



State of New Mexico
Medical Assistance Program Manual
Supplement



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TO: ALL PROVIDERS PARTICIPATING IN THE NEW MEXICO MEDICAID PROGRAM

FROM: CAROLYN INGRAM, DIRECTOR

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SUBJECT: PAYMENT TO PROVIDERS USING ELECTRONIC FUNDS TRANSFER

The Medical Assistance Division and its fiscal agent, ACS, have been working together to develop the capability to make payment to providers using Electronic Funds Transfer (EFT) to deposit funds into providers' accounts electronically. EFT improves payment speed and efficiency.

We believe this will be a great advantage to providers. We currently anticipate providers will be able to sign up for EFT during the month of July for electronic payments to start in August, 2009.

Providers should understand the following aspects regarding EFT:

- EFT is part of the ongoing effort by MAD and ACS to transform Medicaid program capabilities into efficient electronic processes.
- To implement EFT, we will build on the capabilities of ACS' NM Medicaid web portal that providers currently use for other electronic activities.

However, we also recognize that there is a need for increased security regarding EFT so access to this web function will be limited to the Master Administrator for your organization's account on the web portal.

- Your Master Administrator will be able to input the necessary EFT information using the web portal, similar to the manner that was used by providers to report NPI numbers to ACS.
- All information will be verified and validated against the information ACS already has on file for the provider.

Another feature that MAD and ACS are developing in conjunction with EFT is use of e-mail notifications. Often, e-mail is the quickest way to notify a provider of urgent information regarding program changes or issues.

While registering for EFT using the web portal, the Master Administrator will be asked to supply an e-mail address for receipt of notifications. This e-mail address will also provide a security purpose for EFT because a provider will be notified whenever a change is made to the banking information associated with EFT.

More information will be provided to you regarding enrolling for EFT as the implementation date draws closer. If you have concerns or questions at this time, please call the ACS HIPAA Help Desk at 1 (800) 299-7304; enter your provider number as instructed and select option 5.

Other electronic capabilities currently available within the Medicaid program are (1) on-line eligibility verification, (2) on-line access to remittance advices and claim status, (3) access to electronic health records, and (4) capabilities for e-prescribing, and electronic billing. If you need more information on any of these capabilities, please contact the ACS HIPAA Help Desk indicated above.

We appreciate your participation in the Medical Assistance Programs.

Thank you.