

UnitedHealthcare Community Plan of New Mexico home visiting care provider onboarding process

Quick reference guide

This guide is designed to assist you with joining our network.

Get credentialed

The first step is to get credentialed. You'll begin the process to become a UnitedHealthcare Community Plan of New Mexico Medicaid Home Visiting (MHV) care provider by obtaining a **One Healthcare ID** to access the **UnitedHealthcare Provider Portal**. After receiving your One Healthcare ID, you can then begin the process to **Join our network**.

To successfully complete the registration process, you will need your entity details including the following:

- Tax ID number (TIN)
- Legal name
- Contact information
- Your CAQH registration

Please ensure your attestations and documentation are up to date. If you have any questions during the onboarding process, please sign in to the **UnitedHealthcare Provider Portal**, where you can **connect and chat** with us 24/7.

Contracting with us

After getting credentialed, please reach out to us at **MHV@UHC.com** to initiate the contracting process. Our team will make sure that you are routed to the appropriate contracting team. This may depend on the services you offer; your care provider type and what type of participation agreement is needed. As a MHV care provider, you may not go through the standard UnitedHealthcare contracting pathway.

You will be asked to provide the following information:

- TIN
- Legal business name
- Provider type
- New Mexico Medicaid ID
- National Provider Identifier (NPI) number
- Main contact information
- W-9
- MHV program type
- Counties served
- Services offered
- MHV capacity

Referrals

We are eager to work with you. You'll begin receiving referrals for members to join your program once you've signed a participation agreement with us.

You can also email us at MHV@UHC.com for referrals or questions regarding referred members. Our care coordination team will triage your referral questions to the member's care coordinator.

Care provider support

Please see the [UnitedHealthcare Provider Portal Overview](#) interactive guide for more information on how to use the portal. You can also visit UHCprovider.com for additional resources and training to help you work seamlessly with us.

After you've registered for your [One Healthcare ID](#), you can sign in the portal and use it to:

- Verify eligibility and benefits for members
- Request prior authorizations and view the status of requested authorizations
- Review provider remittance advices
- Review and submit claims

For more information, please visit the following:

- [New Mexico Turquoise Care](#)
- [UnitedHealthcare Community Plan of New Mexico](#)

Additional information can be found in the [care provider manual](#).



We're here to help

For questions or more information email us at MHV@UHC.com.