

10 Things You Should Know About PNM and Centralized Credentialing

1. **Single entry-point** – the new Provider Network Management (PNM) portal will serve as a single-entry point for enrollment/revalidation, and credentialing.
2. **Self-service capabilities** – provider demographic updates, such as address and ownership changes, can be submitted online rather than sending emails or mailing in forms.
3. **Comprehensive provider directory** - the PNM module will include a comprehensive provider directory and provider network based on managed care provider (MCP) affiliation.
4. **Automatic notification** – providers can opt-in to receive text alerts when new information is available to them and when action is needed by them in the system.
5. **Single credentialing process** – providers who are subject to the credentialing process will submit a single enrollment and credentialing application to be eligible to contract with any of the Medicaid Managed Care Organizations (MCOs) – no more going through a separate process for each MCO.
6. **Delegate Agreements** - with hospital systems and a delegate review process, ODM can deem credentialing work already completed by these providers and reduce or eliminate the need for individual providers such as physicians, nurse practitioners, etc. to engage in multiple credentialing processes. For providers that are with a qualified delegated credentialing entity, ODM will deem the credentialing work already done by their group to further reduce the administrative burden.
7. **Paper reduction** – providers can bypass manual paper-based processes using the PNM system’s online features. Signatures can be captured electronically, eliminating reliance on the U.S. Post.
8. **MCO data sharing** – provider credentialing data will be transmitted from the PNM directly to Medicaid’s MCOs resulting in greater efficiencies such as reduced communication time for MCOs and providers, along with data consistency between MCOs and ODM.
9. **Enhanced information** - providers will have the ability to see specialty and effective dates directly in the PNM.
10. **Ease of use** – the PNM incorporates an icon-based interface that is easy to use and allows for multiple methods of navigation. Providers can easily return to pages previously viewed or continue adding information by clicking a navigation bar at the top of the application.

For more information about PNM and Centralized Credentialing, visit the [Managed Care website](#).