NEW MEXICO
HUMAN SERVICES DEPARTMENT

Medicaid Management Information
System Replacement (MMISR) Project

PROPOSAL ADDENDUM 5 (Five)
ADDENDUM TITLE: HHS 2020 User Views

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Version: 1.2

Revision History

Date	Version # & Reason for Revision	Requester	Editor/Author
05/12/2016	1.1 – Formatting consistency across documents	Sherri Poindexter	Sherri Poindexter
06/10/2019	1.2 – Updated	Rick Wilminko	Rick Wilminko

User Views

The charts below represent a view of data, as of March 2016, that is necessary to support the operations of a Member, Provider or HSD Agency while interacting with the Web Portal. The information that each group has access to and the associated access type are captured for each user below. These views are subject to change.

Member	
MCO's Portals and Sites hyperlink (can view all portals the member has available access and the primary sites of all other MCOs)*	access
Immunization Registry hyperlink*	access
Cancer Registry hyperlink*	access
Mi Via*	access
YESNM*	access
Child Support*	access
Apply for/Recertify/View Income Support Division services (Medicaid, CHIP, SNAP, TEFAP, TANF, GA, RRS, LIHEAP, CSBG)	Submit (Create/Update) View (Read)
Edit Member data - Case updates that can be done by Head of Household [HOH] (Address, MCO Selection/Opt Out/MCO switch (during open enrollment), Income, Household Composition, Report TPL, SSN, DOB, Name change, Health Home status)	Submit (Create/Update) View (Read)
1095B	View (Read)
View Member Data (Dates and Category) and Enrollment (Dates and MCO)	View (Read)
Request Member Eligibility Appeal and View Status of Existing	Submit (Create/Update) View (Read)
HOH view/update of other household members' data and enrollment	Submit (Create/Update) View (Read)

Member

View/Update data for recertification date(s) for individual COEs	Submit (Create/Update) View (Read)
Request replacement card and view status	Submit (Create/Update)
Request Member Fair Hearing and View Status of Existing	Submit (Create/Update) View (Read)
Sign HIPAA Release of Information – Acknowledgement 1st time	Submit (Create/Update) View (Read)
View CYFD – Start and End dates	View (Read)
Apply for and/or View Behavioral Health Information – Start and End dates, Services receiving	Submit (Create/Update) View (Read)
Department of Corrections – Incarceration Start and End dates, Release Date, Facility	View (Read)
Apply for/View NFLOC – Start and End dates, Submitting entity and Status	Submit (Create/Update) View (Read)
Apply for/View SOC – Start and End dates, Submitting entity and Status	Submit (Create/Update) View (Read)
Apply for/View WIC – Status, Start and End dates	Submit (Create/Update) View (Read)
Apply for/View Head Start Status – Start and End dates	Submit (Create/Update) View (Read)
Apply for/View Waivers – Long Term Care Services Status – Start and End dates, Services Receiving	Submit (Create/Update) View (Read)
View Case/Care Management – Start and End dates, Services Receiving	View (Read)
View Referral Status	View (Read)
Report Potential Provider Fraud	Report (Create/Update) View (Read)
Report Potential Member Fraud	Report (Create/Update) View (Read)
File and/or View a Complaint	Report (Create/Update) View (Read)
View FFS Claim Status (Paid, Denied, In Process)	View (Read)

Member

View Encounter Status (Received, Sent to MCO)	View (Read)
View and Pay Premiums if added as cost containment measure in the future	View (Read)
Inquire on Provider (active, geographic area, EHR Participation, languages, specialties, capacity, affiliation)	View (Read)
FFS Care/Case Management	View (Read)
MCO Care/Case Management	Reroute to MCO Portal
FFS Prior Authorization – Start and End dates	View (Read)
MCO Prior Authorization	Reroute to MCO Portal
FFS Treatment Plan – Start and End dates	View (Read)
MCO Treatment Plan	Reroute to MCO Portal
FFS Referral Authorization – Start and End dates	View (Read)
MCO Referral Authorization	Reroute to MCO Portal
FFS Rx Claim Status (Paid – including amounts, Denied with Reason Code, In Process)	View (Read)
Rx Encounter Status (Received, Sent to MCO)	View (Read)
View Federal Exchange (HIX) information	View (Read)
Communication Blasts or ENEWS specific to recipients or changes in coverage or enrollment.	View (Read)
Ask a representative	Submit (Create/Update)
Password reset	Submit (Create/Update)
Chat Session	Submit (Create/Update) View (Read)
CCSC Cases	Submit (Create) View (Read)

<ins>Member</ins>

* hyperlinks are examples only

NOTE: Member access to hyperlinks, information, data, and reports is based on the member's access permissions.

Providers	Fee-for-Service	Managed Care
MCO's in case they want to reach out to contract hyperlink*	access	access
Immunization Registry hyperlink*	access	access
Cancer Registry hyperlink*	access	access
Member Eligibility and Enrollment with Start and End dates [including MCO, TPL Carrier/Coverage; Medicaid, CHIP, SNAP, TEFAP, TANF, GA, RRS, LIHEAP, CSBG)	View (Read)	View (Read)
Department of Corrections – Incarceration Start and End dates, Release Date, Facility	View (Read)	View (Read)
NFLOC – Start and End dates	View (Read)	View (Read)
SOC – Start and End dates	View (Read)	View (Read)
WIC – Status, Start and End dates	View (Read)	View (Read)
Head Start – Status, Start and End dates	View (Read)	View (Read)
Waivers – Long Term Care Services Status – Start and End dates, Services Receiving	View (Read)	View (Read)
CYFD – Start and End dates	View (Read)	View (Read)
Behavioral Health Information – Start and End dates, Services receiving	View (Read)	View (Read)
Direct Data Entry (DDE) of Claim	Submit (Create)/(Update), View (Read)	Submit (Create)/(Update) and View (Read) - system routes the claim to MCO for adjudication after initial validations are passed

Providers	Fee-for-Service	Managed Care
Void/Adjust claim	Submit (Create)/(Update), View (Read)	Submit (Create)/(Update) and View (Read) - system routes the claim to MCO for adjudication after initial validations are passed
File with multiple claims	Submit (Create)/(Update), View (Read)	Submit (Create)/(Update) and View (Read) - system routes the claims to MCO for adjudication after initial validations are passed
Claim Processing Appeal	Submit (Create)/(Update), View (Read)	Submit (Create)/(Update) - after exhausting MCO Appeal Process
1099 (may be with DFA)	Print (Read)	Reroute user to MCO Portal
EHR 1099 (may be with DFA)	Print (Read)	Reroute user to MCO Portal
Remittance Advice	Print (Read)	Reroute user to MCO Portal
FFS Claim Status (Paid – including amounts, Denied with Reason Code, In Process)	View (Read)	View (Read)
Encounter Status (Received, Sent to MCO)	View (Read)	View (Read)
Fee For Service Rates	View (Read)	NOT ALLOWED
Provider Training(s)	Submit (Create)/(Update)	Submit (Create)/(Update)
Provider Application/Enrollment including Status - includes attaching documents to pended application	Submit (Create)(Update)/View (Read)	Submit (Create)/View (Read)
Provider Management Materials (Provider Enrollment Updates)	Submit (Create)/(Update) View (Read)	Submit (Create)/(Update) View (Read)
Turnaround Document	Submit (Create)/(Update) View (Read)	Submit (Create)/(Update) View (Read)
Provider Enrollment Appeal	Submit (Create)/(Update) View (Read)	Submit (Create)/(Update) View (Read)

Providers	Fee-for-Service	Managed Care
Enroll for EDI HIPAA transactions	Submit (Create)/(Update)	n/a
Perform EDI HIPAA transactions	Submit (Create)/(Update) View (Read)	n/a
Establish Electronic Funds Transfer (EFT) Routing Information	Submit (Create)/(Update)	n/a
Electronic Funds Transfer (EFT) Transactions	View (Read)	n/a
Presumptive Eligibility/Enrollment and Updates	Submit (Create)/(Update) View (Read)	View (Read)
Report Potential Member TPL	Submit (Create)/(Update) View (Read)	Submit (Create)/(Update) View (Read)
Report Potential Member Fraud	Submit (Create)/(Update) View (Read)	Submit (Create)/(Update) View (Read)
Complaint about a Member	Submit (Create)/(Update) View (Read)	Submit (Create)/(Update) View (Read) after exhausting MCO Appeal Process
Complaint about a Provider	Submit (Create)/(Update) View (Read)	Submit (Create)/View (Read) after exhausting MCO Appeal Process
Hearing Request	Submit (Create)/(Update) View (Read)	Submit (Create)/(Update) View (Read) after exhausting MCO Appeal Process
FFS Care/Case Management and Updates	Submit (Create)/(Update) View (Read)	View (Read)
MCO Care/Case Management and Updates	View (Read)-requires data from MCO	Reroute user to MCO Portal
FFS Prior Authorization and Updates	Submit (Create)/(Update) View (Read)	View (Read)
MCO Prior Authorization and Updates	View (Read)-requires data from MCO	Reroute user to MCO Portal

Providers	Fee-for-Service	Managed Care
FFS Treatment Plan and Updates	Submit (Create)/(Update) View (Read)	View (Read)
MCO Treatment Plan and Updates	View (Read)-requires data from MCO	Reroute user to MCO Portal
FFS Referral Authorization and Updates	Submit (Create)/(Update) View (Read)	View (Read)
MCO Referral Authorization and Updates	View (Read)-requires data from MCO	Reroute user to MCO Portal
FFS Rx Claim Status (Paid – including amounts, Denied with Reason Code, In Process)	View (Read)	View (Read)
Rx Encounter Status (Received, Sent to MCO)	View (Read)	View (Read)
EHR Incentive Program Enrollment and required materials for participation	Submit (Create)/(Update) View (Read)	Reroute user to MCO Portal
Communication Blasts or ENEWS	View (Read)	View (Read)
Ask a representative	Submit (Create/Update)	Submit (Create/Update)
Password reset	Submit (Create/Update)	Submit (Create/Update)
Chat Session	Submit (Create/Update) View (Read)	Submit (Create/Update) View (Read)
CCSC Case	Submit (Create) View (Read)	Submit (Create) View (Read)

* hyperlinks are examples only

Agencies	Aging/BHSD/CYFD - Portal and Data Services – extra security needed as Foster Children	DOH - Inquiry through Portal and Data Services	AG - need lookup via Portal and Run Report via Data Services (pull a sampling)	Office of Fair Hearings (OFH)- need ability to lookup via Portal and Run Report via Data Services (pull a sampling) – Member Hearing continues through ASPEN	Division of Child Support Enforcement
MCO's in case they want to reach out to contract hyperlink*	access	access	access	access	access
Immunization Registry hyperlink*	access	access	access	access	access
Cancer Registry hyperlink*	access	access	access	access	access
Member Eligibility and Enrollment with Start and End dates [including MCO, TPL Carrier/Coverage; Medicaid, CHIP, SNAP, TEFAP, TANF, GA, RRS, LIHEAP, CSBG)	View (Read)	View (Read)	View (Read)	View (Read)	View (Read)
Department of Corrections – Incarceration Start and End dates, Release Date, Facility	View (Read)	View (Read)	View (Read)	View (Read)	View (Read)
NFLOC – Start and End dates	View (Read)	View (Read)	View (Read)	View (Read)	View (Read)

Agencies	Aging/BHSD/CYFD - Portal and Data Services – extra security needed as Foster Children	DOH - Inquiry through Portal and Data Services	AG - need lookup via Portal and Run Report via Data Services (pull a sampling)	Office of Fair Hearings (OFH)- need ability to lookup via Portal and Run Report via Data Services (pull a sampling) – Member Hearing continues through ASPEN	Division of Child Support Enforcement
SOC – Start and End dates	View (Read)	View (Read)	View (Read)	View (Read)	View (Read)
WIC – Status, Start and End dates	View (Read)	View (Read)	View (Read)	View (Read)	View (Read)
Head Start – Status, Start and End dates	View (Read)	View (Read)	View (Read)	View (Read)	View (Read)
Waivers – Long Term Care Services Status – Start and End dates, Services Receiving	View (Read)	View (Read)	View (Read)	View (Read)	View (Read)
CYFD – Start and End dates	View (Read)	View (Read)	View (Read)	View (Read)	View (Read)
Behavioral Health Information – Start and End dates, Services receiving	View (Read)	View (Read)	View (Read)	View (Read)	View (Read)
Direct Data Entry (DDE) of Claim	n/a	n/a	n/a	n/a	n/a
Void/Adjust claim	n/a	n/a	n/a	n/a	n/a
File with multiple claims	n/a	n/a	n/a	n/a	n/a

Agencies	Aging/BHSD/CYFD - Portal and Data Services – extra security needed as Foster Children	DOH - Inquiry through Portal and Data Services	AG - need lookup via Portal and Run Report via Data Services (pull a sampling)	Office of Fair Hearings (OFH)- need ability to lookup via Portal and Run Report via Data Services (pull a sampling) – Member Hearing continues through ASPEN	Division of Child Support Enforcement
Claim Processing Appeal	n/a	n/a	n/a	n/a	n/a
1099 (may be with DFA)	n/a	n/a	n/a	n/a	n/a
EHR 1099 (may be with DFA)	n/a	n/a	n/a	n/a	n/a
Remittance Advice	n/a	n/a	n/a	n/a	n/a
FFS Claim Status (Paid – including amounts, Denied with Reason Code, In Process)	View (Read)	View (Read)	View (Read)	View (Read)	View (Read)
Encounter Status (Received, Sent to MCO)	View (Read)	View (Read)	View (Read)	View (Read)	View (Read)
Fee For Service Rates	n/a	n/a	View (Read)	View (Read)	n/a
Provider Training(s)	n/a	n/a	n/a	n/a	n/a

Agencies	Aging/BHSD/CYFD - Portal and Data Services – extra security needed as Foster Children	DOH - Inquiry through Portal and Data Services	AG - need lookup via Portal and Run Report via Data Services (pull a sampling)	Office of Fair Hearings (OFH)- need ability to lookup via Portal and Run Report via Data Services (pull a sampling) – Member Hearing continues through ASPEN	Division of Child Support Enforcement
Inquire on Provider Application/Enrollment [Active, Geographic Area, EHR Participation, Languages, Specialties, Capacity, Status, Attached Documents]	View (Read)	View (Read)	View (Read)	View (Read)	View (Read)
Provider Enrollment Appeal	n/a	n/a	n/a	n/a	n/a
Provider Turnaround Document	n/a	n/a	n/a	n/a	n/a
Enroll for EDI HIPAA transactions	n/a	n/a	n/a	n/a	n/a
Perform EDI HIPAA transactions	n/a	n/a	n/a	n/a	n/a
Establish Electronic Funds Transfer (EFT) Routing Information	n/a	n/a	n/a	n/a	n/a
Electronic Funds Transfer (EFT) Transactions	n/a	n/a	n/a	n/a	n/a

Agencies	Aging/BHSD/CYFD - Portal and Data Services – extra security needed as Foster Children	DOH - Inquiry through Portal and Data Services	AG - need lookup via Portal and Run Report via Data Services (pull a sampling)	Office of Fair Hearings (OFH)- need ability to lookup via Portal and Run Report via Data Services (pull a sampling) – Member Hearing continues through ASPEN	Division of Child Support Enforcement
Presumptive Eligibility/Enrollment and Updates	View (Read)	View (Read)	View (Read)	View (Read)	View (Read)
Report Potential Member TPL	Submit (Create)/(Update) View (Read)	Submit (Create)/(Update) View (Read)	n/a	n/a	n/a
Report Potential Member Fraud	Submit (Create)/(Update) View (Read)	Submit (Create)/(Update) View (Read)	View (Read)	View (Read)	View (Read)
Complaint about a Member	View (Read)	View (Read)	View (Read)	View (Read)	View (Read)
Complaint about a Provider	View (Read)	View (Read)	View (Read)	View (Read)	View (Read)
Hearing Request	View (Read)	View (Read)	View (Read)	View (Read)	View (Read)
FFS Care/Case Management and Updates	View (Read)	View (Read)	View (Read)	View (Read)	View (Read)
MCO Care/Case Management and Updates	View (Read)	View (Read)	View (Read)	View (Read)	View (Read)
FFS Prior Authorization and Updates	View (Read)	View (Read)	View (Read)	View (Read)	View (Read)

Agencies	Aging/BHSD/CYFD - Portal and Data Services – extra security needed as Foster Children	DOH - Inquiry through Portal and Data Services	AG - need lookup via Portal and Run Report via Data Services (pull a sampling)	Office of Fair Hearings (OFH)- need ability to lookup via Portal and Run Report via Data Services (pull a sampling) – Member Hearing continues through ASPEN	Division of Child Support Enforcement
MCO Prior Authorization and Updates	View (Read)	View (Read)	View (Read)	View (Read)	View (Read)
FFS Treatment Plan and Updates	View (Read)	View (Read)	View (Read)	View (Read)	View (Read)
MCO Treatment Plan and Updates	View (Read)	View (Read)	View (Read)	View (Read)	View (Read)
FFS Referral Authorization and Updates	View (Read)	View (Read)	View (Read)	View (Read)	View (Read)
MCO Referral Authorization and Updates	View (Read)	View (Read)	View (Read)	View (Read)	View (Read)
FFS Rx Claim Status (Paid – including amounts, Denied with Reason Code, In Process)	View (Read)	View (Read)	View (Read)	View (Read)	View (Read)
Rx Encounter Status (Received, Sent to MCO)	View (Read)	View (Read)	View (Read)	View (Read)	View (Read)

Agencies	Aging/BHSD/CYFD - Portal and Data Services – extra security needed as Foster Children	DOH - Inquiry through Portal and Data Services	AG - need lookup via Portal and Run Report via Data Services (pull a sampling)	Office of Fair Hearings (OFH)- need ability to lookup via Portal and Run Report via Data Services (pull a sampling) – Member Hearing continues through ASPEN	Division of Child Support Enforcement
EHR Incentive Program Enrollment and required materials for participation	View (Read)	View (Read)	View (Read)	View (Read)	View (Read)
Communication Blasts or ENEWS	View (Read)	View (Read)	View (Read)	View (Read)	View (Read)
Ask a representative	Submit (Create/Update)	Submit (Create/Update)	Submit (Create/Update)	Submit (Create/Update)	Submit (Create/Update)
Password reset	Submit (Create/Update)	Submit (Create/Update)	Submit (Create/Update)	Submit (Create/Update)	Submit (Create/Update)
CCSC CRM (Cases)	View (Read) Submit (Update)	View (Read) Submit (Update)	View (Read) Submit (Update)	View (Read) Submit (Update)	View (Read) Submit (Update)

* hyperlinks are examples only

Agencies (continued)	ISD	ASD – Data Services for reporting, DRB, Some Recoveries	OIG- need ability to lookup via Portal and Run Report via Data Services (pull a sampling). OIG has direct view to ASPEN	Managed Care Organization (MCO)/Accountable Care Organization (ACO)/Quality Assurance (QA) Organizations – Limited view of Foster Children (no address)	Corrections - file to ASPEN continues
MCO's in case they want to reach out to contract hyperlink*	access	n/a	access	access	access
Immunization Registry hyperlink*	access	n/a	access	access	access
Cancer Registry hyperlink*	access	n/a	access	access	access
Member Eligibility and Enrollment with Start and End dates [including MCO, TPL Carrier/Coverage; Medicaid, CHIP, SNAP, TEFAP, TANF, GA, RRS, LIHEAP, CSBG)	View (Read)	n/a	View (Read)	View (Read)	View (Read)
Department of Corrections – Incarceration Start and End dates, Release Date, Facility	View (Read)	n/a	View (Read)	View (Read)	View (Read)
NFLOC – Start and End dates	View (Read)	n/a	View (Read)	View (Read)	View (Read)
SOC – Start and End dates	View (Read)	View (Read)	View (Read)	View (Read)	View (Read)
WIC – Status, Start and End dates	View (Read)	n/a	View (Read)	View (Read)	View (Read)
Head Start – Status, Start and End dates	View (Read)	n/a	View (Read)	View (Read)	View (Read)
Waivers – Long Term Care Services Status – Start and End dates, Services Receiving	View (Read)	n/a	View (Read)	View (Read)	View (Read)
CYFD – Start and End dates	View (Read)	n/a	View (Read)	View (Read)	View (Read)
Behavioral Health Information – Start and End dates, Services receiving	View (Read)	n/a	View (Read)	View (Read)	View (Read)
Direct Data Entry (DDE) of Claim	n/a	n/a	n/a	n/a	n/a

Agencies (continued)	ISD	ASD – Data Services for reporting, DRB, Some Recoveries	OIG- need ability to lookup via Portal and Run Report via Data Services (pull a sampling). OIG has direct view to ASPEN	Managed Care Organization (MCO)/Accountable Care Organization (ACO)/Quality Assurance (QA) Organizations – Limited view of Foster Children (no address)	Corrections - file to ASPEN continues
Void/Adjust claim	n/a	n/a	n/a	n/a	n/a
File with multiple claims	n/a	n/a	n/a	n/a	n/a
Claim Processing Appeal	n/a	n/a	n/a	n/a	n/a
1099 (may be with DFA)	n/a	n/a	n/a	n/a	n/a
EHR 1099 (may be with DFA)	n/a	n/a	n/a	n/a	n/a
Remittance Advice	n/a	n/a	n/a	View (Read) and Print 820	n/a
FFS Claim Status (Paid – including amounts, Denied with Reason Code, In Process)	View (Read)	View (Read)	View (Read)	View (Read)	View (Read)
Encounter Status (Received, Sent to MCO)	View (Read)	View (Read)	View (Read)	View (Read)	View (Read)
Fee For Service Rates	View (Read)	View (Read)	View (Read)	n/a	View (Read)
Provider Training(s)	n/a	n/a	n/a	n/a	n/a
Inquire on Provider Application/Enrollment [Active, Geographic Area, EHR Participation, Languages, Specialties, Capacity, Status, Attached Documents]	View (Read)	View (Read)	View (Read)	View (Read)	View (Read)
Provider Enrollment Appeal	n/a	n/a	n/a	n/a	n/a
Provider Turnaround Document	n/a	n/a	n/a	n/a	n/a
Enroll for EDI HIPAA transactions	n/a	n/a	n/a	n/a	n/a
Perform EDI HIPAA transactions	n/a	n/a	n/a	n/a	n/a
Establish Electronic Funds Transfer (EFT) Routing Information	n/a	n/a	n/a	n/a	n/a

Agencies (continued)	ISD	ASD – Data Services for reporting, DRB, Some Recoveries	OIG- need ability to lookup via Portal and Run Report via Data Services (pull a sampling). OIG has direct view to ASPEN	Managed Care Organization (MCO)/Accountable Care Organization (ACO)/Quality Assurance (QA) Organizations – Limited view of Foster Children (no address)	Corrections - file to ASPEN continues
Electronic Funds Transfer (EFT) Transactions	n/a	n/a	n/a	n/a	n/a
Presumptive Eligibility/Enrollment and Updates	View (Read)	View (Read)	View (Read)	View (Read)	View (Read)
Report Potential Member TPL	n/a	n/a	n/a	Submit (Create)/(Update) View (Read)	n/a
Report Potential Member Fraud	View (Read)	n/a	n/a	Submit (Create)/(Update) View (Read)	View (Read)
Complaint about a Member	View (Read)	n/a	n/a	n/a	View (Read)
Complaint about a Provider	View (Read)	n/a	n/a	n/a	View (Read)
Hearing Request	View (Read)	n/a	n/a	n/a	View (Read)
FFS Care/Case Management and Updates	View (Read)	n/a	n/a	View (Read)	View (Read)
MCO Care/Case Management and Updates	View (Read)	n/a	n/a	View (Read)	View (Read)
FFS Prior Authorization and Updates	View (Read)	n/a	n/a	View (Read)	View (Read)
MCO Prior Authorization and Updates	View (Read)	n/a	n/a	View (Read)	View (Read)
FFS Treatment Plan and Updates	View (Read)	n/a	n/a	View (Read)	View (Read)
MCO Treatment Plan and Updates	View (Read)	n/a	n/a	View (Read)	View (Read)
FFS Referral Authorization and Updates	View (Read)	n/a	n/a	View (Read)	View (Read)
MCO Referral Authorization and Updates	View (Read)	n/a	n/a	View (Read)	View (Read)

Agencies (continued)	ISD	ASD – Data Services for reporting, DRB, Some Recoveries	OIG- need ability to lookup via Portal and Run Report via Data Services (pull a sampling). OIG has direct view to ASPEN	Managed Care Organization (MCO)/Accountable Care Organization (ACO)/Quality Assurance (QA) Organizations – Limited view of Foster Children (no address)	Corrections - file to ASPEN continues
FFS Rx Claim Status (Paid – including amounts, Denied with Reason Code, In Process)	View (Read)	View (Read)	View (Read)	View (Read)	View (Read)
Rx Encounter Status (Received, Sent to MCO)	View (Read)	View (Read)	View (Read)	View (Read)	View (Read)
EHR Incentive Program Enrollment and required materials for participation	View (Read)	View (Read)	View (Read)	n/a	View (Read)
Communication Blasts or ENEWS	View (Read)	View (Read)	View (Read)	View (Read)	View (Read)
Ask a representative	Submit (Create/Update)	Submit (Create/Update)	Submit (Create/Update)	Submit (Create/Update)	Submit (Create/Update)
Password reset	Submit (Create/Update)	Submit (Create/Update)	Submit (Create/Update)	Submit (Create/Update)	Submit (Create/Update)
CCSC CRM (Cases)	View (Read) Submit (Update)	View (Read) Submit (Update)	View (Read) Submit (Update)	View (Read) Submit (Update)	View (Read) Submit (Update)

* hyperlinks are examples only

> • External Agencies: Department of Aging and Long Term Services; Department of Health (DOH); Children, Youth, Family Department (CYFD); Department of Corrections; Office of the Attorney General
> • Internal Agencies: Behavioral Health Services Division (BHSD); Child Support Enforcement Division (CSED); Income Support Division (ISD); Administrative Services Division (ASD); Office of Inspector General (OIG); ; Office of Fair Hearings (OFH)

HSD – MAD, ITD	NM HSD (MAD and ITD) [includes contact center - CCSC]
MCO's in case they want to reach out to contract hyperlink*	Based upon security (Roles/Profiles)
Immunization Registry hyperlink*	Based upon security (Roles/Profiles)
Cancer Registry hyperlink*	Based upon security (Roles/Profiles)
Mi Via*	Based upon security (Roles/Profiles)
YESNM*	Based upon security (Roles/Profiles)
Member Eligibility and Enrollment with Start and End dates [including MCO, TPL Carrier/Coverage; Medicaid, CHIP, SNAP, TEFAP, TANF, GA, RRS, LIHEAP, CSBG)	Based upon security (Roles/Profiles)
Case Members Eligibility and Enrollment with Start and End dates [including MCO, TPL Carrier/Coverage; Medicaid, CHIP, SNAP, TEFAP, TANF, GA, RRS, LIHEAP, CSBG)	Based upon security (Roles/Profiles)
Member Eligibility Appeal Status	Based upon security (Roles/Profiles)
Eligibility recertification date(s) for individual COEs	Based upon security (Roles/Profiles)
View Enrollment Application status	Based upon security (Roles/Profiles)
View coverages	Based upon security (Roles/Profiles)
Department of Corrections – Incarceration Start and End dates, Release Date, Facility	Based upon security (Roles/Profiles)
1095B	Based upon security (Roles/Profiles)
Member Fair Hearing and Status	Based upon security (Roles/Profiles)
Sign HIPAA Release of Information – Acknowledgement 1st time	Based upon security (Roles/Profiles)
NFLOC – Start and End dates	Based upon security (Roles/Profiles)
SOC – Start and End dates	Based upon security (Roles/Profiles)
WIC – Status, Start and End dates	Based upon security (Roles/Profiles)
Head Start – Status, Start and End dates	Based upon security (Roles/Profiles)
Waivers – Long Term Care Services Status – Start and End dates, Services Receiving	Based upon security (Roles/Profiles)
CYFD – Start and End dates	Based upon security (Roles/Profiles)
Behavioral Health Information – Start and End dates, Services receiving	Based upon security (Roles/Profiles)
Member Premiums if added as cost containment measure in the future	Based upon security (Roles/Profiles)
Direct Data Entry (DDE) of Claim	Based upon security (Roles/Profiles)
Void/Adjust claim	Based upon security (Roles/Profiles)
File with multiple claims	Based upon security (Roles/Profiles)
Claim Processing Appeal	Based upon security (Roles/Profiles)
1099 (may be with DFA)	Based upon security (Roles/Profiles)
EHR 1099 (may be with DFA)	Based upon security (Roles/Profiles)
Remittance Advice	Based upon security (Roles/Profiles)
FFS Claim Status (Paid – including amounts, Denied with Reason Code, In Process)	Based upon security (Roles/Profiles)
Encounter Status (Received, Sent to MCO)	Based upon security (Roles/Profiles)

HSD – MAD, ITD	NM HSD (MAD and ITD) [includes contact center - CCSC]
Fee For Service Rates	Based upon security (Roles/Profiles)
Provider Training(s)	Based upon security (Roles/Profiles)
Inquire on Provider Application/Enrollment [Active, Geographic Area, EHR Participation, Languages, Specialties, Capacity, Status, Attached Documents]	Based upon security (Roles/Profiles)
Provider Enrollment Appeal	Based upon security (Roles/Profiles)
Provider Turnaround Document	Based upon security (Roles/Profiles)
Enroll for EDI HIPAA transactions	Based upon security (Roles/Profiles)
Perform EDI HIPAA transactions	Based upon security (Roles/Profiles)
Establish Electronic Funds Transfer (EFT) Routing Information	Based upon security (Roles/Profiles)
Electronic Funds Transfer (EFT) Transactions	Based upon security (Roles/Profiles)
Presumptive Eligibility/Enrollment and Updates	Based upon security (Roles/Profiles)
Report Potential Member TPL	Based upon security (Roles/Profiles)
Report Potential Member Fraud	Based upon security (Roles/Profiles)
Complaint about a Member	Based upon security (Roles/Profiles)
Complaint about a Provider	Based upon security (Roles/Profiles)
Hearing Request	Based upon security (Roles/Profiles)
FFS Care/Case Management and Updates	Based upon security (Roles/Profiles)
MCO Care/Case Management and Updates	Based upon security (Roles/Profiles)
FFS Prior Authorization and Updates	Based upon security (Roles/Profiles)
MCO Prior Authorization and Updates	Based upon security (Roles/Profiles)
FFS Treatment Plan and Updates	Based upon security (Roles/Profiles)
MCO Treatment Plan and Updates	Based upon security (Roles/Profiles)
FFS Referral Authorization and Updates	Based upon security (Roles/Profiles)
MCO Referral Authorization and Updates	Based upon security (Roles/Profiles)
FFS Rx Claim Status (Paid – including amounts, Denied with Reason Code, In Process)	Based upon security (Roles/Profiles)
Rx Encounter Status (Received, Sent to MCO)	Based upon security (Roles/Profiles)
EHR Incentive Program Enrollment and required materials for participation	Based upon security (Roles/Profiles)
View Federal Exchange (HIX) information	Based upon security (Roles/Profiles)
Communication Blasts or ENEWS	Based upon security (Roles/Profiles)
Ask a representative	Based upon security (Roles/Profiles)
Password reset	Based upon security (Roles/Profiles)
Chat Sessions	Based upon security (Roles/Profiles)
CRM Cases	Based upon security (Roles/Profiles)

* hyperlinks are examples only

NM HSD (MAD and ITD) [includes contact center] can view/inquire in Data Warehouse on anything. Some users may have direct access (No SSO) to parts of the system [BPO Financial Management, BPO Quality Assurance, BPO Benefit Management Services, BPO Consolidated Customer Service Center] or other systems [ASPEN, SHARE, Falling Colors, etc.]