

[Date]

<<Provider/Group Name>>
<<Address 1>>
<<Address 2>>
<<City>>, <<State>> <<ZIP>>

ALERT: Risk of claims denial; Centennial Care providers must be enrolled with the appropriate provider type

Presbyterian Health Plan Inc. and Presbyterian Insurance Company Inc. (Presbyterian) are committed to meeting the highest standards in healthcare. This communication contains information regarding enrollment requirements from the Medical Assistance Division (MAD) of New Mexico Human Services Department (HSD) for both individual and group providers.

To receive reimbursement for services rendered to New Mexico Centennial Care beneficiaries, individual and group providers are required to complete the New Mexico Medicaid enrollment and registration process. This ensures that billing and rendering providers can be identified on claims and encounter reports by a National Practitioner Identifier (NPI) number.

Effective immediately: Presbyterian is rejecting and denying claims when:

- The individual provider and the group are not enrolled with HSD.
- Providers are not enrolled with the appropriate provider type.
- Providers bill codes outside of their enrolled provider type.

Please note that if providers have more than one provider type on file, they must submit the taxonomy on the claim. Otherwise, we are unable to match the code to the correct provider type and the claim will deny with the exception 0299. Furthermore, Presbyterian is recouping payments when providers have not enrolled or if they enrolled with an inaccurate provider type and billed codes that they are not enrolled for within the past year.

Providers can check which provider type(s) for which they are enrolled or they can enroll for additional provider types by visiting the New Mexico Medicaid provider web portal at <https://nmmedicaid.acs-inc.com/static/providerlogin.htm>.

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Presbyterian exists to improve the health of the patients, members, and communities we serve.

To assist providers in their claim submissions and reduce administrative burden, we are in the process of posting the fee schedules for all HSD provider types on Presbyterian's provider website. The fee schedules indicate which codes are billable for each provider type. You can view the fee schedules at <https://www.phs.org/providers/resources/reference-guides/Pages/default.aspx>.

Individual and group providers who still need to enroll with New Mexico Medicaid can complete the Provider Participation Agreement (PPA) MAD 312 or 335 online or by printing and mailing the application. To print out or submit a Medicaid application electronically, go online to <https://nmmedicaid.acs-inc.com/webportal/enrollOnline>.

It is both the individual provider's and the provider group's responsibility to submit their applications within a sufficient time frame to allow completion of the enrollment process and submission of the claim within the MAD timely filing limit. Presbyterian will use the MAD approval date on the Medicaid file to determine timely filing. For more information, view Supplement 15-01 at http://www.hsd.state.nm.us/providers/Registers_and_Supplements.aspx.

For questions, or assistance with the application process, contact your Provider Network Management relationship executive by using the following contact information.

Provider Network Management



Hours: Monday through Friday, 8 a.m. to 5 p.m.



Phone: (505) 923-5141

Contact Guide: www.phs.org/ContactGuide



Mailing address: P.O. Box 27489, Albuquerque, NM 87125

Location: 9521 San Mateo Blvd NE, Albuquerque, NM 87113