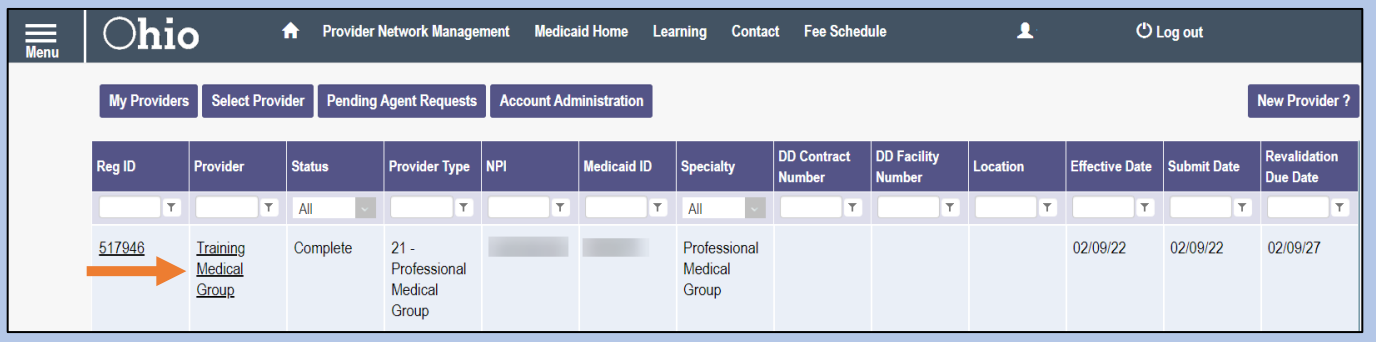
Quick Reference Guide: Accessing Communications within PNM

Steps:

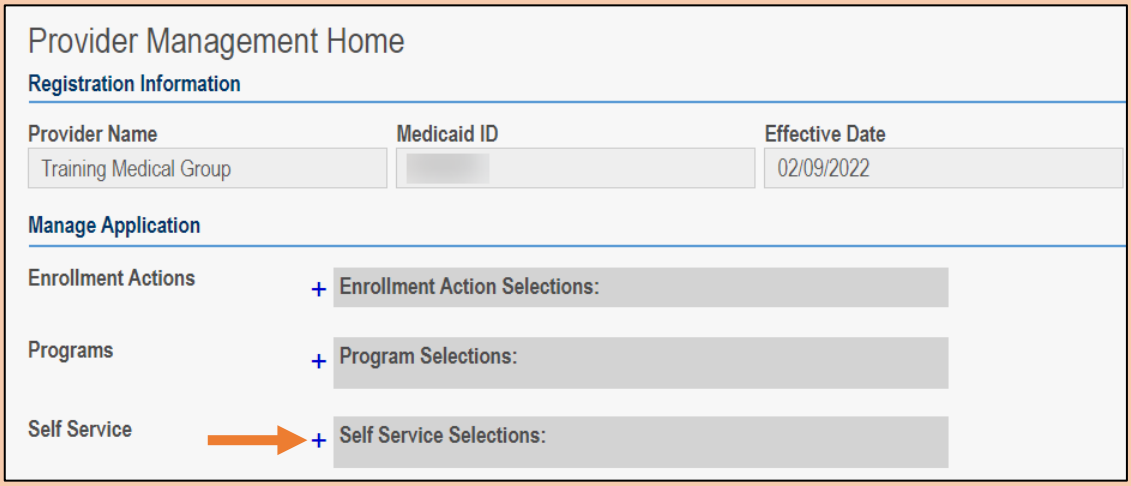
1

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



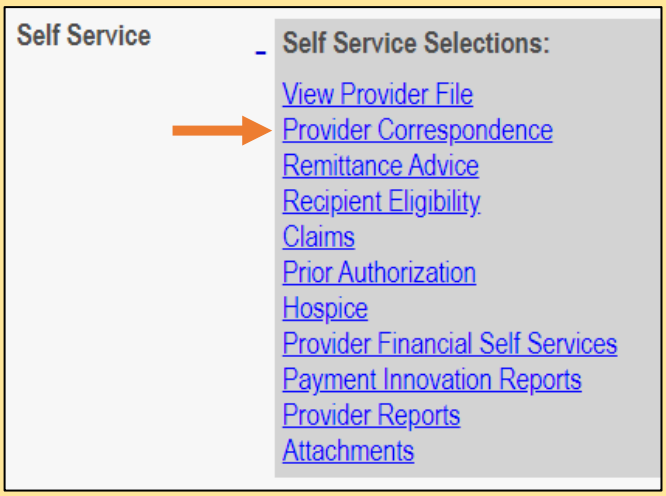
Once you have logged into PNM, access the Provider file by clicking the hyperlink under the 'Provider' heading, for the file you wish to access

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

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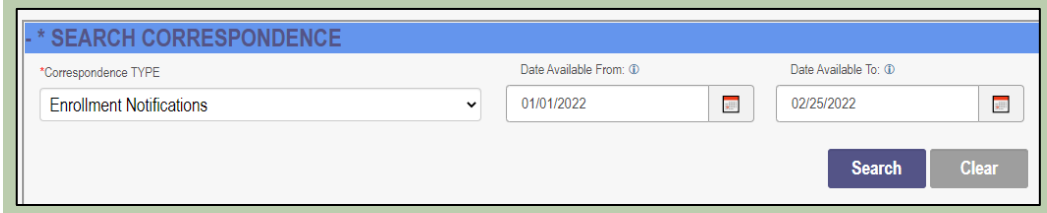
Steps:

4

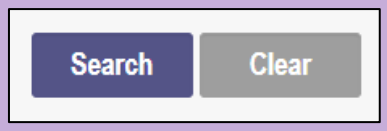


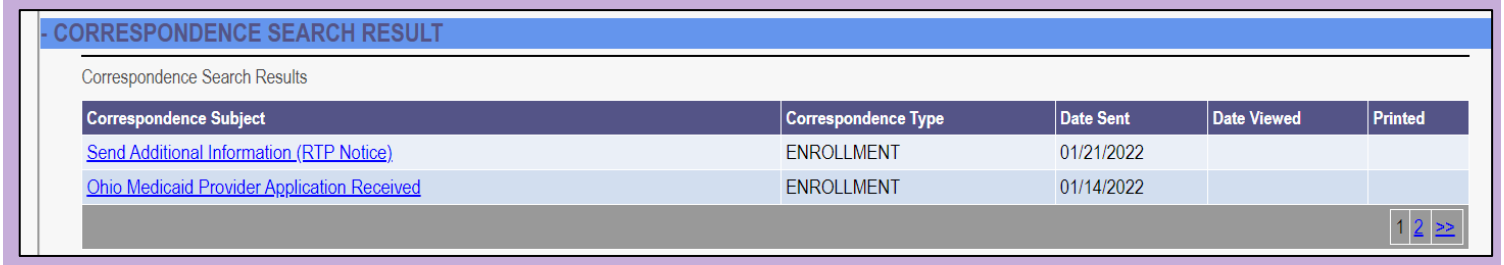
In the 'Search Correspondence' section, chose a Correspondence Type from the drop-down menu:

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

Enter a date in the 'Date Available From' and 'Date Available To' boxes

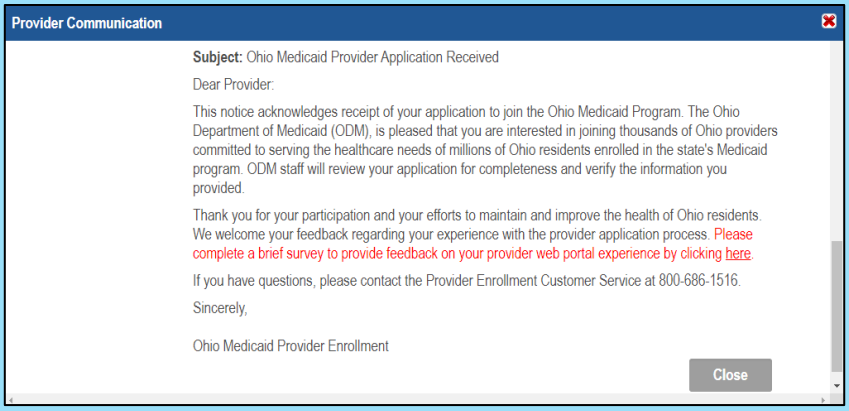
5





After entering the Correspondence Type and 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.