

# Provider Bulletin

Molina Healthcare of New Mexico, Inc.

August 28, 2025

## Supporting School-Based Health Centers: Monthly Office Hours Now Available Through December

To strengthen support for our School-Based Health Centers (SBHCs), Molina Healthcare of New Mexico's Population Health team is launching dedicated monthly office hours, held on the last Friday of each month through December 2025. These sessions are designed to offer a consistent space for SBHC providers and staff to share needs, ask questions, and connect with key Molina contacts.

### Office Hour Dates:

Last Friday of each month | August – December 2025

Dates are as follows: August 29, September 26, October 31, November 28, and December 12 (due to holiday break for schools)

Time: 9:00 - 9:45 a.m.

Location: [Join the meeting now](#)

Meeting ID: 268 107 555 908 3

Passcode: Nj3Rv6Zo

### What to Expect:

- Open discussion on SBHC-specific needs
- Guidance on how to navigate Molina resources
- Updates on telehealth initiatives and population health tools
- How schools are focused on supporting preventative care such as well-child visits and immunizations

For additional resources, access our comprehensive SBHC Toolkit, which includes referral templates, workflows, and key contacts by visiting [New Mexico Providers Home](#) or directly at [School-Based Health Center Tool Kit](#).

These sessions will be facilitated by the Population Health team, which will triage issues to the appropriate Molina department(s). Questions? Please email us at [nmschoolbasedhealthliaison@molinahealthcare.com](mailto:nmschoolbasedhealthliaison@molinahealthcare.com).



### **ECHO Corner: SBHC Series**

Don't miss the SBHC ECHO, a virtual learning collaborative focused on clinical best practices, school-based care coordination, and youth behavioral health. SBHC providers across the state are invited to join and learn from peers and subject matter experts. Here is the link for additional information [New Mexico School-Based Health Centers \(SBHCs\) ECHO Program by ECHO Institute New Mexico Hub | iECHO](#)

We encourage all SBHC stakeholders to attend. Whether you're looking to increase telehealth access, address members' social needs, improve HEDIS performance, or troubleshoot other opportunities and or challenges, our team is here to support you. For more information or to submit questions ahead of time, please contact [nmschoolbasedhealthliasion@molinahealthcare.com](mailto:nmschoolbasedhealthliasion@molinahealthcare.com).

Let's continue to work together to improve student health and wellness across New Mexico.

### **Availity Essentials is Molina's Exclusive Provider Portal**

Not registered with Availity Essentials? Register and get started with Availity to securely submit claims, check eligibility, submit service authorization requests, appeals, and more at: <https://www.availity.com/molinahealthcare> or by calling 1-800-AVAILITY (1-800-282-4548) for additional help.

Only the person who will become the organization's primary administrator needs to register. Before you get started, gather this information for your organization:

- Physical and billing address(s)
- Tax ID (EIN or SSN)
- NPI
- Primary specialty/taxonomy

To register as a billing service, dental provider, or an atypical provider, please visit [Availity's Getting Started Page](#) for additional registration information.

## **HEDIS Focus: Diabetes Screening for People with Schizophrenia or Bipolar Disorder (SSD)**

What is the SSD Measure? The SSD measure evaluates the percentage of members ages 18–64 with a diagnosis of schizophrenia or bipolar disorder, who were dispensed an antipsychotic medication, and received a diabetes screening test (HbA1c or glucose test) during the measurement year.

Patients with schizophrenia or bipolar disorder who take antipsychotic medications are at significantly increased risk for developing type 2 diabetes. The HEDIS SSD measure addresses this risk by ensuring these individuals receive annual diabetes screening due to:

- **Increased Risk:** Antipsychotics can cause weight gain, insulin resistance, and glucose dysregulation.
- **Silent Progression:** Diabetes may go undetected in patients with serious mental illness (SMI) due to lower rates of preventive care access.

What can providers do to improve SSD compliance?

- **Order Routine Diabetes Screenings:** Include HbA1c or fasting/non-fasting glucose tests annually for patients on antipsychotics.
- **Integrate Screening into Behavioral Health Visits:** Behavioral health and primary care providers should collaborate or co-manage care to ensure labs are ordered and completed.
- **EHR Alerts:** Implement reminders in the EHR for patients prescribed antipsychotics with no documented diabetes screening.
- **Educate Patients on the “Why:”** Help patients understand the link between their medication and diabetes risk, encouraging lab compliance.

Exclusions

- Patients with diabetes diagnosis codes or prior diabetes medication use
- Patients in hospice or long-term institutional care

Need Support?

Our Provider Engagement team at [MHNM.ProviderEngagement@Molinahealthcare.com](mailto:MHNM.ProviderEngagement@Molinahealthcare.com) can help identify patients who may be missing their annual diabetes screening by providing you with a gap-in-care report of members who need this screening.

Additional Resources: [Behavioral Toolkit](#) and [Provider Toolkit and Resources](#)



### Save the Date: 2025 Mandatory Annual Medicaid Turquoise Care Training

On behalf of the Molina Healthcare of New Mexico Provider Relations team, we are excited to invite you to attend our annual in-person Medicaid Turquoise Care Provider Training, conveniently hosted in a city near you. If you haven't joined a virtual session in 2025, we would be delighted to have you join us live. To secure your spot, please RSVP as soon as possible.

Date	Time	City	Location	Address	RSVP
10/1/2025	1:00 PM	Albuquerque	Holiday Inn & Suites	5050 Jefferson Street NE	<a href="#">RSVP</a>
10/6/2025	1:00 PM	Santa Fe	DoubleTree by Hilton	4048 Cerrillos Road	<a href="#">RSVP</a>
10/21/2025	10:00 AM	Gallup	University of New Mexico	705 Gurley Avenue	<a href="#">RSVP</a>
10/22/2025	10:00 AM	Farmington	Farmington Civic Center	200 W. Arrington Street	<a href="#">RSVP</a>
10/28/2025	10:00 AM	Las Cruces	SpringHill Suites	1611 Hickory Loop	<a href="#">RSVP</a>
10/29/2025	10:00 AM	Roswell	Candlewood Suites	4 Military Heights Drive	<a href="#">RSVP</a>

#### Training Curriculum:

- Participating with Molina Healthcare
- Provider & Member Responsibilities
- Claims & Billing
- Care Coordination
- Telemedicine
- Provider Online Resources
- Culturally and Linguistically Appropriate Services
- Service Authorizations
- Covered Services
- ...and much more!

Your participation provides a valuable opportunity for collaboration, knowledge sharing, fulfilling the mandatory Health Care Authority (HCA) requirement, and strengthening our partnership. The Molina Provider Relations team looks forward to connecting with you during these interactive sessions as we work together to deliver outstanding care to New Mexicans enrolled in Turquoise Care.

#### Helpful Resources:

- Full RSVP Link: <https://molinahealthcare.surveymonkey.com/r/LBPG8WS>
- Questions? Email us at [MHNM.ProviderServices@Molinahealthcare.com](mailto:MHNM.ProviderServices@Molinahealthcare.com)

For a complete list of training and resources, please visit [Training Resources, Availity Essentials Portal \(molinahealthcare.com\)](#) or [New Mexico Providers Home \(molinahealthcare.com\)](#).

### **Provider Online Directory: Has your information changed?**

Our members rely on accurate provider information to find care. We must know about any changes to your practice, such as new addresses or phone numbers, as soon as possible. We need to be informed of demographic changes to ensure the accuracy of our provider directory and systems and the mailing of checks and correspondence to the correct location. Take the following steps to notify Molina and the NPI Registry of any changes:

- Update your demographic information using Molina's [Provider Change Form](#).
- Review Molina's [Provider Online Directory](#) for accuracy.
- Update the [National Provider Identifier Registry](#) if you have an NPI.
- Update your information through the [National Plan & Provider Enumeration System website](#), or
- Download and mail in the Centers for Medicaid & Medicare Services' [NPI update form](#). Instructions are provided online in the [NPPES FAQs](#). See the [CMS website](#) for more on NPIs.

Federal law requires that directory information be verified every 90 days even if it hasn't changed. Additionally, members must be notified of any address change before an appointment. For changes like PCP termination, provider affiliation and reassignment to a new PCP, CMS requires that we send a written notice or call the member at least 30 calendar days before the effective date of the change. So, if you move to a new location, contract with a new medical group or retire, you must give us proper written notice so we can make the necessary changes and have time to notify affected members. This will help us ensure payment is not disrupted. It also prevents you from having to go through the recredentialing process.

In addition, Molina has implemented a new process change for initial credentialing submissions. The submission will be denied if an email address is not included on the provider information forms. Before submitting, please ensure an email address is provided on the initial credentialing request.

### **Telehealth Reminder: Continued Post Public Health Emergency**

Post public health emergency (PHE) telehealth services will be covered as defined in [8.310.2 NMAC](#) Health Care Professional Services. Retroactive to July 1, 2024, telehealth visits including telephone visits will continue to be allowed as they have been during the PHE, including in a member's home. This flexibility ends September 30, 2025, per United States Legislation Bill: 119th Congress 1st Session H.R. 1968 Act [BILLS-119hr1968eh.pdf](#). Behavioral and mental telehealth services can permanently be delivered using audio-only communication platforms.

### **Provider Call to Action: Watch for Our Provider Satisfaction Survey**

To further enhance our services, we will soon launch a provider satisfaction survey centered on key areas such as care coordination, claims processing, provider relations, pharmacy and drug benefits, utilization management, and our network overall. If your practice is selected to participate, we highly encourage your involvement in this important initiative.

- Who: Press Ganey will conduct the survey by reaching out to providers through email and telephone.
- When: The survey will take place from September through December 2025.
- Why: Your feedback is essential to our ongoing commitment to quality improvement and ensures our continued compliance with National Committee for Quality Assurance (NCQA) accreditation standards and Centers for Medicare & Medicaid Services (CMS) guidelines.

We appreciate your partnership and thank you in advance for your valuable input. If you have any questions about the survey, please contact us at [MHNM.ProviderServices@MolinaHealthcare.com](mailto:MHNM.ProviderServices@MolinaHealthcare.com) for more information.

### **Provider Spotlight: Kindred Hospitals**

Kindred Hospitals provide specialized acute care for medically complex patients, a small but challenging population. We offer a unique level of care that helps patients successfully progress along the care continuum, while reducing readmissions.

At Kindred, our care is specifically tailored to patients who often have multiple serious conditions, further complicated by one or more comorbidities. Our patients are seen by a physician every day, and they are assigned a care team that can meet their unique needs. Care teams may include physician specialists, such as pulmonologists, cardiologists, or nephrologists, and may also include respiratory therapists, wound care coordinators, physical, occupational, and speech therapists, nutritionists, and pharmacists. With aggressive ventilator weaning protocol, 24/7 access to respiratory therapy, and early mobility for ventilator patients, we are experts in helping patients regain breathing independence. Demonstrating our commitment to excellence, Kindred Hospital Albuquerque has received care certifications from The Joint Commission in Respiratory Failure and Sepsis. These certifications prove that our programs meet the rigorous standards of the world's pre-eminent healthcare accreditation organization. Ensuring complex patients have timely access to the highly focused, acute care they require optimizes outcomes and reduces costly lengths of stays in the ICU and readmissions. At Kindred, it is always our goal to safely and effectively move patients along the care continuum to the next most appropriate level of care or to home.



To learn more about how Kindred Hospitals can help your medically complex patients, visit [www.kindredhospitals.com](http://www.kindredhospitals.com) or call 1.866.KINDRED to start a patient assessment today.

### **Helpful Resources**

Molina provider websites:

- [Marketplace](#)
- [Medicaid](#)
- [Medicare](#)

Questions? Please email your general inquiries to [MHNM.ProviderServices@MolinaHealthcare.com](mailto:MHNM.ProviderServices@MolinaHealthcare.com), and it will be routed to the appropriate individual. Thank you for your commitment to serving Molina Healthcare of New Mexico members and the community.