

# New Mexico Medicaid E-News

## Conduent Contact Information



**Email:** [NMProviderSUPPORT@conduent.com](mailto:NMProviderSUPPORT@conduent.com)

**Email:** [HIPAA.Desk.NM@conduent.com](mailto:HIPAA.Desk.NM@conduent.com)

**AVRS** (Automated Voice Response System) 800-820-6901

**Call Center** [505-246-0710](tel:505-246-0710) or [800-299-7304](tel:800-299-7304)

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## Provider Enrollment Online Application Process

NM Medicaid is taking steps to reduce paper application handling in an effort to improve and streamline the provider enrollment process. MAD 335(Group or Individual Billing Providers) and MAD 312 (Provider Affiliated with a Billing Group) Provider Enrollment Applications can be submitted electronically on the NM Medicaid Web Portal at the link below:

### [Provider Enrollment Web Application](#)

There are advantages to submitting provider applications electronically:

- Application rejections and resubmissions are minimized
- Applications are delivered to Conduent immediately through the portal
- Processing occurs expeditiously, improving timeliness of the applications process

Attention MAC users: Safari browser may not be compatible with certain devices when navigating the online enrollment process. Please use other browsers such as Firefox, Explorer etc. to complete the process. Conduent is aware of the issue and is working to resolve the problem.

If you are unable to submit a Provider application using the online enrollment process, please contact the Provider Relations department for assistance at [NMProviderSupport@conduent.com](mailto:NMProviderSupport@conduent.com) or 1-800-299-7304.

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## Provider Enrollment Applications Top 5 Errors

The New Mexico Medicaid Provider Enrollment team is taking steps to implement more timely and efficient processing so you can become a provider with New Mexico Medicaid. Conduent is working towards reducing the number of Provider Applications that are deferred for missing or incorrect information.

Here are our top five (5) errors to keep in mind while completing the provider enrollment application.

### 1.) **Incorrect National Provider Identification Number (NPI)**

Note: MAD-312 applications (for individuals) need a Type 1 NPI, and MAD-335 applications (for groups) need a Type 2 NPI.

**Tip:** We recommend visiting the National Plan and Provider Enumeration System (NPPES) website to ensure the correct NPI is entered on the application. The NPPES website is listed directly below:

<https://nppes.cms.hhs.gov/NPPES/Welcome.do>

2.) **Expired Insurance**

**Tip:** To ensure processing is not delayed, we cannot accept any licenses that will expire within 30 calendar days from the day Conduent receives your application.

3.) **Incomplete or Missing Information – IRS Letter/W-9 or Approval Letters**

**Tip:** We recommend you refer to the Provider Type and Specialty List before submitting your application in order to review the required attachments for your specific provider type.

4.) **Board Certification**

**Tip:** Refer to the Provider Type and Specialty List before sending in your application. Verify that all pertaining documents associated with credentialing your provider type have been included in your enrollment application.

5.) **Signature**

**Tip:** Double check that your application has been signed before submitting. Paper applications must be signed in blue ink. Photocopied, stamped, or scanned signatures will not be accepted.

To reduce the chance of your application getting returned, consider submitting the application through the NM Medicaid Web Portal. On the web portal, you will be able to refer to the Provider Type and Specialty List while completing the application, and will receive error messages when required fields are not populated to further assist in the process.

Please review the *Provider Enrollment Online Application Process* article listed directly below to learn more about the online submission process.

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