July 27, 2020

New Mexico Medicaid E-News

**Focus On…**

* **CMS-1500 Billing Reminders – *New***
* **Provider Enrollment Application Errors – *New***
* **Identifying 340B Claims**
* **Top 3 Denials**
* **Gross Receipts Tax Rate Changes – Effective July 1, 2020**
* **NM Medicaid Telehealth / Video Visit Information**
* **2020 Provider Webinar Schedule**
* **ITU Service Providers**

**Monthly IHS Open Forum**

* **New Mexico Medicaid Provider Resource List**

**CMS-1500 Billing Reminders – *New***

Billing Conduent for Services Rendered

* CMS -1500 forms box 24A Date of Service should be billed as MM/DD/YR (2 digit month 2 digit day 2 digit year)
* All claims must include:
  + - Charge lines
    - Valid client ID#
    - Patient name
    - Patients date of birth
    - Provider of service signature
* All claim data must fit within its corresponding boxes
* Any claim attachments must:
  + - Be legible
    - Not be printed on front and back of the paper
    - Explanation of benefits submitted must show
      * A paid/processed date
      * Allowable, deductible, coinsurance, patient responsibility, paid amount
    - Match the claim form submitted

To avoid any delays in getting your claim processed please follow the above tips.  Claims will not be processed if missing any of the criteria above.

**July 2020**

**Provider Enrollment Application Errors – *New***

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.

Here are our top errors to keep in mind while completing the provider enrollment application:

**1.)  Expired License or Insurance**

**Tip:** Conduent cannot accept any License or Certificate of Insurance (COI) that expires:

*Within 30 calendar days from the day Conduent receives a Physical Health Application.*

*Within 15 calendar days from the day Conduent receives a Behavioral Health Application.*

**2.)   Incorrect National Provider Identification Number (NPI)**

**Note**: Applications using a Social Security Number (SSN) need a Type 1 NPI, and applications using a Federal Employer Identification Number (FEIN) 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://npiregistry.cms.hhs.gov/](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fnpiregistry.cms.hhs.gov%2F&data=02%7C01%7CRobert.Gipson%40conduent.com%7Ca1f5cffe84ee4334ed0508d82e63a9a8%7C1aed4588b8ce43a8a775989538fd30d8%7C0%7C0%7C637310352862451693&sdata=NYfM7ONQvxdQ153hfsZSAKlVS2CPAFqg2mNUMZZkpAA%3D&reserved=0)

**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.)   Missing Signature or Initials**

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

MAD 335 (Group or Individual Billing Providers) and MAD 312 (Provider Affiliated with a Billing Group) Provider Enrollment Applications can be submitted and resubmitted electronically on the NM Medicaid Web Portal at the link below:

[**Provider Enrollment Web Application**](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fnmmedicaid.acs-inc.com%2Fwebportal%2FenrollOnline&data=02%7C01%7CRobert.Gipson%40conduent.com%7Ca1f5cffe84ee4334ed0508d82e63a9a8%7C1aed4588b8ce43a8a775989538fd30d8%7C0%7C0%7C637310352862451693&sdata=pEfeJfNh8TkbY2sntoreHzH1VZ1lX%2FqffF7iL2Xa6AM%3D&reserved=0)

If you are having issues when processing your online application, please switch browsers such as Google Chrome to Internet Explorer and vice versa.

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.

**July 2020**

**Identifying 340B Claims**

To All Medicaid 340B Providers: Conduent would like to remind providers that Section 340B of the Public Health Service Act requires pharmaceutical manufacturers participating in Medicaid to sell outpatient drugs at discounted prices to health care organizations that care for many uninsured and low-income patients.

Physician Administered Drug Claims and Encounters: Those providers who buy their pharmaceutical stock from 340B participating manufacturers are required to properly identify CMS-1500 and UB claims submitted using this stock for either fee for service or managed care claims/encounters.

New Mexico Medicaid requires all physicians, regional health centers, family planning organizations, and other clinics that bill for physician administered drug items obtained under 340B drug pricing agreements must submit the UD Modifier (340B drug pricing program discount) when filing a claim/encounter that used physician administered drugs from their discounted 340B stock. Pharmacy Claims and Encounters: New Mexico Medicaid requires all pharmacies to submit actual acquisition costs under the 340B program in the “ingredient cost” in field 409-D9, complete the “gross amount due” with appropriate dispensing fee in field 430-DU, and identify the claim/encounter by providing “8” in the “basis of cost” field 423-DN. Supplements: Providers were first notified of this requirement in September 2016 via pharmacy MAD Supplement 16-10 and provider offices, outpatient clinics and hospitals in May 2010 via MAD Supplement 10-03.

These supplements contain information regarding appropriate 340B claims billing.

CMS recently established two new Healthcare Common Procedure Coding System (HCPCs) Level II modifiers to identify 340B-acquired drugs. Providers are required to report either modifier “JG” or “TB” on OPPS claims.

JG - Drug or biological acquired with 340B drug pricing program discount

TB - Drug or biological acquired with 340B drug pricing program discount, reported for informational purposes.

These modifiers are **not** to be used in lieu of the UD modifier.

**Providers are required to submit the UD,  JG or TB modifiers as applicable.**

If you have any questions, please call the Provider Relations Helpdesk at 1-800-299-7304, option 6.

**June 2020**

**Top 3 Denials**

The Top 3 denials have been identified as the following:  
  
1. **Service Not Family Planning**

Please refer to the Family Planning Workshop to for the definition of Family Planning as well as the covered and non-covered services here: <https://nmmedicaid.portal.conduent.com/static/PDFs/TrainingPresentations/Family%20Planning%20Workshop.pdf>  
  
**2. Client Not Eligible**

Remember to check client eligibility before submitting a claim. The following are the methods of checking a client’s eligibility:

* On-Line Eligibility Inquiry—Web Portal: <https://nmmedicaid.portal.conduent.com/static/index.htm>
* Automatic Voice Response System (AVRS) 800-820-6901
* Conduent Eligibility Help Desk: 800-705-4452

Monday – Wednesday & Friday (Mountain Time) 8:00 a.m. - 5:00 p.m.

Thursday (Mountain Time) 8:00 a.m. - 4:00 p.m.  
  
**3. Timely Filing Not Met**  
  
 Timely filing deadline is 90 days from the last date of service

Exceptions can  be made for the following circumstances:

* Billing Provider Status Update – ***the claim must be submitted within 90 days from the status update***
* Client Eligibility update – ***the claim must be submitted within 120 days from the eligibility update***

To reconsider a timely filing denial Conduent will review the following documents or instances

* Billing Provider Status Update
* Eligibility update
* Medicare Explanation of Medical Benefits – EOB must show the payment date, the client information and date of service must match
* Third Party Explanation of Benefits – EOB must show the payment date, the client information and date of service must match

If you have any questions, please call the Provider Relations Helpdesk at 1-800-299-7304, option 6.

**June 2020**  
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**Gross Receipts Tax Rate Changes – Effective July 1, 2020**

**Beginning July, 1, 2020, there will be a change in Gross Receipts Rates for cities in the following counties:  
  
Cibola County:**

Milan 8.0000%

**Guadalupe County:**

Santa Rosa 8.5000%

**Otero County:**

Alamogordo 8.1250%

**Socorro County:**

Magdalena 7.4375%

Pueblo of Acoma 6.5000%

Socorro (city) 7.8125%

Remainder of County 6.5000%

**Taos County**

Picuris Pueblo 7.5000%

Questa 8.5625%

Red River 8.8125%

Taos (city) 8.6875%

Taos Pueblo 7.5000%

Taos/Taos Pueblo 8.6875%

Taos Ski Valley 9.4375%

Remainder of County 7.5000%

**Valencia County**

Rio Communities 7.6875%

The Gross Receipts Tax Rate Schedule can be found at the Taxation and Revenue New Mexico website [http://www.tax.newmexico.gov/gross-receipts-tax-historic-rates.aspx](https://na01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.tax.newmexico.gov%2Fgross-receipts-tax-historic-rates.aspx&data=02%7C01%7CRobert.Gipson%40conduent.com%7C70cb2f32d2214e2c0bb908d666c88d3d%7C1aed4588b8ce43a8a775989538fd30d8%7C0%7C0%7C636809409061208681&sdata=HxAMhK91PnSFjMaMWhWvH08w%2F8V9M2s4g5bmbNiIPh4%3D&reserved=0).

If you have any questions, please call the Provider Relations Helpdesk at 1-800-299-7304, option 6.

**June 2020**

**NM Medicaid Telehealth / Video Visit Information**   
  
For information regarding Telehealth / Video Visit billing information during the Covid-19 pandemic please click on the following link:

<https://nmmedicaid.portal.conduent.com/static/covid.htm#Telehealth>

If you have questions related to this communication, please call the New Mexico Medicaid Call Center at 1-800-299-7304, option 6.

April 2020

**2020 Provider Webinar Schedule**

Live Provider Webinar Sessions:

* Available at no cost to NM Medicaid Providers
* All webinars are Mountain Standard Time (MST)
* Requires registration. Ctrl + Click hyperlink to register for the specific Class Title

Please join us for the following live provider webinar sessions:

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Class Title** | **Time** | **Presenter/Co Presenter** |
|  |  |  |  |
| 08/20/2020 | [**Medicaid School-Based Services Training**](https://conduent.webex.com/conduent/j.php?RGID=r87625792ea78d3c29a3460d3d179e7e2) | 10:00 AM | Conduent New Mexico |
| 08/20/2020 | [**Online Provider Update Overview**](https://conduent.webex.com/conduent/j.php?RGID=r70864b2ad837777cbb97ddcfe1c539a0) | 2:00 PM | Conduent New Mexico |
|  |  |  |  |
| 09/17/2020 | [**Adjustment, Void, & Rebill Online Claims Entry**](https://conduent.webex.com/conduent/j.php?RGID=r5f27d49732911571fcab1eff9f81e3d4) | 10:00 AM | Conduent New Mexico |
| 09/17/2020 | [**Emergency Medical Services for Aliens (EMSA)**](https://conduent.webex.com/conduent/j.php?RGID=rfc30ea2fe7f6bfe3aeafb95a9eefc489) | 2:00 PM | Conduent New Mexico |
|  |  |  |  |
| 10/15/2020 | [**CMS-1500 Claims Online Entry**](https://conduent.webex.com/conduent/j.php?RGID=rb7f796f11b490d24074ff10bdd8ef5eb) | 10:00 AM | Conduent New Mexico |
| 10/15/2020 | [**UB-04 Online Claims Entry**](https://conduent.webex.com/conduent/j.php?RGID=rfd6b3778f58bd895f8f324ca7d0b96ce) | 2:00 PM | Conduent New Mexico |
|  |  |  |  |
| 11/19/2020 | [**Family Planning (COE 029)**](https://conduent.webex.com/conduent/j.php?RGID=r213ce7d85b17f4d4c9b685f0c5ef49f3) | 10:00 AM | Conduent New Mexico |
| 11/19/2020 | [**DD Waiver CMS-1500 Online Claims Entry**](https://conduent.webex.com/conduent/j.php?RGID=r3cf919af8f51b2681b3869e5e18018bb) | 2:00 PM | Conduent New Mexico |
|  |  |  |  |
| 12/17/2020 | [**JUST Health (COE 54 Incarcerated Individuals)**](https://conduent.webex.com/conduent/j.php?RGID=r08e8924d06d3d1d17dba303492da2f4a) | 10:00 AM | Conduent New Mexico |
| 12/17/2020 | [**Adjustment, Void, & Rebill Online Claims Entry**](https://conduent.webex.com/conduent/j.php?RGID=r4ff725705dff315e54b02d04d5dbe353) | 2:00 PM | Conduent New Mexico |
| **Date** | **IHS Open Forums** | **Time** | **Presenter\Co Presenter** |
| 2020 | **Second Wednesday of every month** | 2:00 PM | Conduent New Mexico |

After your request to register has been approved, you will receive instructions for joining the meeting. Be sure to add the meeting to your calendar. Need help? Go to [http://help.webex.com](https://na01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fhelp.webex.com&data=02%7C01%7C%7C3168f2006fb64334d37608d6297a2162%7C1aed4588b8ce43a8a775989538fd30d8%7C0%7C0%7C636742001975981928&sdata=DbNXz1bnPYXu2VuVDG5uUVNsF75ZEIvDosWNMftknKs%3D&reserved=0).

If you need further assistance registering for any of the above webinars, please contact the Provider Relations department at 1-800-299-7304, option 6

**ITU Service Providers**

**Monthly IHS Open Forum Available to All IHS/Tribal 638 staff**

* + Second Wednesday of every month; 2:00pm - 3:00pm (MDT)
    - * Location: WebEx
        + [Join Webex meeting](https://conduent.webex.com/conduent/j.php?MTID=m82d620da0927e222c288dfec164cd17b)
        + Join by phone    
          [+1-210-795-0460](tel:+1-210-795-0460,,*01*598469471%23%23*01*)US Toll or [+1-877-474-8998](tel:+1-877-474-8998,,*01*598469471%23%23*01*) US Toll Free

|  |
| --- |
| Meeting number (access code): 598 469 471 |

For more information or questions about IHS matters, contact the Conduent IHS Provider Field Representative, Cynthia Aguilar at [Cynthia.Aguilar@conduent.com](mailto:Cynthia.Aguilar@conduent.com), or by phone at 505-730-4936.

**New Mexico Medicaid Provider Resource List**

**New Mexico Medicaid Portal** – <https://nmmedicaid.portal.conduent.com/static/index.htm>

Claim Inquiries, Eligibility Verification, Electronic Claim Submission, Provider Manuals, E-News

**NM Human Services Department** – <http://www.hsd.state.nm.us/mad/>

Supplements, Memos, Provider Billing Packets and Policy

**Conduent Provider Relations Call Center** – (800) 299 - 7304 option 6 or (505) 246 - 0710 option 6.

Claim Status, Eligibility, Prior Authorization, Medicaid Updates

**Conduent Provider Relations Helpdesk** – [NMProviderSUPPORT@conduent.com](mailto:NMProviderSUPPORT@conduent.com)

Claim research assistance and general Medicaid inquiries

**Conduent HIPAA Helpdesk** – [HIPAA.Desk.NM@conduent.com](mailto:HIPAA.Desk.NM@conduent.com)   
Assistance on NM Web Portal, EDI inquiries, and Online Claim Submission with DDE (Direct Data Entry)

**Conduent Provider Enrollment Helpdesk** - [NMProviderSUPPORT@conduent.com](mailto:NMProviderSUPPORT@conduent.com)

Provider Enrollment Applications, Forms & Instructions

**Medical Assistance Division, Program Rules** – <http://www.hsd.state.nm.us/providers/rules-nm-administrative-code-.aspx>

NMAC for Programs administered by the Medical Assistance Division

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

**Disclosure- The objective of the E News, training, and webinars is to inform and educate.** Articles reflect information at current time and may contain references or links to statutes, regulations, or other policy materials. The information provided is only intended to be a general summary. It is not intended to take the place of either the written law or regulations. We encourage readers to review the specific statutes, regulations, and other interpretive materials for a full and accurate statement of their content. E News is published monthly and available on the NM Medicaid Web Portal.