Converting from TIE to Conduent EDI
A Guide for NM Medicaid Trading Partners (Submitters, Clearing Houses, Providers)
Updated: 04/06/2026

Who needs this procedure?

If you currently submit version 5010 837 claims or encounters to New Mexico Medicaid (through TIE), you need to complete the following procedure to become approved for submitting version 5010 837s.

The Steps

1. Complete a new Trading Partner Agreement (TPA) for 5010 transactions.
    a. The form is available on the New Mexico Medicaid Website at: https://www.hca.nm.gov/providers/hipaa-standard-companion-guides/
    b. Complete the form and send it to the address shown on the form.

2. Once the New Mexico HIPAA Helpdesk receives your signed TPA, they will enter your information into our Trading Partner Management System (TPMS) and provide you details on submission of your 837 transactions for testing.
3. Users will be granted access to the Conduent UAT EDI gateway to submit the files.
    a. There are 2 methods for submitting files:
        i. EDI Online, which requires a human submitting files, an
        ii. EDI DMZ, an SFTP connection, which allows automated delivery and receipt of files.
    b. You can use either or both methods.
    c. In either case, you will receive response files and reports (999, TA1, 277CA).

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4. Validate your files using UAT Conduent EDI portal
    a. Your files only need to pass SNIP levels 1 and 2 without errors. (That is, if you have a SNIP level 5 error, or a SNIP level 1 warning (not error), then your file is considered ‘passed’ for 5010 validation.)
    b. You should submit your files to this location first to ensure they pass 5010 validation.

5. How many files and claims do I need to submit?
    a. You need to submit three files of at least10 valid claims each for each transaction type (837I, 837P, and/or 837D) you wish to submit in production. (That is, if you are planning to submit 837I, P, and D transactions, you need to submit 9 files in total.)
    b. To ensure the test files are run properly, be sure the claims in each file are within the 90 Day timely filing limit.

Once you have submitted 3 files of at least 10 valid claims each, contact the NM HIPAA Helpdesk (HIPAA.DeskNM@hca.nm.gov) to let them know you are ready to have your files reviewed by the State.

6. The claims will be reviewed by the State and once approved, you will be granted permission to submit 5010 version 837 claims or encounters to the Production system.

Questions?

If you have any questions, contact the New Mexico HIPAA Helpdesk (HIPAA.DeskNM@hca.nm.gov).