

Provider Bulletin

From Molina Healthcare New Mexico, Inc.
(December 30, 2021)

Potential Delay in Member ID Card Distribution

Dear Molina Provider,

There may be a delay in when Molina Healthcare of New Mexico (Molina) members receive their ID cards. To ensure members have what they need to obtain care, Molina sent each member a letter which includes their Member ID to use in place of the ID card when seeking services until the permanent ID card arrives.

Members also have access to view or print an ID card at MyMolina.com or on the My Molina mobile app.

Providers can view member ID cards through the Availity Essentials portal, accessible for free at: <https://www.availity.com/molinahealthcare>

In addition to verifying the member ID card, providers are asked to verify eligibility prior to each service/visit. Member eligibility verification can be completed via:

- **Provider Portal:** available 24/7 at <https://provider.molinahealthcare.com/Provider/Login>
- **Automated phone system:** (855) 322-4078

Thank you for your ongoing partnership and care for our members.

For questions or concerns, please contact your MHNM Provider Services representative directly or send an email to MHNM.ProviderServices@MolinaHealthCare.Com. We're here to help!

***Thank you for your commitment to serving
Molina Healthcare of New Mexico Members and the community!***