



State of New Mexico
Medical Assistance Program Manual
Supplement



DATE: September 22, 2025

NUMBER: 25-11

TO: FEE FOR SERVICE (FFS) PROVIDERS RENDERING SERVICES REQUIRING
PRIOR AUTHORIZATION FOR HIGH POWERED PRESCRIPTION LENSES
AND POLYCARBONATE LENSES FOR ELIGIBLE ADULTS

FROM: DANA FLANNERY, DIRECTOR, MEDICAL ASSISTANCE DIVISION

THROUGH: KRESTA OPPERMAN, BUREAU CHIEF, PROGRAMS AND POLICY BUREAU

SUBJECT: UPDATE TO PRIOR AUTHORIZATION REQUESTS FOR HIGH POWER
PRESCRIPTION AND POLYCARBONATE LENSES FOR ELIGIBLE ADULTS

This Supplement does not apply to Turquoise Care.

In 2017, the State of New Mexico, Health Care Authority, Medical Assistance Division, implemented the Comagine Health Provider Portal (CHPP), a secure web-based system for **Fee-For-Service prior authorizations**. All Fee-for-Service providers rendering services that require a prior authorization were required to obtain access to the CHPP to submit prior authorization requests. Providers also retrieve the prior authorization final decision through the CHPP.

Prior authorizations for high powered prescriptions and polycarbonate lenses for eligible adults are now moving to this process. HCA considers an eligible adult to be 21 years and older that demonstrates a medical necessity described in New Mexico Administrative Code (NMAC) 8.324.5 and aligns with NMAC 309.4, MAD Administered Benefit and Limitation of Services. High power prescription lenses are defined as a diopter of plus or minus 7.25 and more.

Effective December 1, 2025, all fee-for-service authorizations, including high powered prescription lenses and polycarbonate lenses for eligible adults, must be submitted to the Third Party Assessor (TPA) via the CHPP in order to receive authorizations. Direct emails to Medical Assistance Division staff will no longer be accepted and providers will be redirected to submit the request via the CHPP.

All Fee-for Service (FFS) providers must be registered for the CHPP to submit authorization requests.

Please visit the Comagine Health website <https://comagine.org/program/new-mexico-medicaid/providers> for the following information:

- Comagine Health Provider Portal Registration Packet
- Quick start guides and training videos
- Step by step instructions on how to successfully submit a request or retrieve correspondence documents
- Checklists to ensure that all required documents are attached to the authorization request

Onsite training may also be requested for your company by contacting Kimberley Scott, Comagine Health, at 1-866-962-2180.

Only one registration packet per company location is needed. Comagine Health will process the packet within 7 business days and a confirmation email will be sent with instructions on how to get started.

Technical assistance is available by calling Comagine Health at 1-866-962-2180. It is highly recommended that providers utilize the resources available on the website prior to calling for technical assistance.

The Health Care Authority appreciates your cooperation and support to improve processes by increasing efficiencies using a secure electronic system for Medicaid prior authorization requests. Questions regarding this Supplement may be directed to Medical Assistance Division at madinfo.hca@hca.nm.gov.