

Provider Bulletin

Molina Healthcare of New Mexico, Inc.

March 27, 2025

Spotlight: Support Teen Mental Health with *BeMe* a No-Cost Wellness App

Molina Healthcare is excited to offer BeMe, a no-cost, evidence-informed wellness app designed specifically for adolescents ages 13 and up. BeMe empowers teens to take charge of their mental health and emotional well-being right from their phones or smart devices.

Features of the BeMe App:

- Coping Tools: Strategies for managing stress, anxiety, and enhancing self-esteem
- Daily Mood Tracking: Aids in building emotional awareness
- Teen-Created Content: Includes videos, journaling prompts, and more
- 24/7 Live Support: Access to trained behavioral health coaches

Role of the Providers:

As healthcare providers, you play a crucial role in connecting teens to supportive resources. We encourage you to recommend BeMe to adolescent patients and their families as a tool to foster resilience, self-care, and early intervention. The BeMe app is accessible in the app store by searching BeMe Health or go to <http://beme.com/mhnm>. Let's collaborate to enhance youth mental health one download at a time.

Stay tuned for more telehealth resources, vendor spotlights, and best practices to enhance patient care across New Mexico. Have questions or need support? Contact Bianca.Paulette@MolinaHealthcare.com to learn more!

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.

Additionally, the Centers for Medicare and Medicaid Services (CMS) requires certain contracted Medicare providers to complete **Model of Care (MOC) training** on an annual basis. The following provider types must complete MOC training no later than December 31, 2025:

- Primary Care Providers: All specialties for PCP Physicians
- Oncology: Gynecologic Oncology, Hematology, Hematology and Oncology/Oncology and Hematology, Medical Oncology, Oncology, Surgical Oncology
- Psychiatry: Child and Adolescent Psychiatry, Geriatric Psychiatry, Psychiatry
- Cardiology: Cardiovascular Disease/Cardiovascular Diseases, Interventional Cardiology, Cardiology, Cardiology – Interventional, Hypertension Specialist

As part of the required CMS mandated annual training, Molina has developed a MOC program. This MOC program serves as the foundation for Molina's care management policy, procedures, and operational systems for our Medicare dual-eligible population(s). Your practice must take action to complete the online [Molina 2025 Model of Care Provider Training](#) and submit the [New Mexico Model of Care Attestation Form](#) located in the Model of Care drop-down menus of Molina's [Medicare Providers Homepage](#).

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

Project ECHO: Join the School-Based Health Center upcoming sessions

Are you a provider working with or interested in School-Based Health Centers (SBHCs)? Don't miss the opportunity to join the *SBHC ECHO Series*—a dynamic, virtual learning community focused on strengthening care for New Mexico's youth. With 78 SBHCs across the state, these clinics play a vital role in delivering physical, dental, and behavioral health services directly on or near school campuses.

This series dives into critical topics including behavioral health, oral health, and substance use by equipping providers with the tools and insights to reduce barriers to care, support family engagement, and promote the health and academic success of school-age children and adolescents. Let's come together to share best practices, learn from experts, and advance equitable care for New Mexico's students.

Upcoming Sessions:

- April 8, 2025 | 3:30 p.m. – 4:30 p.m. MT: [New Mexico School-Based Health Centers \(SBHCs\) ECHO Program by ECHO Institute New Mexico Hub | iECHO](#)
- April 22, 2025 | 3:30 p.m. – 4:30 p.m. MT: [New Mexico School-Based Health Centers \(SBHCs\) ECHO Program by ECHO Institute New Mexico Hub | iECHO](#)

Explore the full directory of ECHO programs here: <https://iecho.org/echo-institute-programs/>.

Quality Initiative: Enroll in the New Mexico Endocrinology ECHO Program

We are thrilled to announce an opportunity for healthcare providers to advance your diabetes management skills and improve patient care through the New Mexico Endocrinology ECHO Program, proudly sponsored by ECHO Institute New Mexico Institute New Mexico Hub.

Program Overview:

This program is meticulously designed to elevate best practices among healthcare professionals who support patients with diabetes in rural and underserved communities across New Mexico, focusing especially on southern border counties. This ECHO program aims to enhance patient outcomes and prevent diabetes complications through proactive measures such as early detection and effective blood glucose management, alongside improved screening for diabetic retinopathy and chronic kidney disease.

Leveraging the groundbreaking ECHO Model, their multidisciplinary team mentors' participants through dynamic didactic sessions and case-based learning. This fosters a vibrant community of diabetes care experts who delve into all facets of diabetes management. The program not only

covers clinical management but also emphasizes healthy behavior changes and diabetes self-management.

Aligned with the CDC Diabetes Health Equity initiative, they are also developing a dedicated curriculum block to refine screening processes for diabetic eye and kidney disease. This will enhance their program's focus on clinical management by integrating process improvement and team-based strategies.

Session Details:

Their engaging sessions take place on the first Thursday of each month, from 12:00 p.m. to 1:30 p.m. MT, accommodating holiday schedules.

Participants can earn **no-cost continuing medical education**, Continuing Nurse, Continuing Pharmacy Education, and American Academy of Physician Assistants credits, making this an excellent opportunity for professional development. For more details or to enroll, please contact the Endocrinology ECHO Team at [[New Mexico Endocrinology ECHO Program by ECHO Institute New Mexico Hub | iECHO](#)].

Don't miss this chance to join a transformative program and contribute to the improvement of diabetes care in our communities. Sponsored by ECHO Institute New Mexico Hub.

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](#).
- 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](#)
- [Medicare](#)

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.