

# What is the Consolidated Customer Service Center (CCSC)?



A module of the Medicaid Management Information System Replacement (MMISR) project, the CCSC provides a single point of contact by phone, chat, and email for assistance with HSD programs.

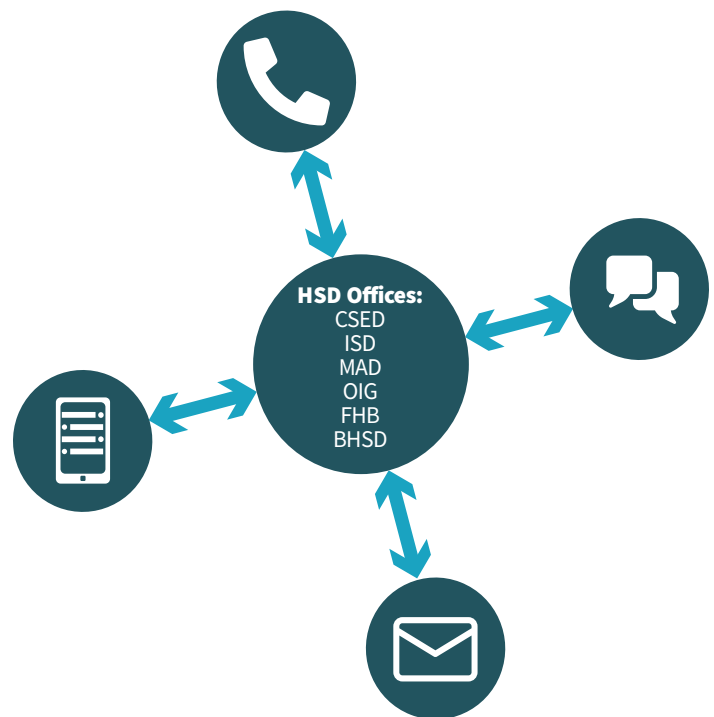
The CCSC serves as a single resource handling inquiries for all HSD offices, improving effectiveness and customer experience. Previously, HSD customers had to navigate a series of phone numbers and contacts, and often were required to provide the same information repeatedly as they moved through the system. Now, clients and providers can connect by their preferred channel, and automation is available to answer simple questions and manage basic tasks. Improved data sharing eliminates the need for customers to repeatedly provide information.

Clients can now:

- **call 1-800-283-4465** to use the automated service for some tasks at any time or to speak with an agent Monday–Friday, 7:00 A.M.–6:30 P.M.
- **use the automated chat service** at [www.yes.state.nm.us](http://www.yes.state.nm.us) for some tasks 24 hours a day, 7 days a week
- **send an email to [NM.Customers@state.nm.us](mailto:Customers@state.nm.us)** at any time and receive assistance Monday–Friday, 7:00 A.M.–6:30 P.M.
- **text 601-401-4995** for general information and to perform some tasks such as an address change or application status inquiry

Providers can now:

- **call 1-800-299-7304** to use the automated service for some tasks any time, or to speak to an agent Monday–Friday, 7:00 A.M.–6:30 P.M.
- **send an email to [NM.Providers@state.nm.us](mailto:Providers@state.nm.us)** at any time and receive assistance Monday–Friday, 7:00 A.M.–6:30 P.M.



## CURRENT STATUS

The CCSC is now supporting all six HSD divisions and offices: Child Support Enforcement Division (CSED), Income Support Division (ISD), Medical Assistance Division (MAD), Office of Inspector General (OIG), Fair Hearings Bureau (FHB), and Behavioral Health Services Division (BHSD). Work continues with module vendor Accenture on continuous improvement and enhanced functionality. Future iterations of the CCSC will add state agencies, allowing inquiries to be handled in one place, no matter the division or program.