

Provider Bulletin

Molina Healthcare of New Mexico, Inc.

October 29, 2024

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 physical health providers only need to take the onboarding series.

Additionally, annual Cultural Competency training is also required by the New Mexico Health Care Authority (HCA) for all providers contracted with Molina. Providers must provide equitable access to and the delivery of services to all Members, including those with limited English proficiency, diverse cultural and ethnic backgrounds, or disabilities; regardless of gender, sexual orientation, or gender identity. If you have completed Cultural Competency training with another MCO (BCBS, Presbyterian, or United Healthcare) you can simply complete Molina's attestation form which can be found on our website.

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 correspondences 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](#)

Please email your general inquiries to 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!**