

# Provider Bulletin

Molina Healthcare of New Mexico, Inc.

June 13, 2024

## Network Services Update

Please join us in welcoming Erica Archuleta, our new Director of Contracting to Molina Healthcare of New Mexico, Inc. network team. Erica has nearly a decade of New Mexico Medicaid experience, starting with physical health benefits and contributing to managed care contracts, 438.6(c) Directed Payments, Value-Based Purchasing (VBP), provider rates, State Plan Amendments (SPA), and 1115 waivers. During her tenure in New Mexico state government, she progressed through roles in physical health, finance, Managed Care, and long-term services and support for the New Mexico Medicaid program. Prior to Medicaid, she worked in public health, non-profit, customer service, and sales. Her relationships with providers and knowledge of federal guidelines have helped secure approvals for innovative Medicaid programs to enhance access, quality, and cost-efficiency.

## Save the Date: Turquoise Care Provider Training

Annual Provider Training is a requirement for all Medicaid Providers. Below are the dates and locations for the upcoming onsite trainings that will be offered statewide in the month of June. These sessions will be offered before the Medicaid Turquoise Care go-live date of **July 1, 2024**. To register, please click on the RSVP link below. We look forward to seeing you there!

Date	Time	City	Location
June 14, 2024	1:00 PM	Albuquerque, NM	Molina Healthcare
June 17, 2024	1:00 PM	Farmington, NM	Farmington Civic Center
June 18, 2024	10:00 AM	Gallup, NM	University of New Mexico
June 19, 2024	10:00 AM	Las Cruces, NM	Courtyard by Marriott
June 21, 2024	1:00 PM	Santa Fe, NM	DoubleTree by Hilton
June 25, 2024	1:00 PM	Roswell, NM	Candlewood Suites
June 26, 2024	1:00 PM	Hobbs, NM	Fairfield by Marriott
June 27, 2024	10:00 AM	Clovis, NM	Fairfield Inn & Suites

RSVP: <https://molinahealthcare.surveymonkey.com/r/2024MedicaidAnnualTrainingRSVP>

Annual Provider Training is also 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.

To register, please visit: [Training Resources, Availity Essentials Portal \(molinahealthcare.com\)](https://molinahealthcare.com/training-resources)



## **Availity Essential is Molina's exclusive provider portal**

Not registered with Availity Essentials?

If your organization has not yet registered for Availity Essentials and you are responsible for the registration, please visit [availity.com/MolinaHealthcare.com](http://availity.com/MolinaHealthcare.com) and click the Register button.

Call Availity client services at (800) Availity (282-4548). Assistance is available Monday through Friday, 8 a.m.-8 p.m. ET.

You may also visit our Molina provider portal at:

Medicaid: [Provider.MolinaHealthcare.com](http://Provider.MolinaHealthcare.com)

Marketplace: [Provider.MolinaHealthcare.com](http://Provider.MolinaHealthcare.com)

## **Provider gallery**

Our provider gallery highlights our network providers and the services they provide. If you're interested in sharing news about your practice or facility, please submit your request directly to [MHNM.ProviderServices@MolinaHealthcare.com](mailto:MHNM.ProviderServices@MolinaHealthcare.com), and our communications representative will contact you. We will feature your practice or facility in a future provider bulletin.

## **Reminder: Notify us of any changes**

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 correspondences to the correct location.

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 is implementing 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](#)

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!**