

# Provider Bulletin

Molina Healthcare of New Mexico, Inc.

April 28, 2025

## **Telehealth Spotlight: Support Access to Reproductive Health with Twentyeight Health Available at No-Cost for Molina Members**

Molina Healthcare is proud to partner with Twentyeight Health, a trusted provider of confidential, mail-order reproductive health services offered at no cost to all Molina members. Through this partnership, eligible members can access:

- Birth control prescriptions (pill, patch, ring, or emergency contraception)
- Discreet home delivery with free shipping
- Bilingual provider support in English and Spanish
- Telehealth consultations for eligible members

Twentyeight Health helps eliminate common barriers to care by delivering reproductive health services directly to members' homes ensuring convenience, privacy, and access no matter where they live.

We encourage providers to share this valuable resource with patients who may benefit from remote access to reproductive care. To learn more, visit: [Twentyeight Health](#)

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](mailto:Bianca.Paulette@MolinaHealthcare.com) to learn more!

## **Important: Changes to NCQA Credentialing Requirements Effective July 1, 2025**

There is a change coming to NCQA Credentialing standards, and we wanted to make you aware of it. Effective July 1, 2025, Molina will be required to verify that your license to practice is renewed on or before the expiration date. After July 1, practitioners with an expired license may no longer participate in the Molina network. Please be sure to renew your license in a timely manner to prevent any unnecessary terminations from occurring. Our system auto-verifies all licenses daily, so there's no need to submit a copy of your renewed license.

## **Project ECHO: Reproductive Health ECHO Webinar**

Join the May session of the Reproductive Health ECHO, where we'll explore how to center equity in reproductive health services across New Mexico. This interactive session will provide practical tools, highlight community-informed approaches, and offer space for shared learning among providers, CHWs, and reproductive health advocates.

Topic: IUDs Pre-Insertion types, candidates, timing of insertion

Date: May 12, 2025

Time: 12:00 - 1:00 PM (MT)

Virtual: No-cost to attend

Registry link: <https://iecho.org/public/program/PRGM1690565162713IZIPY66HST>

Who should attend? Clinicians, Community Health Workers, Public Health Professionals, Health Educators, and anyone working to improve reproductive health access and outcomes.

This monthly ECHO series supports capacity building, peer connection, and the delivery of culturally responsive reproductive health care. Sessions occur twice a month, on the 2nd and 4th Mondays, noon to 1 p.m. MT.

## **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 that physical health providers only need to take the onboarding session.

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. Please plan to attend one of the following required sessions:

- Thursday, May 8 (Albuquerque): 10 AM to 12 PM
  - Attend live at:  
[James Hinton Auditorium – Presbyterian Cooper Center](#)  
(provider parking available in the NE parking lot)
  - [Register to attend online](#)
- Thursday, Sept. 4 (Las Cruces): 9:30 AM to 11:30 AM
  - Attend live at:  
[1320 South Solano Drive](#) (main conference room)
  - [Register to attend online](#)
- Thursday, Sept. 4 (Las Cruces): 1:00 PM to 3 PM
  - Attend live at:  
[1320 South Solano Drive](#) (main conference room)
  - [Register to attend online](#)

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

Additionally, **Behavioral Health** providers participating in Medicaid are encouraged to register for the annual mandatory **Critical Incident Reporting** training. The Turquoise Care Managed Care Organizations (MCOs) are collaboratively offering multiple training sessions throughout the year. To register for one of the three sessions available, click on the link provided below or visit [Training Resources, Availity Essentials Portal \(molinahealthcare.com\)](#):

- Wednesday, May 14, 2025, at 9:00 AM - 10:30 AM  
<https://events.teams.microsoft.com/event/06f4bc96-47b9-4cef-85dd-24fba019c07a@e27d8c1b-a6b6-4318-a52a-e1b56481ed84>
- Tuesday, August 19, 2025, at 1:00 PM - 2:30 PM  
<https://events.teams.microsoft.com/event/83a16638-237f-482a-b8e9-5b2ab396734c@e27d8c1b-a6b6-4318-a52a-e1b56481ed84>
- Monday, November 3, 2025, at 9:00 AM - 10:30 AM  
<https://events.teams.microsoft.com/event/02372f6d-6d83-4009-996b-1460427c328b@e27d8c1b-a6b6-4318-a52a-e1b56481ed84>

Providers are welcome to attend multiple sessions but are required to complete only one session to satisfy the mandatory requirement.

For a complete list of training and resources, please visit [Training Resources, Availability Essentials Portal \(molinahealthcare.com\)](https://molinahealthcare.com/training-resources) or [New Mexico Providers Home \(molinahealthcare.com\)](https://molinahealthcare.com/new-mexico-providers-home).

### **New Mexico Provider Resource: No-Cost Child and Adolescent Psychiatrist Consults**

The New Mexico Access to Behavioral Health for Children (NM-ABC), in partnership with the New Mexico Department of Health and the UNM Center for Development and Disability, offers no-cost consultations with a child and adolescent psychiatrist. This initiative aims to support New Mexico providers in delivering mental health care to children and adolescents amidst specialist shortages and long waiting lists. Please find the scheduling information below:

- Consultation Details: Dr. Amy Rouse, a Child & Adolescent Psychiatrist at UNM, is available for office hours and brief consultations. These sessions may cover topics such as medication options, side effect profiles, differential diagnoses, co-occurring issues, behavioral challenges, resources, and treatment recommendations. Note that patient-identifying information is not required, and there is no charge for this service.
- Eligibility: These consultations are intended for New Mexico professionals (MD, PA, DO, NP, CNP, APRN, PsyD, PhD, MA, MS, MSW, PharmD, etc.) and **do not** involve direct patient evaluations.
- Availability: Quick consultations are available on Tuesdays at 1:00 PM or Fridays at 11:30 AM MT. If these times are inconvenient, please contact [nmabc@salud.unm.edu](mailto:nmabc@salud.unm.edu) or call 505-272-3459 to arrange an alternative time. Consultations can be conducted via phone or Zoom, based on preference.
- Scheduling: <https://bit.ly/nmabcconsult>

## **We're Here to Help: Measles Outbreak**

The New Mexico Department of Health (NMDOH) is tracking the measles outbreak in Lea, Eddy, Chaves, and Dona Ana counties. For the most updated information, visit the NM Department of Health Measles link [Measles](#).

Molina is closely monitoring this activity and collaborating with DOH, 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 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 in immunization.

Molina seeks opportunities to partner with you on immunization efforts and other care engagement, prevention, and health goals for your patients. If you have requests or ideas on how we can assist, please contact our Provider Engagement Team at [MHNM.ProviderEngagement@Molinahealthcare.com](mailto:MHNM.ProviderEngagement@Molinahealthcare.com)

You may also contact the following members of our Provider Engagement Team directly:

Lisa Williams, Manager Provider Engagement  
email: [Lisa.Williams@molinahealthcare.com](mailto:Lisa.Williams@molinahealthcare.com)  
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### **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](mailto: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.