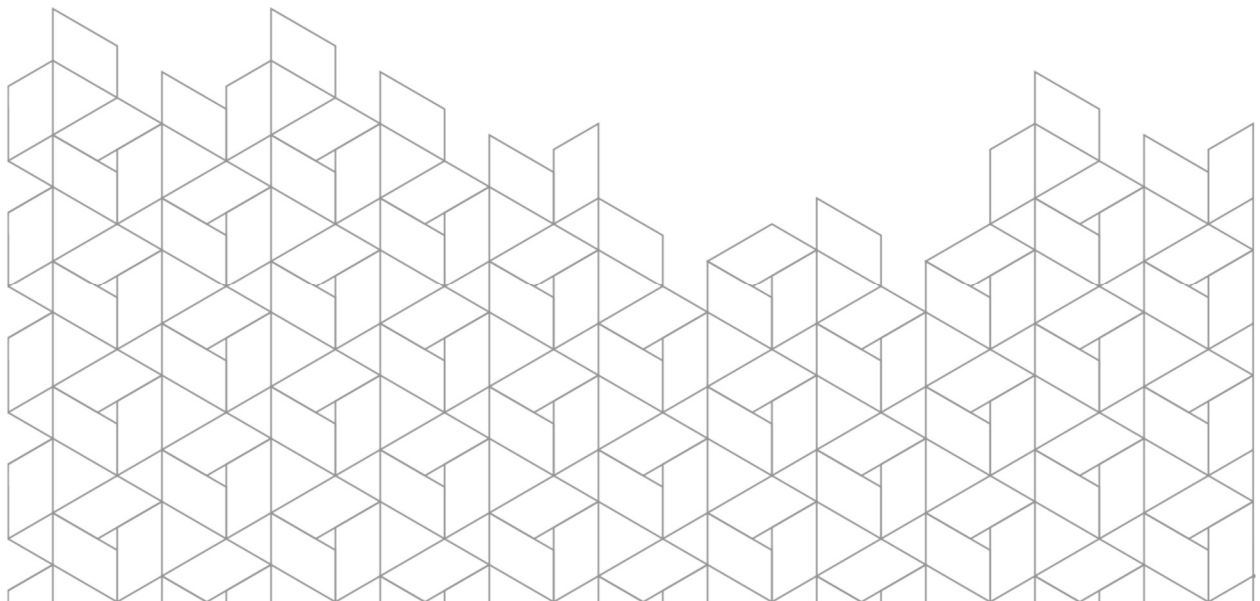


Common Sign-In Issues & Solutions Guide

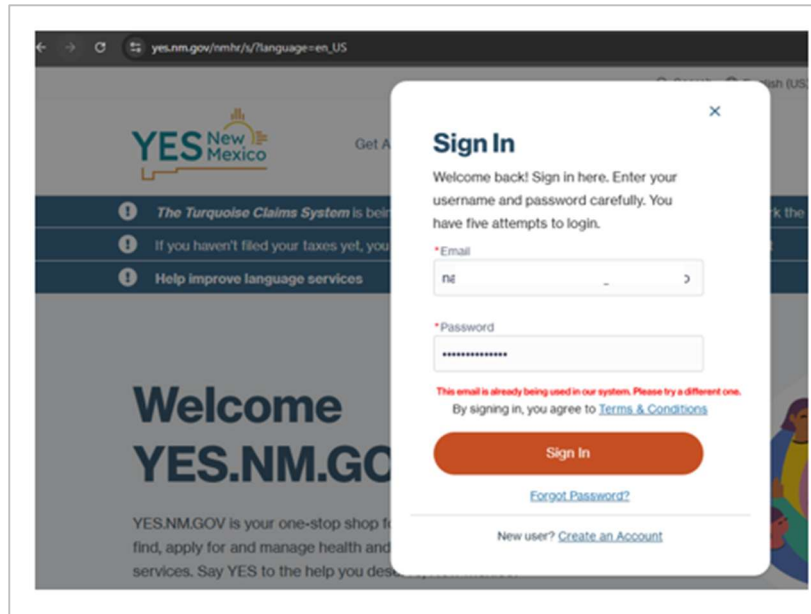


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YES.NM.GOV

Issue: Email is already being used.



Overview:

Some providers are unable to sign in to YES.NM.GOV and receive the following error message: *“This email is already being used in our system. Please try a different one.”*

Why This Occurs:

This issue typically occurs due to a role selection mismatch during sign-in. If the user created an account under one role but attempts to sign in using a different role, the system will not recognize the credentials and will display this error message.

Example:

A provider successfully created an account using the role *“Medicare Provider”* but later attempts to sign in using *“Medicare Provider Admin.”*

Solution:

When creating a YES.NM.GOV account, users must select a specific role (e.g., *Medicaid Provider, Medicaid Provider Admin, Medicare Provider, etc.*). To resolve this issue, ensure the user selects the same role used during the account creation when signing in.

Issue: Invalid User ID or Password

Overview:

Some users are unable to sign in to YES.NM.GOV and receive the following error message: *“Invalid user ID or password.”* This message indicates that the login credentials entered do not match the information stored in the system.

Why This Occurs:

This error may occur due to one or more of the following reasons:

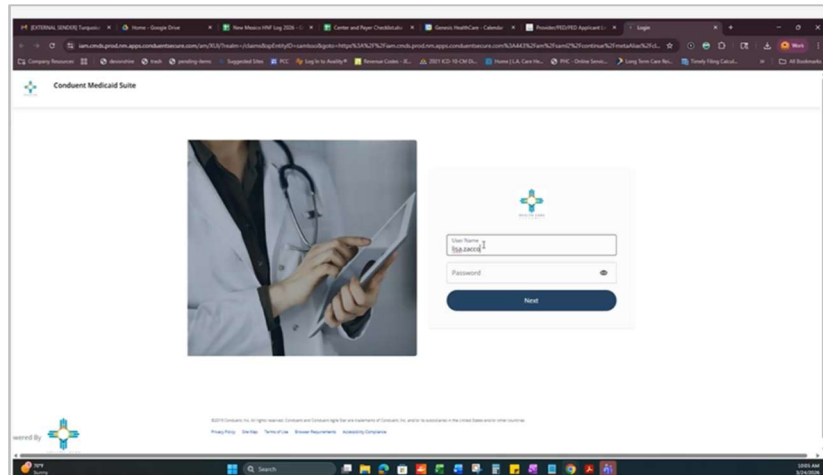
- Incorrect email address (User ID) entered during sign-in
- Incorrect or expired password
- Caps Lock enabled while entering the password
- Password was recently changed, but the old password is still being used
- Account may be locked after multiple failed attempts

Solution:

Correct your sign-in by using the right email (User ID), entering your current password with Caps Lock off, and resetting or unlocking your account if needed.

Provider Claims Portal

Issue: Redirected to Login Screen Instead of Landing Page



Overview:

Some providers report that when they click the **Provider Claims Portal**, they are redirected to a login screen (Conduent Medicaid Suite login) instead of the Provider Claims Portal landing page. This behavior is typically caused by session-, account-, or browser-related issues and does not indicate a system outage.

Why This Occurs:

Reason 1: Multiple YES.NM.GOV Accounts Used Without Signing Out

Providers may have multiple YES.NM.GOV accounts (e.g., different roles or organizations). If a provider logs in using one YES.NM.GOV account and fails to sign out correctly before attempting to access the portal with another account, the following may occur:

- The browser retains the previous session
- The system becomes unable to determine which account/session to use
- The user is redirected to the login screen instead of the portal landing page

Solution:

| Step | Instructions |
|------|---|
| 1 | Close all open portal tabs. |
| 2 | Return to YES.NM.GOV . |
| 3 | Click Sign Out . Important Note: Do not close the browser window. |
| 4 | Reopen a new browser window. |
| 5 | Sign in again using the correct YES.NM.GOV account and role. |
| 6 | Access the Provider Claims Portal . |

Reason 2: Browser Cache or Cookies Issue

Overview:

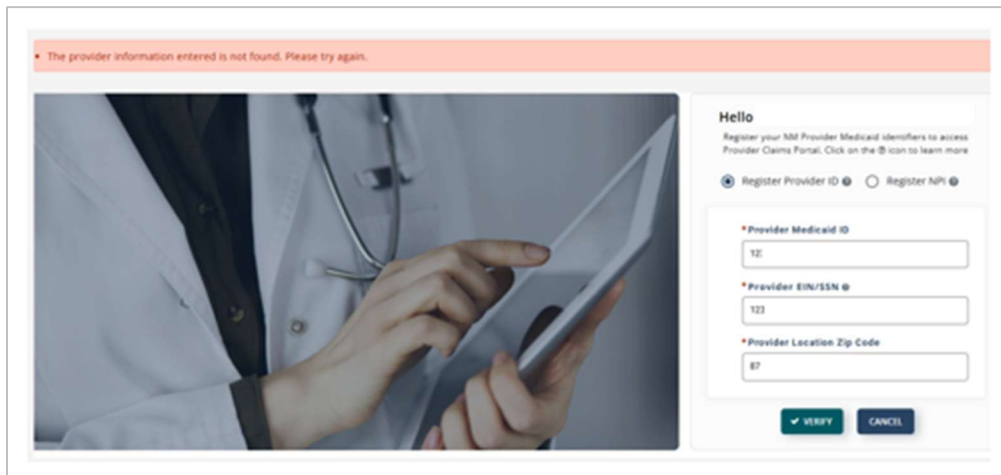
Saved cache or cookies can retain outdated session data, which may cause the system to redirect users to a generic login page or block access to the Provider Claims Portal landing page. This issue commonly occurs when a provider uses the same browser daily or accesses multiple accounts from the same device.

Solution:

Clear Cache and Cookies

| Step | Instructions |
|------|--|
| 1 | Open your browser settings (Chrome, Edge, or Firefox). |
| 2 | Navigate to Privacy & Security . |
| 3 | Select Clear browsing data . |
| 4 | Choose: <ul style="list-style-type: none"> • Cookies and other site data • Cached images and files |
| 5 | Click Clear Data . |
| 6 | Close the browser completely. |
| 7 | Reopen the browser and log in again through YES.NM.GOV . |

Issue: Provider Registration Error



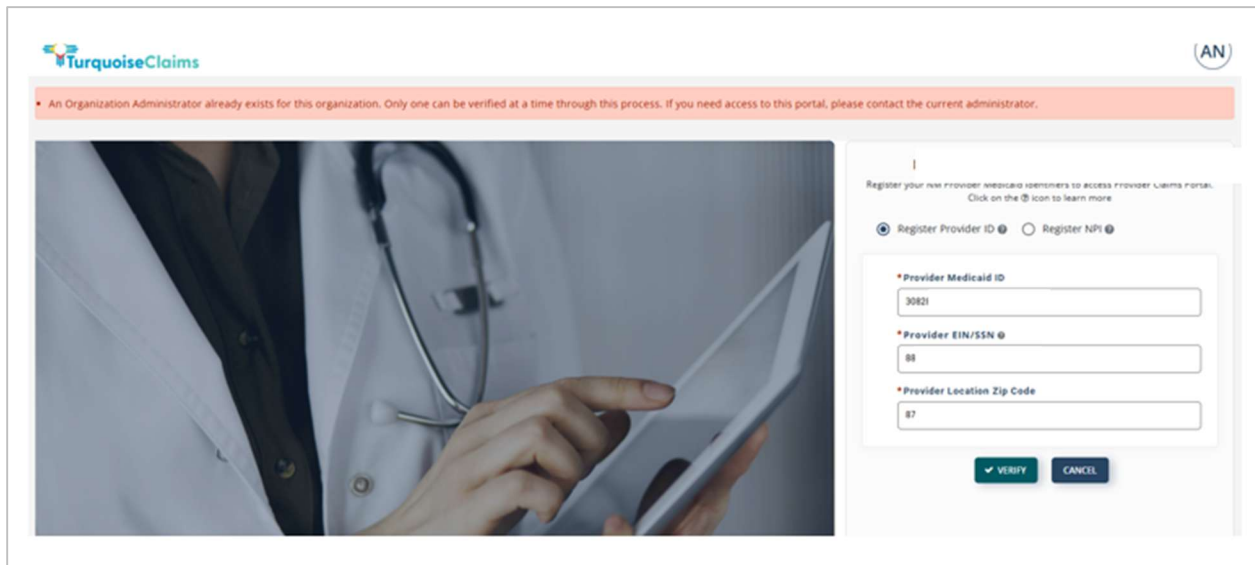
Overview:

While registering a provider in the Provider Claims Portal, users may receive the error message: “The provider information entered is not found. Please try again.” This error usually occurs due to data entry issues, not system defects.

Why This Occurs:

| Reason | Why This Happens | Solution |
|--------------------------------|---|---|
| Incorrect Provider Information | The entered details (Provider ID, EIN/SSN, or ZIP code) do not exactly match what is on file. | Re-enter the information exactly as it was registered. |
| Extra Spaces in Fields | Any space before or after the entered values can cause this error. | Carefully remove extra spaces and re-enter the details. |
| Hyphens Added in EIN/SSN | Adding hyphens (-) in EIN or SSN is not supported. | Enter EIN/SSN as numbers only. ✓ Correct: 123456789 ✗ Incorrect: 123-45-6789 |
| ZIP Code Extension Entered | Entering ZIP code extensions (ZIP+4) causes validation failure. | Enter only the first 5 digits of the ZIP code. ✓ Correct: 87109 ✗ Incorrect: 87109-0987 |

Issue: Organization Already Exists



What the User Sees

“An Organization Administrator already exists for this organization. Only one can be verified at a time through this process. If you need access to this portal, please contact the current administrator.”

Why This Occurs:

This error occurs because the organization has already been registered in the Provider Claims Portal by another user.

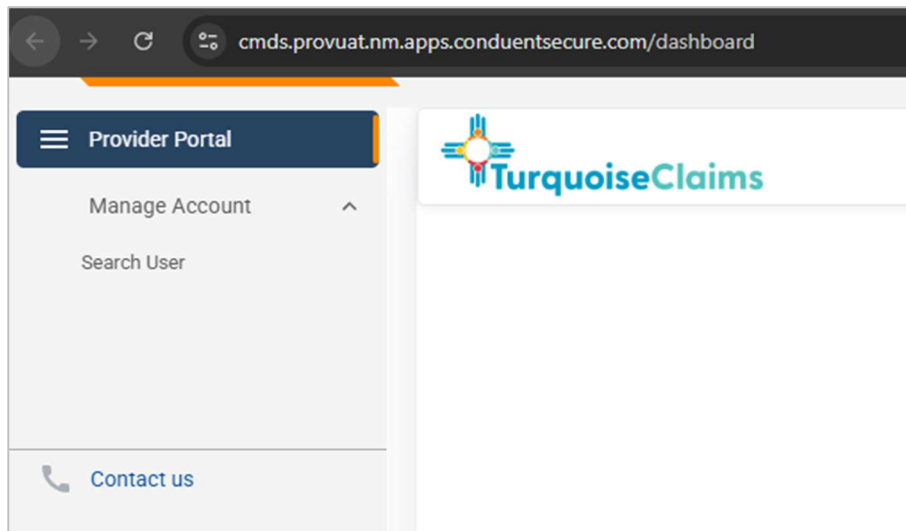
- An Organization Administrator already exists
- Only one administrator can initially register and verify the organization
- The system does not allow duplicate organization registrations

This is expected behavior and not a system defect.

Solution:

The provider should not attempt to register the organization again. Instead, they must contact their Organization Administrator—the person who originally registered the organization—and request to be added as a user through **Provider Claims Portal → Manage Accounts / Manage Users**. Once the administrator adds the provider, they can sign in and access the portal normally.

Issue: Only Manage Account Visible After Organization Setup



Overview:

After successfully adding an organization in the Provider Claims Portal, some providers see only **“Manage Account”** in the left-hand menu and do not see other portal options, such as **Eligibility, Claims Status, Claim Entry**, etc. This is expected behavior when user roles are not assigned.

Why This Occurs:

- The organization was added successfully
- The user account exists
- Required portal roles have not been assigned to the user
- Without roles, the system limits access to **Manage Account** only

Solution:

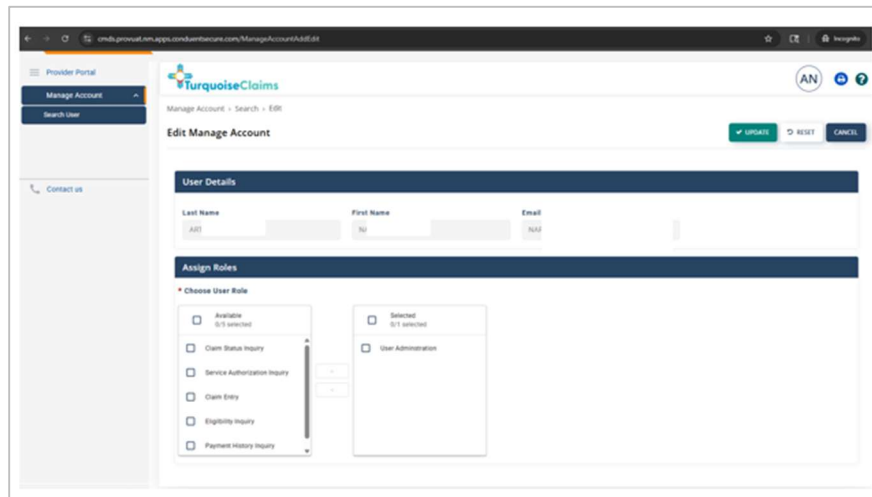
To resolve this issue, assign roles to the user by following the steps below to enable full portal access.

Go to Manage Account

| Step | Instructions |
|------|--|
| 1 | Log in to the Provider Claims Portal . |
| 2 | On the left-hand menu, click Manage Account . |
| 3 | Select Search User . |

Search for the User

| Step | Instructions |
|------|---|
| 1 | Enter the user details (Name or Email). |
| 2 | Select the user from the search results. |
| 3 | Open the Edit Manage Account page. |

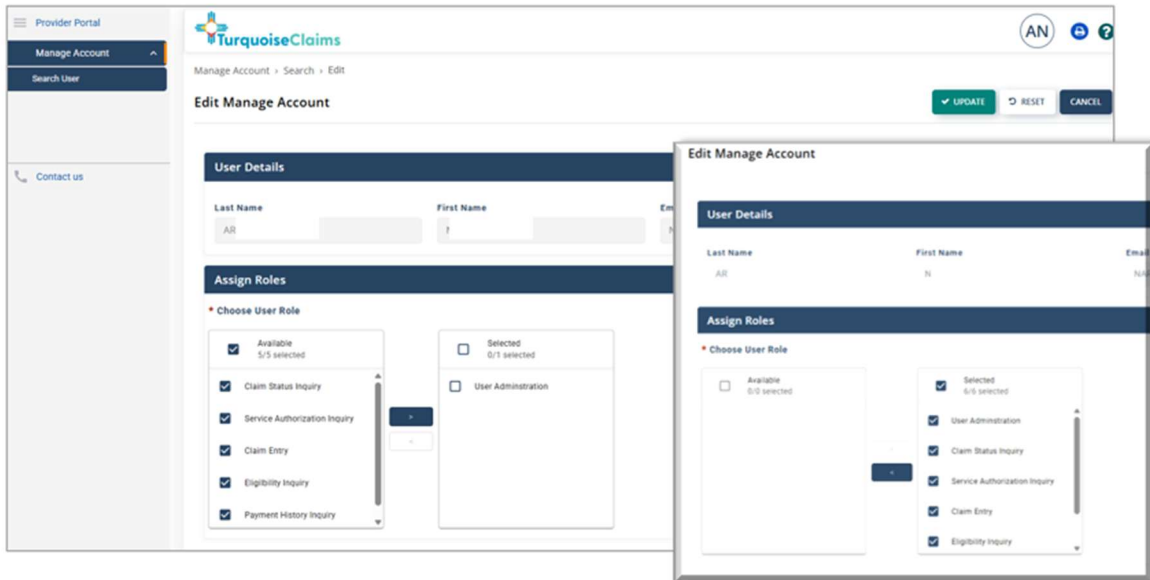


Assign Roles

The Assigned Roles section is organized into two columns:

1. Available Roles (left column): This column lists all roles that a user can be assigned but currently is not. For example, 0/8 means no roles have been selected from the list. 1/8 means one role has been selected out of eight available roles.
2. Selected Roles (right column): This column shows the roles that are currently assigned to the user.

Typically, you can move roles from left to right to assign them, or from right to left to remove them.



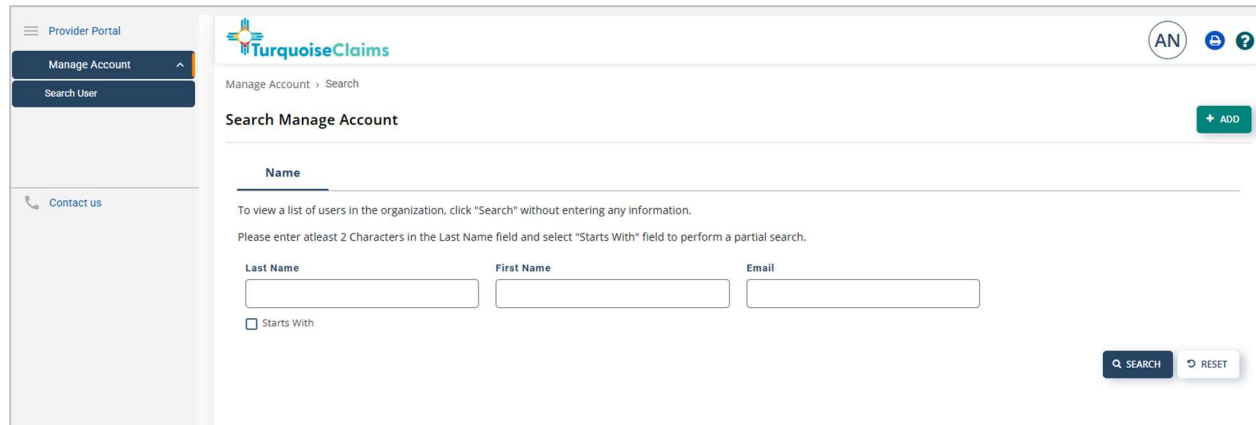
| Step | Instructions |
|------|---|
| 1 | Select the required role from the Available Roles column by checking the box. Available roles include: <ul style="list-style-type: none"> • Eligibility Inquiry • Claims Status Inquiry • Claim Entry • Service Authorization Inquiry • Payment History Inquiry • User Administration (if applicable) |
| 2 | Click the > button to move the selected role to the Selected Roles column. |
| 3 | Click Update . |
| 4 | Refresh the page or log out and log back in. |

Issue: Need to Add a User in the Provider Claims Portal

To add a new user to your organization in the Provider Claims Portal using Manage Account, do the following:

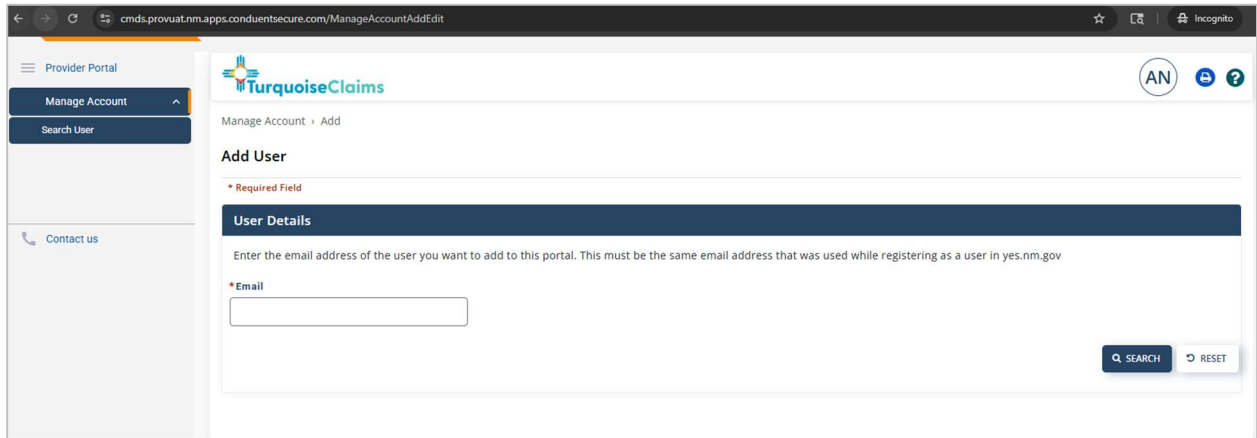
Go to Manage Account

| Step | Instructions |
|------|--|
| 1 | Log in to the Provider Claims Portal . |
| 2 | On the left-hand menu, click Manage Account . |
| 3 | Select Search User . |



Add User

| Step | Instructions |
|------|--|
| 1 | On the Search Manage Account screen, click the +ADD button located at the top-right corner. |
| 2 | On the Add User screen, enter the user’s email address. Ensure the email address: <ul style="list-style-type: none"> • Is the same email used to create the YES.NM.GOV account • Is associated with an approved role (Medicaid Provider, Admin, or PED) |
| 3 | Click Search . If the email is valid, the user details will display. |



Assign Roles

| Step | Instructions |
|------|--|
| 1 | Once the user details appear, scroll to the Assign Roles section. |
| 2 | Select the required role from the Available Roles column by checking the box. |
| 3 | Move the selected roles to the Selected Roles column. |
| 4 | Click Update . |