HEALTH CARE AUTHORITY

Frequently Asked Questions (FAQs)

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Yes New Mexico (NM) Account

Who needs a YesNM Account?

- Everyone needs their own Yes New Mexico account and needs to enter their own information when creating their account. Directions on how to create a Yes New Mexico account is included in the **Introduction to Provider and PED Enrollment System User Guide** on pages 2-5 as well as in the **Introduction to Provider and PED Enrollment System** Instructor-Led Training and Computer-Based Training in the Learning Management System (LMS).

If I accidently created a YesNM account under the "Applicant" persona, can I delete my account?

- Yes, you may delete your YesNM "Applicant" account. You can do this by navigating to your account, my profile, and select Delete Account

Who do I contact for YesNM account password resets?

- For YesNM account password resets, please contact the YesNM Call Center at 1-800-283-4465.

Workspaces

What is a Workspace?

- The Provider and Presumptive Eligibility Determiner (PED) Enrollment System Workspace is a user created area within your profile, where you can organize applications and accounts. You can have multiple Workspaces as well as the ability to share your Workspaces with others. Information on what Workspaces are is included in the **Introduction to Provider and PED Enrollment System User Guide** on pages 5-20 as well as in the **Introduction to Provider and PED Enrollment System** Instructor-Led Training and Computer-Based Training in LMS.

Who needs a Workspace?

- Everyone who uses the system (e.g. Individual Providers and Administrators who manage Provider/Group accounts) must create their own Yes New Mexico account and create their own Workspace or be invited to an existing Workspace. Information on who needs a Workspace is included in the **Introduction to Provider and PED Enrollment System User Guide** on page 5 as well as in the **Introduction to Provider and PED Enrollment System** Instructor-Led Training and Computer-Based Training in LMS.

How many Workspaces can be created per NPI?

- Only one Workspace is allowed per NPI. Information on using NPIs for Workspaces is included in the **Introduction to Provider and PED Enrollment System User Guide** on pages 5-6 as well as in the **Introduction to Provider and PED Enrollment System** Instructor-Led Training and Computer-Based Training in LMS.

How many Administrators does a Workspace need?

- There must be at least one Administrator per Workspace. You cannot delete a user from a Workspace if they are the only Administrator assigned to a Workspace. If editing a user's privilege type from an Administrator to another role, please ensure another user is assigned as an Administrator first. Information on Workspace Administrators is included in the **Introduction to Provider and PED Enrollment System User Guide** on pages 12-13 as well as in the **Introduction to Provider and**

PED Enrollment System Instructor-Led Training and Computer-Based Training in LMS.

How many Workspaces can there be under one (1) Provider Administrator?

- There is no limit. However, only one (1) Workspace per NPI. Information on Administrators in Workspaces is included in the **Introduction to Provider and PED Enrollment System User Guide** on pages 12-13 as well as in the **Introduction to Provider and PED Enrollment System** Instructor-Led Training and Computer-Based Training in LMS.

How will a user know when I invite them to a Workspace?

- When you invite a user to a Workspace, the system requires you to input their email address. The system will send the Workspace invite to their email. Directions on how to invite a user to a Workspace is included in the **Introduction to Provider and PED Enrollment System User Guide** on pages 14-16 as well as in the **Introduction to Provider and PED Enrollment System** Instructor-Led Training and Computer-Based Training in LMS.

Can I delete a Workspace?

- Yes, however, there must not be any active applications or linked accounts associated to the Workspace before the system will allow a Workspace to be deleted. Directions to delete a Workspace are included in the **Introduction to Provider and PED Enrollment System User Guide** on pages 16-17 as well as in the **Introduction to Provider and PED Enrollment System** Instructor-Led Training and Computer-Based Training in LMS.

Do all Groups need to have Rendering Providers?

- Rendering Providers are required for **ALL** Groups except for Provider types 346, 363, 401, 402, 403, 404, and 414. Directions on how to complete a Group Billing application are included in the **How Do I Complete a Group Billing Application** training in LMS.

Taxonomy

How do I select the correct Taxonomy?

- To select your correct Taxonomy, utilize the Provider Enrollment Matrix. The Provider Enrollment matrix is in LMS as well as a training on using the matrix called **Taxonomy 101**.

Applications

What is the difference between Revalidation, Recertification, and Re-enrollment applications?

- A Revalidation application is required every three (3) years in New Mexico and is used to update all elements of a Provider's account. These applications become available in the 34th month of the Provider's enrollment period once scheduled in the Provider and PED Enrollment System. Providers will receive reminders via the Message Center and United States Postal Service (USPS) letters as their Revalidation due date approaches.

  A Recertification application is used to update expiring licenses, accreditations, attestations, and certifications for an existing account.

  A Re-enrollment application is used to enroll a terminated account back into New Mexico Medicaid. Accounts terminated for cause or more than three (3) years ago are NOT eligible for re-enrollment and must submit a new/initial application.

  Definitions on each application type is included in the **Application Types in the Provider and PED Enrollment System** Job Aid, **Which Application Type Do I Need** Computer-Based Training, and in each application type training in LMS.

Will I get a notice when my application has been processed by Medicaid?

- Applicants will receive this information via their preferred contact method they selected. The applicant will also get an email informing them that they have a new message in their Provider and PED Enrollment System Message Center. The message in their Message Center will inform them of their application determination. If you do not receive a notice on your application determination, please contact the Consolidated Customer Service Center (CCSC) for further assistance. Information on application determination notices is included in each application type training in LMS.

Who needs to sign an application?

- All Individual Providers must sign for their own application(s), even if an Administrator has filled out the application for them. This is due to a New Mexico State requirement.

  For a Group Provider, anyone listed on the Ownership/Controlling Interest page of the current application or already listed on the account as an Owner/Controlling Interest can sign. Additionally, anyone previously approved as a Delegated Official may sign.

  Presumptive Eligibility Determiners (PEDs) do not need to sign applications.

  Trainings on each application type are available in LMS.

Can I withdraw an application?

- Yes, you may withdraw an application. In order to be able to withdraw an application, the application must be submitted (not In Progress) and not yet been reviewed by Medicaid. Directions on how to withdraw an application are included in the **How Do I Withdraw an Application** User Guide as well as in each application type Instructor-Led Training in LMS.

How do I set up a Delegated Official?

- There is a Delegated Officials section on your initial application. If you need to add a Delegated Official after you have an account, you can submit a Supplemental Update application. Directions on how to add a Delegated Official on a new/initial application are included in each application type training in LMS. Directions on how to complete a Supplemental Update application are included in the **How Do I Complete a Supplemental Update Application** training in LMS.

Can the Provider Administrator also be a delegated official? Does that mean that this person is authorized to digitally sign for everything?

- Yes, they can be an Administrator and Delegated Official who is authorized to sign applications on behalf of the Group. Before being authorized to complete e-signatures as a Delegated Official, another user who is already authorized to complete e-signatures (i.e. someone who is already listed as an Owner/Controlling Interest), must submit an application to add the user as a Delegated Official. Once this application to add the Delegated Official is approved, that Delegated Official can e-sign all applications on behalf of the Group.

How do I add more than one Provider Type under provider NPI in a Workspace?

- A new application is required for each separate Provider Type per NPI. Note that multiple Taxonomies may fall under a single Provider Type and all Taxonomies under a single Provider type can be included on one application. If the Taxonomies fall under different Provider Types, there needs to be a different application for each.

General

Can I update my preferred contact method for receiving notices?

- Yes, users may update their preferred contact method in the Provider and PED Enrollment System. You do this from your User Settings in the Provider and PED Enrollment System.

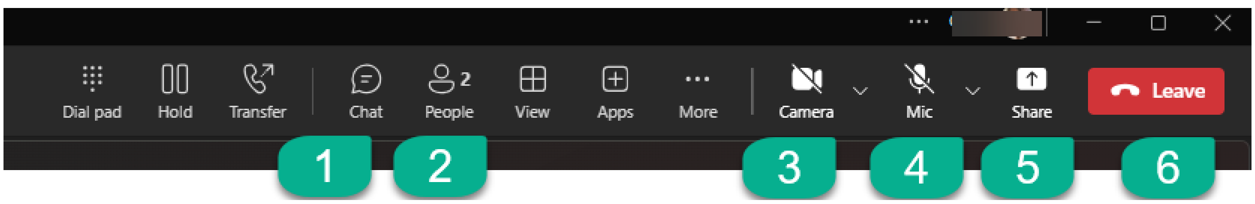
Assistance

How do I receive help on issues with the Provider and PED Enrollment System?

- For assistance on the Provider and PED Enrollment System, please contact CCSC at 1-800-299-7304 or NM.Providers@hsd.nm.gov. There are also **Provider Open Office Hours** and **PED Open Office Hours** scheduled in LMS for Questions and Answers each month.

How do I navigate Microsoft TEAMS?

- To navigate Microsoft TEAMS, utilize the below functions:



1. Chat - Use chat to share files and notes.
2. Participants - Click to see who has been invited to the meeting, or to add new people.
3. Camera - Turn your camera on or off.
4. Microphone - Mute and unmute your microphone when you want to speak.
5. Share Content - Use this to share your screen with others.
6. Leave - Use this at the end of the meeting to end the meeting.