

# Provider Bulletin

Molina Healthcare of New Mexico, Inc.

September 29, 2025

## Telehealth Reminder: Continued Post Public Health Emergency

Post public health emergency (PHE) telehealth services will be covered as defined in [8.310.2 NMAC](#) Health Care Professional Services. Retroactive to July 1, 2024, telehealth visits including telephone visits will continue to be allowed as they have been during the PHE, including in a member's home. **This flexibility ends September 30, 2025**, per United States Legislation Bill: 119th Congress 1st Session H.R. 1968 Act [BILLS-119hr1968eh.pdf](#). Behavioral and mental telehealth services can permanently be delivered using audio-only communication platforms.

## Introducing the 'Food is Medicine' Benefit for Perinatal Members with Diabetes

Molina is committed to supporting the unique nutritional needs of your patients who experience diabetes during and after pregnancy through our Food is Medicine benefit. This benefit is available to Turquoise Care Medicaid Members who are pregnant and have a diabetes diagnosis (type 1, type 2 or gestational diabetes). Eligible members can select either medically tailored meals or grocery boxes, each curated by a registered dietitian and delivered directly to their home. Members receive two meals per day or can opt for a weekly grocery box. The Food is Medicine benefit is available throughout pregnancy and extends up to two months postpartum.

To refer your patients, simply complete the [Universal Perinatal Referral Form](#) and email it to [Molina\\_NM\\_FoodisMedicine@MolinaHealthcare.com](mailto:Molina_NM_FoodisMedicine@MolinaHealthcare.com). After receiving the referral, a Molina Care Coordinator will reach out to the Member to finalize registration and connect them with a suitable meal vendor.

If you have any questions about the benefit or need assistance with the referral process, please contact [Molina\\_NM\\_FoodisMedicine@MolinaHealthcare.com](mailto:Molina_NM_FoodisMedicine@MolinaHealthcare.com).



## Save the Date: 2025 Mandatory Annual Medicaid Turquoise Care Training

On behalf of the Molina Healthcare of New Mexico Provider Relations team, we are excited to invite you to attend our annual in-person Medicaid Turquoise Care Provider Training, conveniently hosted in a city near you. If you haven't joined a virtual session in 2025, we would be delighted to have you join us live. To secure your spot, please RSVP as soon as possible.

| Date       | Time     | City        | Location                 | Address                  | RSVP                 |
|------------|----------|-------------|--------------------------|--------------------------|----------------------|
| 10/1/2025  | 1:00 PM  | Albuquerque | Holiday Inn & Suites     | 5050 Jefferson Street NE | FULL                 |
| 10/6/2025  | 1:00 PM  | Santa Fe    | DoubleTree by Hilton     | 4048 Cerrillos Road      | <a href="#">RSVP</a> |
| 10/21/2025 | 10:00 AM | Gallup      | University of New Mexico | 705 Gurley Avenue        | <a href="#">RSVP</a> |
| 10/22/2025 | 10:00 AM | Farmington  | Farmington Civic Center  | 200 W. Arrington Street  | <a href="#">RSVP</a> |
| 10/28/2025 | 10:00 AM | Las Cruces  | SpringHill Suites        | 1611 Hickory Loop        | <a href="#">RSVP</a> |
| 10/29/2025 | 10:00 AM | Roswell     | Candlewood Suites        | 4 Military Heights Drive | <a href="#">RSVP</a> |

### Training Curriculum:

- Participating with Molina Healthcare
- Provider & Member Responsibilities
- Claims & Billing
- Care Coordination
- Telemedicine
- Provider Online Resources
- Culturally and Linguistically Appropriate Services
- Service Authorizations
- Covered Services
- ...and much more!

Your participation provides a valuable opportunity for collaboration, knowledge sharing, fulfilling the mandatory Health Care Authority (HCA) requirement, and strengthening our partnership. The Molina Provider Relations team looks forward to connecting with you during these interactive sessions as we work together to deliver outstanding care to New Mexicans enrolled in Turquoise Care.

### Helpful Resources:

- Full RSVP Link: <https://molinahealthcare.surveymonkey.com/r/LBPG8WS>
- Questions? Email us at [MHNM.ProviderServices@Molinahealthcare.com](mailto:MHNM.ProviderServices@Molinahealthcare.com)

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

### **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 Call to Action: Watch for Our Provider Satisfaction Survey**

To further enhance our services, we will soon launch a provider satisfaction survey centered on key areas such as care coordination, claims processing, provider relations, pharmacy and drug benefits, utilization management, and our network overall. If your practice is selected to participate, we highly encourage your involvement in this important initiative.

- Who: Press Ganey will conduct the survey by reaching out to providers through email and telephone.
- When: The survey will take place from September through December 2025.
- Why: Your feedback is essential to our ongoing commitment to quality improvement and ensures our continued compliance with National Committee for Quality Assurance (NCQA) accreditation standards and Centers for Medicare & Medicaid Services (CMS) guidelines.

We appreciate your partnership and thank you in advance for your valuable input. If you have any questions about the survey, please contact us at [MHNM.ProviderServices@MolinaHealthcare.com](mailto:MHNM.ProviderServices@MolinaHealthcare.com) for more information.

### **Provider Reminder: ProgenyHealth for Neonatal Care Management**

Molina would like to send a reminder of our partnership with ProgenyHealth, a company which specializes in Neonatal Care Management Services based on the Plan's program. This is an exciting opportunity. ProgenyHealth's care management program will enhance services to our members and support our mission to make a lasting difference in our members' lives by improving their health and well-being.

Under the agreement that began July 1, 2025, ProgenyHealth's Neonatologists, Pediatricians and Neonatal Nurse Care Managers will work closely with ProgenyHealth members, as well as attending physicians and nurses, to promote healthy outcomes for Molina Healthcare's premature and medically complex newborns. The benefits of this partnership to you:

- The support of a team who understands the complexity and stress of managing infants in the NICU and will work with you to achieve the best possible outcomes
- A collaborative and proactive approach to care management that supports timely and safe discharge to home
- A company that believes in sharing best practices and works with NICUs nationwide to improve the health outcomes of our next generation

Families will have a dedicated case manager who will give support and education to members in the program, and access to an "on-call" staff member available 24/7. For our hospitals, ProgenyHealth will serve as a liaison for Molina Healthcare providing inpatient review services and assisting with the discharge planning process to ensure a smooth transition to the home setting.

To request NICU authorization, please utilize the [Molina Healthcare of New Mexico, Inc. Prior Authorization Request Form Medical/Behavioral Health/Pharmacy](#) and Sfax to Progeny at 1-866-484-6087. Progeny's clinical staff will contact your designated staff to perform utilization management and discharge planning throughout the inpatient stay.

If you wish to learn more about ProgenyHealth's programs and services visit [ProgenyHealth.com](https://ProgenyHealth.com).

### **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 correspondence 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](#).
- Review Molina's [Provider Online Directory](#) for accuracy.
- 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.

## **Message for PCPs: Proper Coding helps improve HEDIS scores and supports preventive care efforts for diabetic patients**

Accurate coding is essential for improving HEDIS scores and supporting preventive care for patients with diabetes. For HEDIS Diabetic Eye Exams (EED), it is important to document the exam date, provider type (Optometrist or Ophthalmologist), and exam findings. If AI-based imaging is used, ensure the results are properly interpreted and recorded. Submit CPT II codes that indicate whether retinopathy is present or absent.

### **Billing Codes Overview**

1. Eye Exams Performed by PCPs or In-Office Retinal Imaging
  - a. CPT 92227, 92228 – Retinal imaging for disease detection, interpretation, and reporting by a qualified reading center
  - b. CPT 92229 – Autonomous AI-based retinal exam
2. Eye Exams with Evidence of Retinopathy. CPT II Codes:
  - a. 2022F – Dilated retinal exam with interpretation
  - b. 2024F – 7-field stereoscopic photos with interpretation
  - c. 2026F – Eye imaging validated to match diagnosis (*Do not include modifiers 1P, 2P, 3P, 8P*)
3. Eye Exams without Evidence of Retinopathy. CPT II Codes:
  - a. 2023F, 2025F, 2033F – Same procedures as above, but without retinopathy (*Do not include modifiers 1P, 2P, 3P, 8P*)
4. HCPC Code: G2102 – Dilated retinal eye exam with interpretation by an ophthalmologist or optometrist documented and reviewed
5. ICD-10 Diagnosis Codes (for diabetes without complications)
  - a. E10.9, E11.9, E13.9
6. CPT II Code 3072F has been retired and should not be used.

Thank you for partnering with us to improve the health and wellness of our members with diabetes. If you have questions about HEDIS scores or how we can support you, please contact the Provider Engagement team at [MHNM.ProviderEngagement@Molinahealthcare.com](mailto:MHNM.ProviderEngagement@Molinahealthcare.com).

### **School Based Health Centers (SBHC): Ensuring Accurate Billing for SBHC Services**

We want to remind all providers of the importance of accurate billing for SBHC services. Please be sure to bill the SBHC service address in Box 32 on the CMS 1500 form and Box 1 on the UB04 form. Additionally, always include the SBHC NPI in Box 32a, this applies to claims submitted by Sponsoring Entities as well.

Each SBHC site has been assigned a unique NPI, and it is crucial to use this number on all claims associated with the corresponding service address. Proper billing ensures timely processing and accurate records for your services.

If you have any questions or need assistance, please reach out to us at [MHNM.ProviderServices@Molinahealthcare.com](mailto:MHNM.ProviderServices@Molinahealthcare.com). Our team is here to support you.

### **Provider Spotlight: Leading Edge Therapy**

Dr. Jamie Loor is a clinical psychologist trained at UNM and the founder of [Albuquerque NM Therapy Services | Leading Edge Therapy](#), a telehealth practice dedicated to delivering compassionate, evidence-based care throughout New Mexico. The practice specializes in treating trauma and PTSD, eating disorders, substance use, chronic pain, insomnia (CBT-I), anxiety, and depression.

Leading Edge Therapy is an in-network provider with Molina Turquoise Care Medicaid, Marketplace, and Medicare plans and can accommodate new patients.

- Quick scheduling with no waitlist
- Evidence-based cognitive behavioral therapy (CBT) with validated outcomes tracking

If you have a patient seeking telehealth services, consider referring them to Leading Edge Therapy. Patients may schedule appointments at [Leading Edge Therapy | SimplePractice](#) or call 1-417-501-9423. Referrals can also be sent to [Support@LeadingEdgeTherapyGroup.com](mailto:Support@LeadingEdgeTherapyGroup.com).

### **Questions?**

Please email your general inquiries to [MHNM.ProviderServices@MolinaHealthcare.com](mailto:MHNM.ProviderServices@MolinaHealthcare.com), and it will be routed to the appropriate individual. Thank you for your commitment to serving Molina Healthcare of New Mexico members and the community. Molina is here to support you.