



State of New Mexico
Medical Assistance Program Manual
Supplement



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TO: NON-EMERGENCY MEDICAL TRANSPORTATION PROVIDERS

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

SUBJECT: HCA TRAINING FOR NON-EMERGENCY MEDICAL TRANSPORTATION
(NEMT) PROVIDERS

The New Mexico Health Care Authority (HCA), Medical Assistance Division (MAD), identified through the Centers for Medicare & Medicaid Services (CMS) Payment Error Rate Measurement (PERM) audit that certain claims submitted by Non-Emergency Medical Transportation (NEMT) providers contained incomplete supporting documentation and discrepancies in the number of service units reported. PERM findings included:

- **Improperly Completed Documentation Error (MR9):** In submissions for T2001 RD Non-emergent transportation patient attendant/escort a component of the required document was not completed. The transportation log contains a place to document that an attendant/escort was present and the original document was not checked and no information identifying an attendant was present within the written information. Per policy, a provider must maintain records that are sufficient to fully disclose the extent and nature of the services provided to a MAP eligible recipient and must comply with all federal, state, local laws, rules, regulations, executive orders and the provisions of the provider participation agreement.
- **Number of Units Error (MR6):** In submissions for A0100 RD – Non-emergency transportation ; taxi, from residence to diagnostic or therapeutic site, per mile the number of units billed was less than the number of units documented in the medical record. Medical record submission supporting accurate pricing for the claim was not provided for review. Per policy, services are billed based on the number of units provided and provider records must be sufficiently detailed to substantiate the level and quantity of services.

In response to the PERM audit findings, MAD will conduct a **mandatory virtual training for all NEMT providers on September 15, 2026, from 9:00 a.m. to 11:00 a.m. Mountain Standard Time (MST)**. The training will provide NEMT providers with information and guidance to support compliance with applicable documentation, billing, and reimbursement requirements for the Medicaid fee-for-service population.

Registration is required for the training, and **group registration is not available**. Each individual participant must complete a separate registration to ensure accurate attendance tracking and to receive the information necessary to access the training.

All NEMT management and billing staff are required to attend. Registration must be completed by 5:00 p.m. on Wednesday, September 9, 2026.

To register for the training, please click the following link:

<https://forms.cloud.microsoft/g/0DQgCXikWC>

No later than, Friday, September 11, 2026, the HCA/MAD will provide the calendar invite, meeting link and training materials via email to all registered participants.

Questions regarding this Supplement may be directed to the Medical Assistance Division at madinfo.hca@hca.nm.gov.