efficient as possible. Here are some of the benefits of submitting claims electronically that you may not be aware of:

- The average time to process an electronic claim is **faster**;
- You **save the cost** of postage and paper when you submit claims electronically;
- It is **easier** for your office staff to submit claims more frequently – as often as daily;
- Your office receives a quicker confirmation of claims receipt and of **integrity of the data**;
- There is a higher percentage of claims **accuracy**, resulting in **faster payment**; and
- Electronic submission ensures that the claims data is **formatted** into the HIPAA required ANSI-X12 837 claims format.

We understand that you may not be contracted with all of the MCOs. A Provider Services Representative from a contracted MCO will be contacting your office within the next forty-five (45) days to conduct an informational survey either in person or telephonically and obtain feedback to any barrier your office may be facing.

Should you have any questions or would like additional information, please contact any of the below MCO representatives.

Thank you in advance for your cooperation and we look forward to working with your office on this project.

Blue Cross Blue Shield of NM	Lovelace Health Plan	Molina Healthcare of NM, Inc.	Presbyterian Health Plan
Provider Services: (505) 837-8800 or toll free (800) 567-8540	Provider Services: Toll free (800) 808-7363	Provider Services: (505) 342-4660 or toll free (800) 377-9594	Adam Roberts E-business Coordinator (505) 923-8726