

DATE: 9/27/24

SUBJECT: Provider Enrollment Freeze Delay 12 PM on 9/29

Hello valued New Mexico Healthcare Providers,

As communicated previously, we must freeze *provider enrollment functionality* during the transition from the NM Medicaid Web Portal to YES.NM.GOV. This includes freezing new provider enrollment, re-enrollment, or provider update activities for approximately four weeks.

The freeze was scheduled to begin at 5:00 PM MT on Friday, September 27. However, **we are delaying the freeze by 43 hours, until 12:00 PM (Noon) MT on Sunday, September 29.**

Some providers have expressed concern about the freeze, and we understand that this is a significant inconvenience. However, the provider enrollment freeze is necessary to allow data to safely and accurately be moved to the new system, ensuring a successful transition.

If you need support with provider enrollment during the freeze period, please contact the Consolidated Customer Service Center (CCSC) at 800-299-7304.

As a reminder, no providers will be terminated during the freeze period. If you were recently terminated and wish to re-enroll, please submit your application by 12:00 PM (Noon) MT on Sunday, September 29.

Note that this freeze will only affect:

- Provider Enrollment and TAD/Reverification,
- Provider Update (including License Upload), and
- Check Enrollment Status.

**All other activities**, including Claims Submission, Inquiry Functionality, and Ability to View/Print Remittance Advices and Other Reports will continue at the Provider Web Portal for the immediate future.

Regards,

The Health Care Authority (HCA) and the Medical Assistance Division (MAD)