

# Provider Bulletin

Molina Healthcare of New Mexico, Inc.

January 31, 2025

## Spotlight: Expanding Telehealth Access in New Mexico

Molina Healthcare is committed to improving access to care for New Mexicans in 2025 by leveraging telehealth. To better understand and enhance these services, Molina is collecting valuable insights from providers like you. Your feedback will help shape strategies to address healthcare challenges and expand access to care for communities across New Mexico.

As a token of appreciation, providers who complete our survey by February 28, 2025, will be entered into a drawing for a \$20 Starbucks gift card. Don't miss this opportunity to share your input and contribute to the future of healthcare in New Mexico! Survey link:

<https://molinahealthcare.surveymonkey.com/r/BBGZ85S>

Stay tuned as we share resources, tips, and vendors to empower your practice in offering seamless telehealth services. Together, we can increase access to care and improve health outcomes across New Mexico.

Have questions or need support? Contact [Bianca.Paulette@MolinaHealthcare.com](mailto:Bianca.Paulette@MolinaHealthcare.com) to learn more!

## Medicaid Implements Required Taxonomy Code Changes

The Health Care Authority (HCA) has implemented taxonomy code changes for Medicaid enrollment and Medicaid claims processing. These changes are in conjunction with the enhanced [Medicaid Portal and Presumptive Eligibility Enrollment](#) system.

Providers should [Enroll with Medicaid](#) and submit claims using the correct billing taxonomy code assigned to your provider type. The updated taxonomy [Provider Enrollment Matrix](#) is also available for download on the [New Mexico Medicaid Portal](#). For additional information or questions, please contact the HCA by email [Health Care Authority](#) or toll-free at 1 (800) 299-7304. If your provider type has been identified as receiving a new taxonomy, please begin to bill with the updated code once your provider profile has been updated in the New Mexico Medicaid Provider Portal.

## Quality Initiative: Molina Depression Screening Best Practice Tips

Integrating depression screening into routine healthcare practice represents a significant advancement in patient care. By following these steps, healthcare providers can ensure early detection and effective management of depression, ultimately improving patient outcomes and quality of life:

1. Integrate Screening into Routine Care:
  - Annual Screening: Schedule annual depression screenings for all patients during routine visits.
  - High-Risk Populations: Identify and prioritize high-risk groups (e.g., patients with congestive heart failure or recent significant losses, pregnant or postpartum women) for more frequent screenings.
2. Use Validated Tools:
  - PHQ-2: Start with the PHQ-2 questionnaire to quickly screen for depression.
  - Follow-Up with PHQ-9: If a patient screens positive on the PHQ-2, conduct a more detailed assessment using the PHQ-9 or another validated instrument.
3. Training and Education:
  - Staff Training: Ensure all healthcare providers and staff are trained on how to administer and interpret the PHQ-2 and PHQ-9.
  - Patient Education: Educate patients about the importance of depression screening and what to expect during the process.
4. Standardize Follow-Up Procedures:
  - Positive Screening Protocol: Develop a clear protocol for follow-up assessments and interventions for patients who screen positive.
  - Referral Systems: Establish a system for referring patients to mental health specialists if needed.
5. Documentation and Monitoring:
  - Record Keeping: Document screening results and follow-up actions in the patient's medical record.
  - Screening Result Data: Utilize your Electronic Health Record to capture screening LOINC codes and results.
  - Monitor Outcomes: Regularly review and analyze screening data to monitor the effectiveness of the screening program and make necessary adjustments.
6. Patient-Centered Approach:
  - Engage Patients: Involve patients in discussions about their mental health and treatment options.
  - Support Systems: Provide resources and support for patients diagnosed with depression, including counseling and support groups.



Need more support? Molina network providers can access PsychHub’s library of online educational courses and material at no charge, with many of the courses offering certification or continuing education credits upon completion. Course subjects include topics such as evidence-based practices in mental health, reducing suicide risk, safety planning and intervention, counseling on access to lethal means, strategies for treating depression, traumatic stress, complex grief, motivational interviewing, psychotropic medications, and substance use disorder-related subjects at <https://resources.psychhub.com/molina>.

Molina Healthcare's commitment to supporting both members and providers underscores the importance of mental health in overall well-being.

### **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.

### **Project ECHO**

Did you know that Project ECHO offers 74 active programs? These programs empower providers and educators to make a meaningful impact on people’s well-being, from Shiprock to Lovington and beyond. Each month, we’ll highlight a unique program to inspire and inform our provider community. ECHO-trained professionals are transforming lives by bridging knowledge gaps and expanding access to specialized care. Plus, did you know that time spent presenting a Medicaid patient case during an ECHO consult is reimbursable? It’s a valuable way to share expertise and learn collaboratively.

We encourage our providers join the [New Mexico and Indian Country HCV Provider Training ECHO](#) on February 05, 2025, 1:00-3:00 PM MST.

Explore the full directory of ECHO programs here: <https://iecho.org/echo-institute-programs/>.

## **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.

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

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



## Helpful resources

Molina provider websites:

- [Marketplace](#)
- [Medicaid](#)
- [Medicare Providers](#)

Please email your general inquiries to [MHNM.ProviderServices@MolinaHealthcare.com](mailto:MHNM.ProviderServices@MolinaHealthcare.com), and they will be routed to the appropriate individual. Thank you for your commitment to serving Molina Healthcare of New Mexico members and the community.