

**DATE:** April 22, 2026

**SUBJECT:** Provider Enrollment Email Account Closure Effective May 1, 2026

Dear New Mexico Medicaid Providers,

Effective May 1, 2026, the MAD Provider Enrollment email account will no longer be monitored or used.

All provider inquiries and requests must be submitted to the Consolidated Customer Service Center (CCSC). CCSC will serve as the central point of contact for support and will route inquiries as appropriate.

Contact information for the CCSC is below:

Email: [NM.Providers@hca.nm.gov](mailto:NM.Providers@hca.nm.gov)

Phone: 1-800-299-7304

Provider resources and additional contact options are available at:

<https://www.hca.nm.gov/providers/>

[https://www.hca.nm.gov/contact\\_us/](https://www.hca.nm.gov/contact_us/)

Thank you,

The New Mexico Health Care Authority