New Mexico Quick Start Guide – Comagine Health Provider Portal

Waiver Agencies – Known Issue: Member Search when Medicaid ID has not been assigned

OVERVIEW AND IMPACT

To enhance the privacy and security of our members' Personal Health Information (PHI), we are implementing a necessary update to the way providers access member records within our system. Starting **mid-April 2024**, access to members' records using the "9NM" identifier will be refined to limit PHI exposure and ensure that providers only access information on an as-needed basis.

For providers, this update means a slight adjustment in how member records are accessed. This change mandates that providers use a specific identifier, "9NM + Medicaid Provider ID" (e.g., 9NM000X1234) when searching for member information. This update is important for maintaining the highest standards of privacy and security for the New Mexico Medicaid members' information and complies with our ongoing commitment to safeguard PHI.

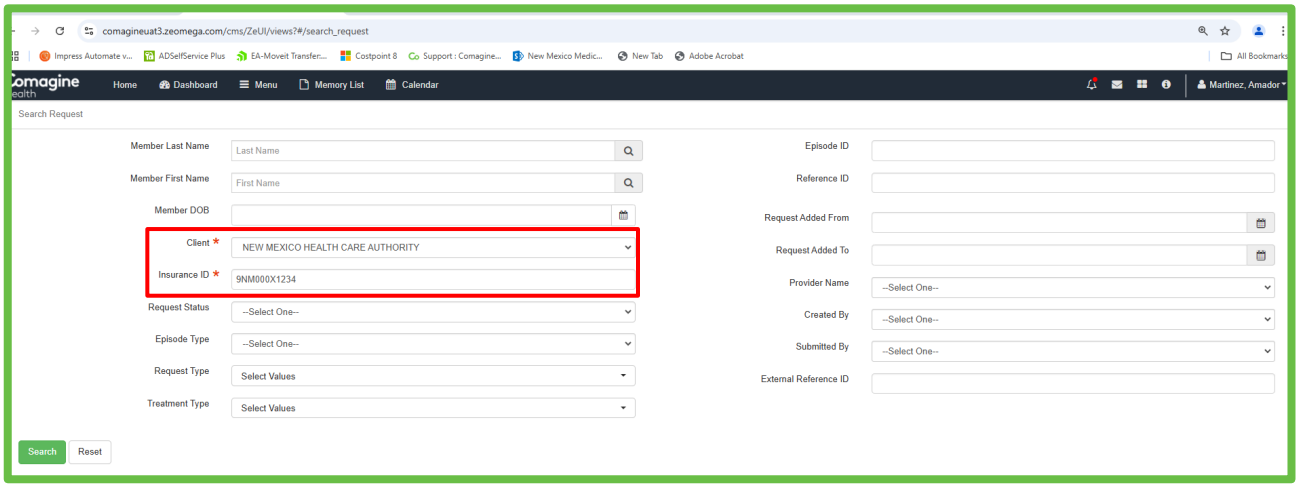
PREPARE FOR CHANGE

1) Familiarize yourself with the new identifier format, "9NM + Medicaid Provider ID", which you will use to access member records, and ensure you know your Medicaid Provider ID.
2) From the implementation date onwards, use the new format to search for and access member records. The standard "9NM" identifier will no longer suffice for accessing member information not associated with your agency.
3) Continue to access member records as usual, with the enhanced security measures in place.
4) An exact implementation date will be announced during the second week of April 2024.

SEARCH FOR REQUEST

1) To submit a new request, access an existing episode, or review a previous episode, select **Menu** from the top left of the screen, then select **Search Request**.
2) From the **Client** drop-down menu, select **NEW MEXICO HEALTH CARE AUTHORITY**.
3) Enter the updated ID number - "**9NM**" combined with **your Medicaid Provider ID** - in the **Insurance ID** field. The expected Medicaid Provider ID is 8 characters, if your provider ID is less than 8 characters, please use preceding zeroes.
    a. For example, if the Medicaid Provider ID is X1234, the new member ID is 9NM000X1234
    b. For example, if the Medicaid Provider ID is 1234567, the new member ID is 9NM01234567
    c. For example, if the Medicaid Provider ID is 12345678, the new member ID is 9NM12345678

4) Click on **Search**. Results will appear on the bottom half of the page.



GETTING SUPPORT

- Should you require assistance or have questions about this change, please utilize the usual support channels and the Comagine Health provider phone line.
- No specific training sessions are planned for this update, as the change is straightforward and does not require additional technical skills.
- Comagine Health representatives plan to attend existing meetings to provide more information about the change.
- We are committed to ensuring a smooth transition and are here to support you every step of the way.

For CHPP Technical Assistance: 1-866-962-2180
The CHPP Log-On Link: https://comaginepp.zeomega.com

REVIEW/REVISION HISTORY

Version Number	Date Reviewed/ Revised	Description of Changes	Author
0.1	3/20/24	Initial	Valeria Sidorovich
0.2	2/21/25	Update to NM Health Care Authority	Natalya Wayne