Provider Bulletin

Molina Healthcare of New Mexico, Inc.

July 29, 2025

Provider ECHO Corner: Endocrinology ECHO Program, Empowering Primary Care Providers to Improve Diabetes Outcomes Across New Mexico

The Endocrinology ECHO (Extension for Community Healthcare Outcomes) is a virtual learning and mentorship program designed to strengthen diabetes management in rural and underserved areas of New Mexico. Through weekly teleECHO sessions, primary care providers (PCPs) and community health workers (CHWs) receive real-time guidance from a team of endocrinologists, pharmacists, behavioral health specialists, and care coordinators. This model ensures that patients can receive specialist-level care without having to leave their local communities.

How it works:

- PCP/CHW dyads join 2-hour virtual sessions weekly
- Providers present de-identified patient cases for specialist feedback
- Sessions include brief clinical lectures and case-based discussions
- Participants receive CME credits and ongoing mentorship

Why it matters:

- Improves A1c control for patients with complex diabetes
- Increases provider confidence in managing endocrine conditions
- Reduces unnecessary referrals and improves patient retention in rural practices
- Builds a local network of peer support and clinical collaboration

A recent study found that patients in the ECHO cohort experienced greater reductions in A1c, and fewer hospitalizations compared to those receiving traditional specialist care.

Want to learn more about Endo ECHO?

Visit the ECHO program page to enroll or share with colleagues:
https://iecho.org/public/program/PRGM1701792288135JFCG3GGTY5

Telehealth Spotlight: Complementing Care Through Teladoc Health

While ECHO focuses on enhancing provider knowledge and capacity, Teladoc Health provides direct virtual care to patients, further expanding access, particularly in rural areas. Teladoc Health is a 24/7 virtual care service that offers chronic care support, mental health counseling, and general medical consultations. Through Molina Healthcare of New Mexico, Teladoc is a fully covered benefit under Turquoise Care.

How Teladoc Supports Diabetes Care:

- Virtual consultations with licensed providers
- Access to diabetes prevention and management coaching
- Medication support and health tracking tools
- Convenient follow-up care between PCP visits

Members can access care anytime by calling: 1-800-TELADOC (835-2362) or by visiting https://www.teladochealth.com/benefits/molina.

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 for more information.

Quality Corner: Immunization Support

In follow-up to Molina's May Bulletin, we continue to monitor activities and collaborate with Department of Health, communities, and network partners to ensure members have access to immunizations against measles and other diseases. We welcome your feedback on how we can support your office directly, in ensuring patient immunizations.

Our Provider Engagement (PE) Team is dedicated to increasing patient engagement, satisfaction, and achieving health goals across New Mexico. We understand the barriers some members face in engaging in care and want to learn about the challenges your office encounters in patient engagement, particularly for completion of immunizations.

Molina seeks opportunities to partner with you on your immunization efforts and other care engagement, prevention, and health goals for your patients. If you're interested in collaborating on ways we can engage your patients in needed care, please contact our Provider Engagement Team at MHNM.ProviderEngagement@Molinahealthcare.com.

Additionally, the PE team is here to support your office on closing Gaps in Care, EPDST, and sharing other Molina Provider resources to ensure better patient outcomes and overall partnership. If you haven't heard from a member of our PE Team and have questions, please reach out to the Manager, Provider Engagement, Lisa Williams at Lisa.Williams@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(es)
- 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 that physical health providers only need to take the onboarding session.

Reminder: Molina and the other Turquoise Managed Care Organizations (MCOs) are partnering together to offer in-person and virtual personal care services training for Agency-Based Community Benefit (ABCB) providers. The training sessions will cover provider and attendant requirements for ABCB person care services, as outlined in Section 8 of the Managed Care Policy Manual.

NOTE: The September 4th training courses have been canceled. If you did not attend the May 8th training, please plan to attend the next session which is offered virtually or in-person:

> Wednesday, July 30 (Las Cruces): 9:00 AM to 12 PM
> - Attend live at: 1320 South Solano Drive (main conference room)
> - Register to attend online

You do not need to register in advance for the in-person training. Your attendance will be recorded upon your arrival.

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

Telehealth Update: 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.

Helpful Resources

Molina provider websites:

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

Questions? Please email your general inquiries to 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.