

Providers Not Enrolled with New Mexico Medicaid

May 1, 2015

Dear Provider,

All providers identified with a National Provider Identifier (NPI) that is not associated with an active New Mexico Medicaid Fee-For-Service or Managed Care Provider record (status 60 or 70) in the Omnicaid system (please refer to Attachment A for additional information) and has or will provide health care services for Molina Healthcare of New Mexico, Inc. (Molina Healthcare) Members **are required to enroll with the New Mexico Medical Assistance Division (MAD) Medicaid Program (New Mexico Medicaid) by June 30, 2015.**

The purpose of this requirement is to assure that billing providers and rendering providers can always be identified on claims and encounter reports by having their NPI numbers registered in the Medicaid provider file, which is maintained by the state's fiscal agent (Xerox). This requirement also will assure encounter data submitted by Molina Healthcare can be accepted by MAD.

Beginning with dates of service July 1, 2015, Molina Healthcare will deny claims if the provider has not enrolled with New Mexico Medicaid.

Molina Healthcare is committed to provide excellent service and prompt payment to all providers providing care to our Members, and can assist providers with this process. Please refer to Attachment B for information and direction on where and how to enroll and contact information to request enrollment.

Xerox has made the enrollment process quick and simple for providers, and has multiple tools for providers to use to enroll.

To avoid payment denials, **please start the enrollment process now.** To ensure claims are not denied for timely filing for providers not enrolled as a MAD provider at the time the services were rendered, the filing limit for claims will start ninety (90) days after the provider is added to New Mexico Medicaid, but will not exceed two-hundred ten (210) days from the date of service. This will allow providers time to enroll and become an approved provider and avoid any timely filing denials.

Please contact your dedicated Provider Services Representative with any questions and/or to request assistance in this process toll free at (800) 377-9594.

Sincerely,

Network Management and Operations/Provider Services Molina Healthcare of New Mexico, Inc.

ATTACHMENT A

MOLINA HEALTHCARE OF NEW MEXICO NEW MEXICO MEDICAID PROVIDER RENDERING PROVIDER WITH A NPI

1. NOT ALL SERVICES REQUIRE A RENDERING PROVIDER

- a. Services that do not need to be performed by a licensed or certified health provider do not require a rendering provider. The Ominicaid reference file for procedure codes has a value called "CONTROL" for which the values are as follows:
 - i. N = no rendering or referring provider required
 - ii. S = rendering (servicing) provider required
 - iii. R = referring provider required
 - iv. B = both rendering and referring provider required

Examples of billing providers using the CMS 1500 format whose employees are generally not medically licensed so are not required to provide rendering provider information and some other unique situations:

- Employees of Businesses Hearing aid dealers, Lodging, Meals, Medical Supplies and DME dealers and Transportation (emergency and non-emergency)
- Medical Technicians Diagnostic Laboratory (physical tests, measurements and studies), Laboratory (unless a professional component for reading), Opticians, Radiology (unless a professional component for reading)
- Support Services Case Managers, Community Base Services, Some Behavioral Health Services (please refer to #2 – Behavioral Health Rendering Providers Not Licensed for Independent Practice), and Waiver Program Providers.
- Dental Providers (not required until January 1, 2016)
- Providers Billing on the UB 04 Claim Form
- Indian Health Services, Facilities, FQHC and Public Health Clinic Claims

2. BEHAVIORAL HEALTH RENDERING PROVIDERS NOT LICENSED FOR INDEPENDENT PRACTICE

- a. The Medicaid Provider Enrollment System is being updated to allow non-independently licensed providers to enroll as Medicaid rendering providers.
- Behavioral Health Agencies and Facility Providers are instructed to use the name and NPI of the supervisor of the non-independently licensed practitioner in the provider field of the claim if the modifier U7 is used with the procedure code (see MAD Supplement 15-01 for additional detail).

Please Note: This process will be continued until further notice to allow sufficient time for non-independently licensed practitioners the opportunity to enroll.

ATTACHMENT B

MOLINA HEALTHCARE OF NEW MEXICO NEW MEXICO MEDICAID PROVIDER ENROLLMENT INSTRUCTIONS And CONTACT INFORMATION

The following instructions are designed by New Mexico Medicaid to streamline the process of Enrollment. Please contact Molina Healthcare of New Mexico, Inc. **Provider Services Department toll free at (800) 377-9594** should you have any questions and/or need assistance.

Please contact the **Xerox Help Desk toll free at (800) 299-7304** should you have any User Administration/Web Registration questions or encounter any technical problems.

- 1. Log onto the New Mexico Medicaid Portal at: <u>https://nmmedicaid.acs-</u> inc.com/webportal/enrollOnline
 - a. Enrolling Online:
 - i. Choose Enroll Online and begin the process
 - 1. Create a New Application
 - 2. Recall Your Existing Application (need your reference number)
 - 3. If you forgot your reference number, select this option and follow directions.
 - b. Paper Application:
 - i. Select Download Enrollment Application: <u>https://nmmedicaid.acs-</u> inc.com/static/ProviderInformation.htm#ProviderEnrollment
- 2. Read and Select Appropriate Provider Enrollment Participation Agreement
- 3. Follow Instructions Provided on each Subsequent Screen

Please remember to document your Reference Number.