



May 1, 2006

Dear Practitioner/Provider:

This letter is notification that the 2005 Molina Healthcare of New Mexico Provider Manual was printed and distributed with a misprint in Section I-1, Claims/Payment, under paragraph "Claim Resubmission/Adjustments." The first paragraph that states that "All claims re-submission, adjustment, or appeal requests..." is incorrect. This should not have included "appeals." The three bulleted time frames following this paragraph refer only to claims re-submissions and adjustment requests, *not* appeals. In addition, all practitioner/provider payment issues are known as practitioner/provider reconsideration review requests (PRR). Payment issues include denied claims or claims only partially allowed, or late filing of a claim. Practitioners/providers must complete a PRR form and submit with supporting documentation (outlined in the 2005 and 2006 Provider Manual) within ninety days (90) of the initial denial.

Beginning June 1, 2006, all Utilization Management (UM) formal appeals (UM issues include denials because the required prior authorization was not obtained for some or all types of dates of service) and practitioner/provider payment issues when not satisfied with the outcome of an informal investigation (provider reconsideration) that results in the claim continuing to be denied or only partially allowed must be submitted within thirty (30) calendar days of the initial UM denial for UM issues, and thirty (30) calendar days of the PRR denial for payment issues.

The 2006 Provider Manual will reflect this correction, and should be ready for distribution within the next thirty (30) to forty-five (45) days.

Should you have any questions regarding this, please contact your Provider Services Representative in Albuquerque at (505) 341-7491, or toll free at (888) 825-9266. We appreciate the quality of care you provide our members and thank you for your continued support.

Sincerely,

A handwritten signature in black ink, appearing to read "Karen Bounds", written in a cursive style.

Karen Bounds  
Manager, Provider Services