



July 8, 2014

Dear Practitioner/Provider

Molina Healthcare of New Mexico, Inc. (Molina Healthcare) and the New Mexico Human Service Department (HSD) would like to inform you of a systematic issue that may be impacting some of your claim submissions for Centennial Care. HSD has identified an interface issue affecting its eligibility and enrollment systems. This issue directly affects the ability of Molina Healthcare to timely pay claims for certain Medicaid recipients whose eligibility has been incorrectly terminated retrospectively. HSD is working diligently to correct the issue and has established an interim process with the MCOs that will reinstate eligibility so that claims incorrectly denied may be reprocessed and paid.

The solution being implemented means that providers will NOT have to re-submit claims upon receipt of a denial. In fact, we are asking that providers not submit a duplicate claim after receipt of a denial for a period of thirty (30) days. This will give HSD the opportunity to reinstate eligibility and send a corrected file to Molina Healthcare. This will allow reinstated enrollment in the Molina Healthcare claims payment system and reprocessing of claims for payment.

Molina Healthcare and HSD are also asking that providers not balance bill any Medicaid patients who may have temporarily lost eligibility due to this system issue.

We are confident that the system issue has been identified and are committed to correcting it as soon as possible. In the meantime, we appreciate your patience and cooperation as we implement a temporary solution.

If you have immediate questions, you may call Provider Services toll free at (800) 377-9594. In addition, your dedicated Provider Service Representative's contact information can be located on the Provider Services Territory Grid on the Molina Healthcare Provider Website at www.molinahealthcare.com under "Contact Us."

Thank you,

Molina Healthcare of New Mexico, Inc.

The New Mexico Human Service Department