

April 27, 2017

ALERT: Risk of Claim Denial or Recoupment; Medicaid Enrollment Required for Group and Individual Providers

Presbyterian Health Plan Inc. and Presbyterian Insurance Company Inc. (Presbyterian) are committed to meeting the highest standards in healthcare. This communication contains information regarding requirements from the Medical Assistance Division (MAD) for both individual and group providers.

To receive Medicaid reimbursement for services rendered to New Mexico Medicaid beneficiaries, both individual and group providers are required to complete the New Mexico Medicaid enrollment and registration process. This assures that billing and rendering providers can always be identified on claims and encounter reports by a National Practitioner Identifier (NPI) number enrolled in the Medicaid provider file.

Effective June 1, 2017: Presbyterian will begin recouping previous payments if providers are not enrolled or do not have a pending status with the New Mexico Human Services Department (HSD) by June 1, 2017. Please be aware that it can take up to 10 days after enrollment to indicate a pending status. If providers do not have a pending status, or if their application was denied, Presbyterian will recoup.

To enroll with New Mexico Medicaid, providers can complete the Provider Participation Agreement (PPA) MAD 312 or 335 online or by printing and mailing the application. To print out or submit a Medicaid application electronically, go online to <https://nmmedicaid.acs-inc.com/webportal/enrollOnline>. Once MAD approves the application, providers have 90 days to submit claims for dates of service that do not exceed 210 days.

It is both the individual provider's and the provider group's responsibility to submit its application within a sufficient time frame to allow completion of the enrollment process and submission of the claim within the MAD timely filing limit. Presbyterian will use the MAD approval date on the Medicaid file to determine timely filing. For more information, view Supplement 15-01 at http://www.hsd.state.nm.us/providers/Registers_and_Supplements.aspx.

For questions, or assistance with the application process, contact the Presbyterian Customer Service Center.



Hours: Monday through Friday, 8 a.m. to 5 p.m.



Toll-Free: 1 (888) 923-5757

Contact Guide: www.phs.org/Contact-us



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Presbyterian exists to improve the health of the patients, members, and communities we serve.