

Provider Bulletin

Molina Healthcare of New Mexico, Inc.

July 2, 2024

Dear Provider,

Molina Healthcare is aware that the Personal Care Service (PCS) authorizations are not currently visible in AuthentiCare. We are actively working with FISVR to resolve this issue. In the meantime, we request that agencies with an approved authorization from the previous MCO (Presbyterian, Blue Cross Blue Shield, Western Sky Community Care) continue to provide their services.

Agencies should track the dates and entry times for the caregivers. Please submit web-based claims during this period. We are aiming to have a resolution early this week.

If you have any other questions regarding PCS authorizations, please email at:

NMEVV@Molinahealthcare.com

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!