Quick Reference Guide: Accessing Communications within PNM

Steps:

1 The Provider Correspondence is for communication directly from ODM/PNM only

Once you have logged into PNM, access the Provider file by clicking the hyperlink under the 'Provider' heading, for the file you wish to access.

2

On the Provider Management Home page, click the '+' symbol to expand the 'Self Service' section.

3

Within the Self Service Selections, click on the 'Provider Correspondence' hyperlink.

Steps:

4

In the 'Search Correspondence' section, chose a Correspondence Type from the drop-down menu:

- Enrollment Notifications
- Financial Notifications
- Financial MSP Notifications
- SURS Notifications
- Eligibility Notifications
- Prior Authorization Notifications
- Claims Notifications
- Ad Hoc Notifications

While not required, users can enter a date in the 'Date Available From' and 'Date Available To' boxes.

5

After entering the Correspondence Type and possible Date Range, click the **Search** button. The search results will display at the bottom of the page. If there are multiple pages, click the number or arrow hyperlinks to move through them.

6

To review the contents of a correspondence, click on the hyperlink under the Correspondence Subject heading that you wish to view.

A pop-up window with the correspondence appears. To close the window, click the Close button.

Disclaimer: It is the Provider's responsibility to keep information up to date in PNM. This includes specialties, contact information, addresses, etc.