

## Centralized Credentialing Verification Is Coming Soon!

Centralized credentialing verification for New Mexico Medicaid is launching on March 1, 2026. The New Mexico Health Care Authority (HCA) has approved the selection of CertifyOS as the shared Centralized Verification Organization (CVO) for the New Mexico Managed Care Organizations (MCOs): Presbyterian Health Plan, Molina Healthcare, Blue Cross Blue Shield of New Mexico, and UnitedHealthcare Community Plan.

### What's Changing

**Beginning March 1, 2026**, providers seeking initial credentialing with any Medicaid MCO will use the new centralized credentialing verification process through CertifyOS, a National Committee for Quality Assurance (NCQA)-certified CVO.

At this time, there is no change to how providers initiate a request for network participation with the MCOs. However, outreach on missing information identified during credentialing or recredentialing will now be handled by CertifyOS. Please respond to their requests. Nonresponse will result in delays in the credentialing or recredentialing process and could delay contract effective dates.

CertifyOS will be responsible for facility credentialing, as well as credentialing for medical, behavioral health, and substance use providers. Vendors or entities that hold delegated credentialing agreements (e.g., physical health, routine vision, pharmacy, non-emergency medical transportation, or other entities, including independent physician associations and physician hospital organizations) are excluded.

**Note:** Centralized credentialing **does not** replace the Medicaid provider enrollment screening process. All Medicaid providers must enroll with the program through HCA.

### Recredentialing

Recredentialing for facilities and providers under this new process will begin in September 2026 and will occur every three years unless completed by a delegated entity. CertifyOS will initiate recredentialing outreach six months before the recredentialing due date.

### What You'll Need

This centralized process adheres to NCQA and Centers for Medicare & Medicaid Services (CMS) federal guidelines. To begin the practitioner credentialing process, providers must have:

- A completed Council for Affordable Quality Healthcare (CAQH) application, including attestation statement
- Current medical license, when applicable

- Current Drug Enforcement Administration (DEA) certificate, when applicable
- Current professional liability insurance

To begin the facility credentialing process, facilities must have:

- A completed New Mexico Health Organization Provider Application
- Current professional or general malpractice insurance
- Current healthcare license, if applicable, for facility type

If you have any questions, please contact the MCOs below. Thank you for partnering with us to improve the health and wellness of the patients, members, and communities we serve.

<b>Blue Cross Blue Shield of New Mexico</b>	<b>Molina Healthcare</b>	<b>Presbyterian Health Plan</b>	<b>United Healthcare</b>
<a href="#"><u>Network Services Contacts</u></a>	<a href="#"><u>Molina Provider Relations</u></a>	<a href="#"><u>Provider Services Contact Guide</u></a>	<a href="#"><u>UnitedHealthcare Provider Portal</u></a>  (Sign in using your OneHealthcare ID to access support)