

Dear Provider,

To maintain proper dissemination of information regarding the New Mexico Medicaid program during the COVID-19 (coronavirus) health crisis, a new page has been added to the NM Medicaid Provider Portal. The [NM Medicaid COVID-19](#) page will be updated with information and resources to ensure Medicaid services are delivered, efficiently and without interruption, to NM Medicaid clients state-wide.

During this crisis, the New Mexico Human Services Department, as the administrator of the NM Medicaid program, has requested waiver authority from our federal partners to enact temporary emergency alterations to our Medicaid program. All waiver requests and the current state of approval can be found on the [NM Medicaid COVID-19 page](#). Also included on the page is any special guidance, billing codes, provider supplements and Managed Care Organization Letters of Direction (LODs) that have been issued in response to the pandemic. A link to the [NM Department of Health Coronavirus](#) web page is also available on this page.

Please reference the [NM Medicaid COVID-19](#) page at <https://nmmedicaid.portal.conduent.com/static/covid.htm> for all NM Medicaid program and provider inquires.