Provider Bulletin

Molina Healthcare of New Mexico, Inc.

May 23, 2025

Telehealth Spotlight: Support Access to After-Hours and Urgent Care with Galileo
Available at No Cost for Molina Turquoise Care Medicaid Members

Molina Healthcare is proud to partner with **Galileo**, a trusted provider of virtual urgent care and after-hours services available at no cost to Molina Turquoise Care Medicaid members. Through this partnership, eligible members can access:

- Same-day and after-hours virtual visits with licensed providers
- Care for urgent needs across all age groups—from infants to older adults
- Convenient mobile app access with no appointment required
- Support for managing common conditions, prescriptions, and care follow-up

Galileo helps eliminate access barriers by offering timely, virtual care outside of regular clinic hours ensuring members receive the care they need when they need it. Whether it's a weekend fever or a late-night concern, Galileo helps reduce unnecessary ER visits and keeps care connected.
We encourage providers to share this resource with patients who may benefit from flexible and responsive telehealth access.

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(es)
- 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.

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.

Provider ECHO Corner: General Pediatric ECHO – Building Pediatric Care Capacity Across New Mexico

The *New Mexico General Pediatric ECHO* equips providers with practical tools and guidance to manage common pediatric cases that may require sub-specialty insight. These sessions help clinicians initiate appropriate workups and develop best-practice care plans in outpatient settings.

Session Schedule:
- 1st and 3rd Fridays of each month
- Time: 12:00–1:00 PM MT

Who Should Attend?
- Primary Care Providers
- Nurses and Physician Assistants
- Pharmacists
- Psychologists and Psychiatrists

Topics Include:
- Behavioral Health
- Autism and Developmental Delays
- Infectious Diseases
- Endocrinology
- Gastroenterology and Eating Disorders

Continuing Education

CME/CE credits are available for physicians, physician assistants, nurses, and pharmacists. Want to Learn More? Contact the General Pediatric ECHO team for registration and participation details.
[New Mexico General Pediatric ECHO Program by ECHO Institute New Mexico Hub | iECHO](#)

New Pharmacy Drug Utilization Review Edit: DPP-4 Inhibitor and GLP-1 Receptor Agonist Therapeutic Duplication

Scope: Medicaid and Marketplace

Action Needed: Evaluate whether patients should be counseled to stop taking a prescribed DPP-4 inhibitor after starting a prescribed GLP-1 receptor agonist. Prior to August 1st, patients taking a DPP-4 inhibitor combination product with a GLP-1 receptor antagonist will need a new separate prescription for medication that is not a DPP-4.

Details and Background: Molina will implement a therapeutic duplication Drug Utilization Review (DUR) edit targeting DPP-4 inhibitor claims when a GLP-1 receptor agonist has been filled in the prior 28–84 days. This edit is based on clinical guidance from the 2025 American Diabetes Association (ADA) Standards of Care, which state that concurrent use of a DPP-4 inhibitor with a GLP-1 receptor agonist is not recommended due to a lack of additional glycemic benefit[1]. Pharmacies will start to see a claim rejection with the following messaging:
"DPP-4 not recommended if using GLP-1; Member filled GLP-1 in last 28–84 days."

Effective Date(s):
- June 1, 2025, for single drug DPP-4 inhibitors
- August 1, 2025, for combination DPP-4 inhibitor drugs
- GLP-1 drug claims will not be impacted by prior DPP-4 use.

These edits support evidence-based prescribing and aim to reduce unnecessary medication costs and therapeutic redundancy. For exceptional circumstances, please follow the standard prior authorization submission process.

Reference(s):
(1) American Diabetes Association Professional Practice Committee; 9. Pharmacologic Approaches to Glycemic Treatment: Standards of Care in Diabetes—2025. *Diabetes Care* 1 January 2025; 48 (Supplement_1): S181–S206. https://doi.org/10.2337/dc25-S0099. *"9.21 Concurrent use of dipeptidyl peptidase 4 (DPP-4) inhibitors with a GLP-1 RA or a dual GIP and GLP-1 RA is not recommended due to lack of additional glucose lowering beyond that of a GLP-1 RA alone. B"*

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.

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

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.