

DATE: 2/20/25

SUBJECT: Provider/PED Enrollment System Updates

Hello valued New Mexico Healthcare Providers,

You asked us for provider enrollment customer service that fits your schedule. We heard you.

Now you can schedule appointments for one-on-one support, using Microsoft Teams, with our Provider Relations team who can help with provider enrollment issues.

Using the Evite platform, you can book a time between 7:30 a.m. and 6 p.m., Monday through Friday, to speak with a Provider Relations representative who can answer questions about enrollment, system navigation, and many other enrollment concerns.

To schedule an appointment, simply go to the [Provider and PED Enrollment System Walkthrough Request](#) form and select a time that works best for you. Be sure to enter all the requested information in the comment field so that we can be prepared to help you as efficiently as possible.

For more information, including instructions on how to use Microsoft Teams, click here to access our FAQs: [Provider and PED Enrollment System FAQs](#)

You'll also find we have added additional topics in our instructor-led virtual training courses, including how to navigate the Provider Enrollment system. The training schedule is posted through April, along with sign-up instructions. Click here to access the training schedule: [August-October 2025 Training Schedule.pdf](#)

Please contact the Consolidated Customer Service Center at 1-800-299-7304 with any questions.

Thank you for your continued service to New Mexicans,

The Health Care Authority Medical Assistance Division