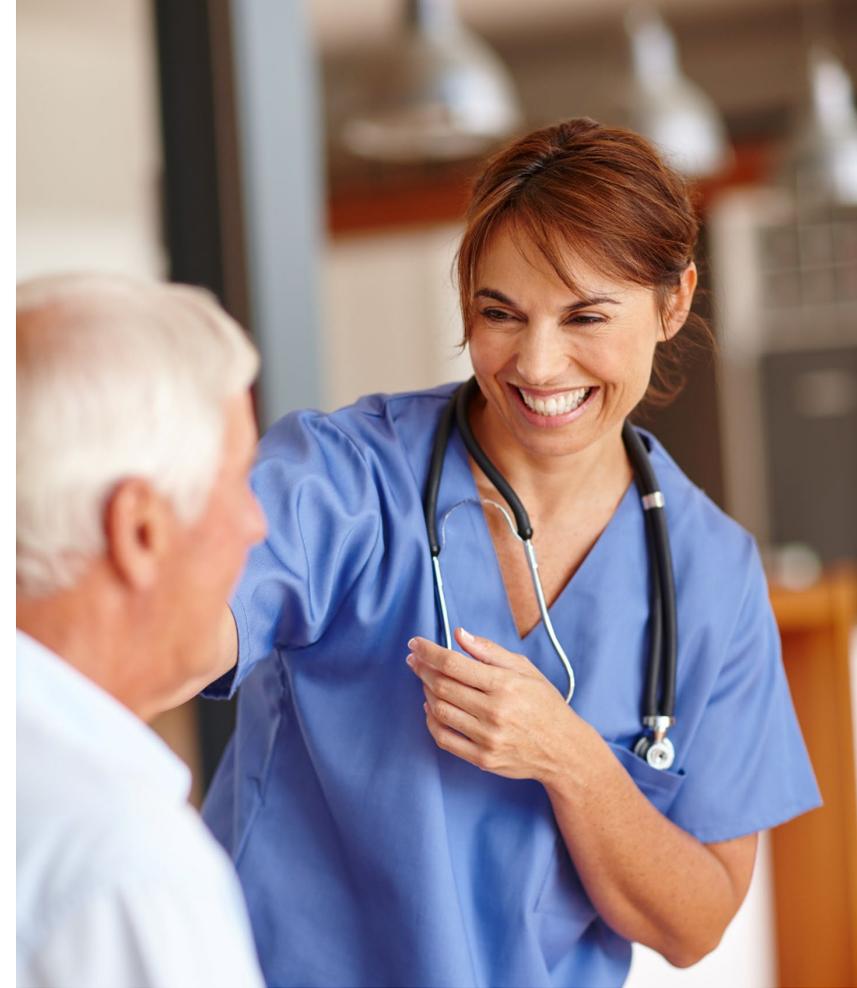




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DEVELOPMENTAL DISABILITIES SUPPORTS DIVISION (DDSD)  
QUARTERLY PROVIDER MEETING 3/17/2026

*INVESTING FOR TOMORROW, DELIVERING TODAY.*

# BEFORE WE START...

On behalf of all colleagues at the Health Care Authority, we humbly acknowledge we are on the unceded ancestral lands of the original peoples of the Pueblo, Apache, and Diné past, present, and future.

With gratitude we pay our respects to the land, the people and the communities that contribute to what today is known as the State of New Mexico.



A cloudy morning looking over Santa Cruz Lake  
photo by Jessica Gomez





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# MISSION

*We ensure New Mexicans attain their highest level of health by providing whole-person, cost-effective, accessible, and high-quality health care and safety-net services.*

# VISION

*Every New Mexican has access to affordable health care coverage through a coordinated and seamless health care system.*

# GOALS



**LEVERAGE** purchasing power and partnerships to create innovative policies and models of comprehensive health care coverage that improve the health and well-being of New Mexicans and the workforce.



**BUILD** the best team in state government by supporting employees' continuous growth and wellness.



**ACHIEVE** health equity by addressing poverty, discrimination, and lack of resources, building a New Mexico where everyone thrives.



**IMPLEMENT** innovative technology and data-driven decision-making to provide unparalleled, convenient access to services and information.

# DEVELOPMENTAL DISABILITIES SUPPORTS DIVISION (DDSD)- MISSION STATEMENT

To serve those with intellectual and developmental disabilities by providing a comprehensive system of person-centered community supports so that individuals live the lives they prefer, where they are respected, empowered, and free from abuse, neglect, and exploitation

## To Act With:

- Accountability
- Collaboration
- Respect
- Transparency

## To Be:

- Person-Centered
- Proactive
- Innovative
- Inclusive



# AGENDA

- Short Term Therapy Consultation Services
- The New Mexico START Program
- Division of Health Improvement (DHI) Incident Management Bureau Updates
- Turquoise Claims
- Employment First
- Update on the Individual Support Plan (ISP) in Therap
- Technology First Updates
- Decision Consultation Form / Exception Requests
- Regional Updates
- Access Rule Updates
- State General Funds Services
- Autism Support Services
- Prader Willi Syndrome Resources
- Health and Wellness Visits
- Provider Capacity
- Rate Study Updates
- Developmental Disabilities and Medically Fragile Waiver Renewal
- Aspiration Risk Management Update
- Mi Via Waiver Updates
- Service and Support Plan Revision
- Bureau of Behavioral Support Human Rights Committee Reminders
- HB 395 Update
- Socialization and Sexuality Education



# SHORT TERM THERAPY CONSULTATION SERVICES

MELISSA.MCBRIDE@HCA.NM.GOV

- Traditionally referred to as Safety Net Services
- Temporary support for anyone receiving Waiver services
- Available if no therapy provider is on Secondary Freedom Of Choice (SSFOC)



# SHORT TERM THERAPY CONSULTATION SERVICES

MELISSA.MCBRIDE@HCA.NM.GOV

- What safety Net Services can provide
- Limits to Safety Net Services:
  - Not meant to replace ongoing therapy support
  - Therapists' availability may not reflect what is required by Developmental Disabilities Waiver Standards
  - Interdisciplinary Team (IDT) Meeting attendance should not be expected
  - Case managers are the primary contact for Clinical Service Bureau Consultant therapists



# SHORT TERM THERAPY CONSULTATION SERVICES

MELISSA.MCBRIDE@HCA.NM.GOV

## Accessing Safety Net Services:

- Interdisciplinary Team (IDT) meets to discuss needs
  - Consider other therapy providers – Community (outpatient) or Home Health via Private insurance/Medicare/Medicaid
  - Consider other IDT members (within their scope of practice)
  - Consider other statewide clinical support (Supports and Assessment for Feeding and Eating (SAFE), University of New Mexico clinics)
- Case Manager submits Regional Office Request for Assistance (RORA) and supporting documents
  - Refer to Clinical Service Bureau- Short-term Clinical Service Bureau- Therapy Consultation Service document, distributed 3-2-2026

## Regional Office Request for Assistance (RORA) SmartSheet:

<https://app.smartsheet.com/b/form/e1352b0c7c7f4e27b09a2974538dc925>



## DDSD THERAPY CONSULTANT CONTACTS

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Mary Beth Schubauer, PT, PhD, ATP  
[marybeth.schubauer@hca.nm.gov](mailto:marybeth.schubauer@hca.nm.gov)



CENTER FOR  
DEVELOPMENT  
& DISABILITY

# THE NEW MEXICO START PROGRAM

# START MODEL

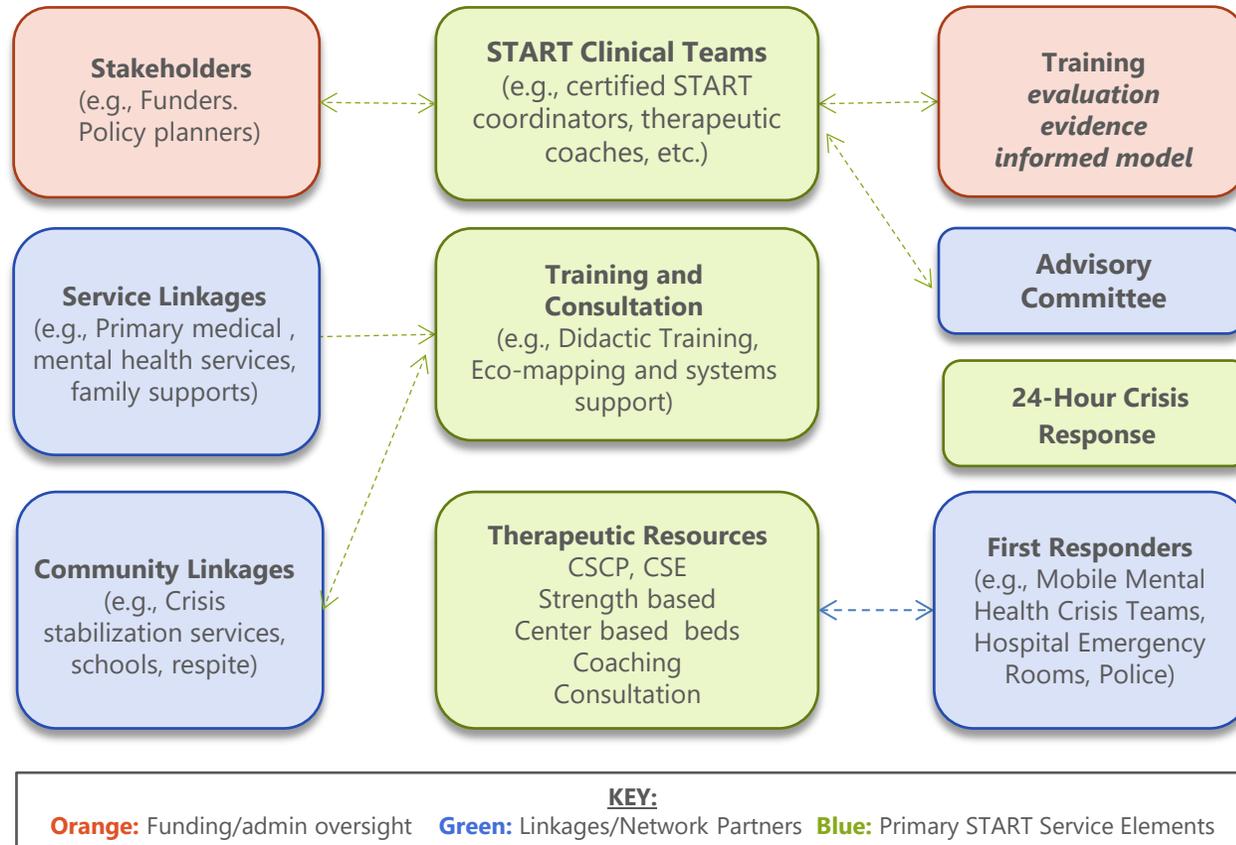
The START (Systemic-Therapeutic-Assessment-Resources-Treatment) model is an evidence-informed model of integrated community crisis prevention & intervention services for individuals ages 6 and older with intellectual and developmental disabilities and mental health needs.

START was first developed in 1988 by Dr. Joan B. Beasley and was cited as a best practice in the 2002 US Surgeon General's report and by the National Academy of Sciences in 2016.

The National Center for START Services at the UNH Institute on Disability oversees the development, measurement and quality of START programs across the country.



# START SYSTEMS LINKAGE MODEL (BEASLEY, 1988)



START is a crisis prevention and intervention model that focuses on community linkages, filling in gaps and building capacity across the system of care rather than segregated or duplicative service development.



# NM START CLINICAL TEAM

## Program Director

- Oversees program development and community linkages
- Manages Advisory Council

## Clinical Director

- Oversees clinical services and processes
- Ensures adherence to model implementation fidelity and coordinator certification

## Team Lead

- Oversees documentation and data collection
- Provides immediate hands-on support to coordinators

## Medical Director

- Provides consultation for medical needs of START participants

## Coordinators

- Works directly with NM START participants
- Develops plans
- Collects necessary data
- Provides primary crisis stabilization and support

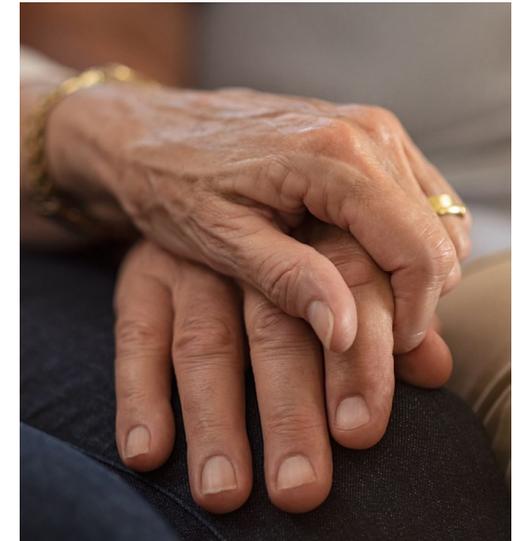
# NM START SERVICES

<b>Limited Crisis Stabilization/Emergency Support</b>
<b>Ongoing Assessment Activities</b>
<b>Comprehensive Service Evaluation (CSE)</b>
<b>Cross-Systems Crisis Prevention and Intervention Planning</b>
<b>Clinical Education Team Meetings, community trainings, and follow-up</b>
<b>Weekly multidisciplinary consultation</b>
<b>Facilitate Medical/Psychiatric follow-Up</b>
<b>START facilitated team meetings</b>
<b>Referral to resources (including therapeutic supports)</b>
<b>Outreach visits</b>
<b>Therapeutic Coaching</b>



# REFERRAL TO NM START SHOULD BE MADE IF THE INDIVIDUAL:

- Is identified as having Autism Spectrum Disorder, Autism Spectrum Disorder/Intellectual-Developmental Disability , Intellectual Disability *and* either diagnosed with or strongly suspected of having a mental health condition (e.g., anxiety, depression, behavioral disorder, psychiatric condition, etc.)
- Age is 6+
- Referral resides in Albuquerque or within 2 hours of Albuquerque.
- And at least one of the following:
  - Is currently at or has been to a psychiatric hospital within the past 24 months
  - Has been referred for additional staffing (community or school) due to challenging behavior or has been receiving enhanced (one-to-one or more) staffing for an extended period



# REFERRAL TO NM START SHOULD BE MADE IF THE INDIVIDUAL:

- Has a history of multiple community placements over the past 12 months due to challenging behavior
- Has complex mental health needs that have required crisis intervention, calls to 911, or frequent medication changes within the last 12 months
- Is at risk of losing their work, home, or school placement due to challenging behavior or unmet mental health needs
- Is presenting with complex behavioral, medical, and/or trauma-related issues and has appeared to have deteriorated over recent months or years.



# TO MAKE A REFERRAL TO NM START

- Email: [CDD-NMSTART@salud.unm.edu](mailto:CDD-NMSTART@salud.unm.edu)
- Call: 505-272-1062 (NM START General Line)



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# INCIDENT MANAGEMENT BUREAU UPDATES AND REMINDERS

TERI.COTTER@HCA.NM.GOV

- It is imperative that Waiver Providers submit an appropriate Immediate Action and Safety Plan (IASP) to IMB for all suspected abuse, neglect or exploitation (ANE) allegations. Verbal IASPs must be submitted immediately upon completion and a written copy of the IASP is due to IMB within 24 hours of the incident.
- Providers are expected to have a system in place to ensure IASP can be developed and implemented outside of normal business hours.
- Providers should not conduct investigations of allegations and should only take action to ensure the safety of the individual.
- All ANE verifications for Developmental Disabilities Waiver and Mi Via Waiver transitions need to be sent to Karen Staszweski, Clerk with the Incident Management Bureau of the Division of Health Improvement -via Scomm – she will verify and send back to the sender.



# TURQUOISE CLAIMS STATUS



## Project Overview:

- Turquoise Claims is the new Medicaid claims management system for providers and billers who submit fee-for-service Medicaid claims directly to the State
- Providers and Managed Care Organizations will be included in user acceptance testing (UAT)

The New Mexico Health Care Authority (HCA) and Medical Assistance Division (MAD) will be launching **Turquoise Claims**, a new Medicaid claims management system which will go-live on **March 23, 2026**.

Turquoise Claims will replace the current Medicaid claims management system (Omnicaid) and the NM Medicaid Provider Web Portal. You will find Turquoise Claims on the [YES.NM.GOV](https://www.yes.nm.gov) website and log in just like you do today to access the Provider/PED Enrollment system.

YES.NM.GOV will be your one-stop shop for all your provider needs.

[Turquoise-Claims-Frequently-Asked-Questions-v2.pdf](#)



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# TURQUOISE CLAIMS STATUS



- Additional information on the launch of Turquoise can be found on the Health Care Authority's website. Below are direct links to information of trainings available and a Frequent Asked Questions document.
- <https://www.hca.nm.gov/wp-content/uploads/Turquoise-Claims-Launches-March-23-Sign-Up-for-Training-Today.pdf>
- <https://www.hca.nm.gov/wp-content/uploads/NM-Provider-Training-Schedule-March-April-2026-1.pdf>
- [Turquoise-Claims-Frequently-Asked-Questions-v2.pdf](#)



# WHAT IS EMPLOYMENT FIRST?

ALIX.DEAN@HCA.NM.GOV

- Employment First is a national systems-change framework centered on the premise that all individuals, including those with the most significant disabilities, are capable of full participation in Competitive Integrated Employment (CIE) and community life.
- Employment First starts with a presumption that a person with a disability can work.
- DDSD supports Employment First by offering home and community-based services (HCBS) waiver programs that support employment in the general workforce as the first and preferred option for individuals with intellectual and developmental disabilities (IDD).



# WHAT IS COMPETITIVE INTEGRATED EMPLOYMENT (CIE)?

ALIX.DEAN@HCA.NM.GOV

- The goal of Employment First is competitive integrated employment (CIE).
- Competitive integrated employment has four primary components:
  - Competitive earnings: Paid at least minimum wage and the same wage as workers without disability performing similar work
  - Access to benefits: Has the same access to employer-provided benefits such as health insurance and paid time off
  - Integrated setting: Interacts routinely with non-disabled coworkers and the public
  - Opportunity for advancement: Access to promotions and advancement in skills, pay, and job responsibilities



# DDSD UPDATES TO THE EMPLOYMENT FIRST POLICY

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- The policy was due for routine review and update cycle since 2021
- The previous Employment First policy was shaped by past litigation
- Earlier policy language described practices specific to the Developmental Disabilities Waiver; those practices are now integrated into existing standards
- No longer limited to DD Waiver, includes all HCBS waivers-check with Alix
- The updates are necessary to ensure alignment with national best practices emphasizing competitive integrated employment as an *expected outcome* of high-quality Home and Community-Based Services (HCBS) Waiver programs – *not a priority service*
- Expand the focus of employment support services to include those in the general working age as defined by labor laws (i.e. 14 – no age cut-off vs. 21-65)



# DDSD RESOURCES FOR EMPLOYMENT FIRST

ALIX.DEAN@HCA.NM.GOV

The Community Inclusion and Employment Unit

- Community Inclusion Coordinators in each regional office are the subject matter experts on Employment First planning and best practices in service delivery

## [DDSD's Employment First Webpage](#)

- Trainings and resources for Employment First



## [Employment Supports Process Flowchart](#)

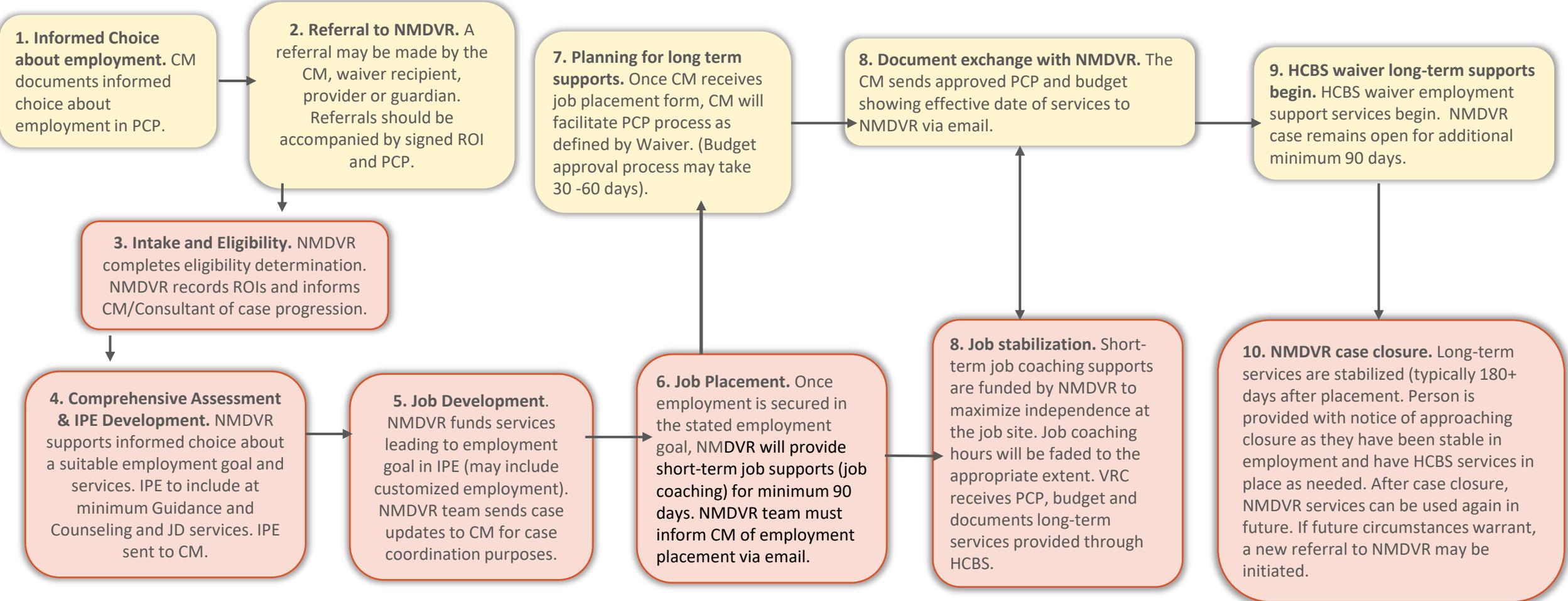
- Explains the steps for coordinating services for people on the HCBS waivers with the Division of Vocational Rehabilitation (NMDVR).



DDSD – Developmental Disabilities Supports Division  
 NMDVR – Division of Vocational Rehabilitation  
 CM – Case Manager or Consultant  
 HCBS – Home and Community-Based Services  
 VR – Vocational Rehabilitation  
 VRC – Vocational Rehabilitation Counselor  
 JD – Job Development  
 IPE – Individualized Plan for Employment (NMDVR)  
 PCP – Person Centered Plan (HCBS)  
 ROI – Release of Information

## EMPLOYMENT SUPPORTS PROCESS

HCBS Waiver
  NMDVR System



DDSD Regional Offices are available at anytime during this process to provide technical assistance and advocacy for waiver recipients and providers.

# DEVELOPMENTAL DISABILITIES WAIVER INDIVIDUAL SERVICE PLAN (ISP) IN THERAP

JULIE.PIERCE@HCA.NM.GOV

- Current Progress of ISP Uploads: There are currently 1,036 uploaded ISPs for the 4,928 participants served on the Developmental Disabilities Waiver. Our goal is for all ISP's to be uploaded in Therap by the end of 2026.
- Key Points for Streamlined ISP Processing:
  - Most common issue: Case Managers often upload plans but forget to *approve* them. Plans remain invisible to providers until approval is completed.
  - Provider visibility problems: Providers typically cannot find approved plans because they search within their own agency by template name instead of using the Unified Search function.
- When to escalate:
  - After the Case Manager confirms the plan is approved *and* the provider has used Unified Search but still cannot locate it, either party should contact the:
    - Systems & Access Unit SCOMM Recipient Inbox: DDSD, Therap Unit / Inbox Only – Auto Reply (DOH-DDSD)



# ENABLING TECHNOLOGY

[AARON.JOPLIN@HCA.NM.GOV](mailto:AARON.JOPLIN@HCA.NM.GOV)

[KATHERINE.herrera@HCA.NM.GOV](mailto:KATHERINE.herrera@HCA.NM.GOV)

Webpage: [Enabling Technology – New Mexico Health Care Authority](#)

Spotlight: [Technology Spotlight Series and Community of Practice Meeting](#)

Vendor List: [Technology Vendors Resource List](#)

Tech Champions: [Contact List for DDSD Tech Champions](#)

After our June 2026 spotlight, spotlights will move to quarterly meetings. They will occur the 1<sup>st</sup> Wednesday of the month at 10:00 am. The spotlights will occur in March, June, September, and December.

If you know any individuals supported by any of the three waivers who utilize technology to be more independent to live the life they prefer and may be interested in sharing their story, please reach out to Kathy Johnson [Katherine.Herrera@hca.nm.gov](mailto:Katherine.Herrera@hca.nm.gov) or Aaron Joplin [Aaron.Joplin@hca.nm.gov](mailto:Aaron.Joplin@hca.nm.gov) .

# DECISION CONSULTATION PROCESS

ANGIE.BROOKS@HCA.NM.GOV

As reflected in Chapter 10.3.9.2.1 (Family Living Agency Requirements) and 10.4.1.5.1 (Supportive Living Agency Requirements) of the Developmental Disabilities Waiver (DD Waiver) Service Standards:

- Vision and hearing screenings are only required if recommended by a physician or if the medical record indicates that the participant has a vision or hearing deficit that will require an examination and follow up appointment.
- If a participant has been referred to a specialist, the expectation is that the appointment occurs.
- If the participant or guardian chooses not to follow the recommendations, then the Decision Consultation Process (DCP) must be followed.



# DECISION CONSULTATION FORM (DCF) OR EXCEPTION REQUEST CLARIFICATION

ANGIE.BROOKS@HCA.NM.GOV

- The Exception to the Standards process for medical appointments applies only to the annual physical and annual dental appointments required by the DD Waiver Service Standards. These requirements are outlined in Chapter 10: Living Care Arrangements (LCA) and Chapter 16.7.1: Exception to the Standards.
- Because missing dental appointments may increase the risk of complications, DDSA expects providers to thoroughly document the steps they took (“due diligence”) if an individual declined dental services. For example, documentation should indicate whether Behavior Support Consultation (BSC) was involved in supporting the individual to better tolerate dental procedures.
- If an individual requires sedation for dental services, DDSA expects documentation showing the efforts made to schedule an appointment with a dentist who provides sedation services, including the provider’s due diligence in locating and coordinating such care.



# REGIONAL UPDATES



# GENERAL REMINDERS

ANGIE.BROOKS@HCA.NM.GOV

- Providers are required to create Therap accounts for guardians upon their request. Access should include read-access to the individual's entire record.
- Reminder - Per DD Waiver 2024 Standards, 21.9.1 The maximum allowable billable units cannot exceed 340 calendar days per ISP year or 170 calendar days per six months. When a person transitions from one Provider Agency to another during the ISP year, a standard formula to calculate the units billed by each Provider Agency must be applied as follows:
  - a. The discharging Provider Agency bills the number of calendar days those services were provided multiplied by .93 (93%).
  - b. The receiving Provider Agency bills the remaining days up to 340 for the ISP year.



# HIPAA AND TEXTING, EMAILING, SOCIAL MEDIA AND SCREENSHOTS

- The use of technology has increased significantly in recent years. Interdisciplinary Teams (IDTs) often rely on various forms of electronic communication to share information. However, not all communication methods are secure or meet HIPAA requirements for protecting sensitive information.
- The Developmental Disabilities Supports Division (DDSD) expects that IDTs do not use texting, instant messaging, or chat platforms to share Protected Health Information (PHI) or Personally Identifiable Information (PII).
- All PHI and PII must be communicated through Therap's secure SComm platform to ensure compliance with privacy and security requirements.
- If Team members have concerns with the use of inappropriate electronic communications, a Regional Office Request for Assistance (RORA) should be submitted to your Regional Office



# METRO REGION

MICHAEL.DRISKELL@HCA.NM.GOV

Please Welcome Jesus Marquez, [jesus.marquez@hca.nm.gov](mailto:jesus.marquez@hca.nm.gov), Lead Visit Coordinator to our team.

Metro would like to welcome the following new Service providers:

- Inclusive & Empowering Living Homes LLC – Supported Living (SL), Customized Community Supports Group (CCSG), Customized Community Supports Individual (CCSI) in Bernalillo County
- Best Life Caregiving Solutions LLC – SL, CCSG in Bernalillo County
- Southwest Supportive Living – SL, Family Living (FL), CCSG, CCSI/SG in Bernalillo
- Livebridge Supportive Living LLC – SL, CCSG, CCSI/Small Group in both Bernalillo and Sandoval County
- Emmanuel Compassionate Care LLC – SL, CCSI/SG, Non-Medical Transportation in Bernalillo County



# NORTHEAST REGIONAL OFFICE (NERO)

KIM.HAMSTRA@HCA.NM.GOV

- The NERO staff is available to attend Annual and other IDT meetings. Please reach out to Kim for assistance if you'd like or need a NERO staff to attend any meetings.
- Please be sure to copy the Regional Office on Mi Via cases that require additional support.
- Health and Wellness visits continue. Thank you for the cooperation with these visits.



# NORTHWEST REGIONAL OFFICE (NWRO)

AARON.JOPLIN@HCA.NM.GOV

- The Farmington office has moved to a new location. We are now in the Harriet Sammons building of HCA located at 101 W. Animas Farmington, NM 87401. This will be our permanent home.
- Staff are attending IDT/ISP meetings. If you'd like for a DDS staff to attend a meeting, reach out to the Regional Office.
- Staff continue to complete Health and Wellness visits – Thank you to everyone who assists the regional office staff with scheduling visits.



# SOUTHEAST REGION (SERO)

GUY.IRISH@HCA.NM.GOV

- Anita Marrujo, [anita.marrujo@hca.nm.gov](mailto:anita.marrujo@hca.nm.gov), is the new SERO Nurse. Please reach out to her for assistance with nursing questions. She can be reached via Scomm in Therap or at (575) 244-4247
- Please notify us of all out-of-home placements as soon as possible and file a General Events Report (GER) as required.



# SOUTHWEST REGIONAL OFFICE (SWRO)

ISABEL.CASAUS@HCA.NM.GOV

- Community Inclusion Coordinators (CIC) are currently conducting visits with agencies providing employment
- Jason Rodriguez, [Jason.Rodriguez@hca.nm.gov](mailto:Jason.Rodriguez@hca.nm.gov), is the new training supervisor
- CIC Fatima Renteria, [Fatima.Renteria@hca.nm.gov](mailto:Fatima.Renteria@hca.nm.gov), will be working with new Project Search sites in Deming and Silver City



# Centers for Medicare & Medicaid Services (CMS) – Medicaid Access Rule Update

CHRISTINA.HILL@HCA.NM.GOV

## Federal Context & DDS Status

The Centers for Medicare & Medicaid Services (CMS) issued the Ensuring Access to Medicaid Services Final Rule to strengthen access to care, improve rate transparency, and enhance beneficiary protections.

CMS has adjusted certain enforcement timelines, and the State continues to monitor for additional repeal or revisions.

## DDS Status:

Proactive, measured implementation underway

Grievance system operational

Interested Parties Advisory Group (IPAG) development paused

Rate disclosure compliance required by July 1, 2026



# Grievance System – Implementation Status

CHRISTINA.HILL@HCA.NM.GOV

## DDSD Policy Decision: Implementation Complete

DDSD moved forward with Grievance system independent of CMS delaying enforcement of this requirement

Grievance system is now up and running

- A grievance is an expression of dissatisfaction or complaint submitted by a DDSD constituent or stakeholder
- Grievances include but are not limited to, the state's or a provider's performance of person-centered planning or settings requirements
- Submit grievances online via electronic form (Grievance Reporting Form), through email, phone, or mail
- Grievance system does not replace Abuse, Neglect or Exploitation reporting requirements or Regional Office Request for Assistance (RORA).
- Reflects prior policy development and alignment work

For more information:

<https://www.hca.nm.gov/office-of-constituent-support/>



# INTERESTED PARTIES ADVISORY GROUP (IPAG)

CHRISTINA.HILL@HCA.NM.GOV

Current Status: Development Paused

- Initial planning discussions completed
- Further development temporarily paused
- Will reassess timing and structure as federal direction becomes clearer
- Focus remains on priority compliance areas



# RATE DISCLOSURE – NEXT ENFORCEMENT MILESTONE

CHRISTINA.HILL@HCA.NM.GOV

## Enforcement Date: July 1, 2026

- DDSD currently discloses rates and will align fully with requirements under the Ensuring Access to Medicaid Services Final Rule.
- **Services Covered:**  
Personal care, home health aide, homemaker, and habilitation services.
- **Disclosure Requirements:**  
Publication of average hourly payment rates (separated by agency-directed and self-directed options and stratified by population, provider type, and location), along with annual utilization data, including the number of Medicaid-paid claims and beneficiaries served



# STATE GENERAL FUND SERVICES (SGF)

BRANDI.REDE@HCA.NM.GOV

- SGF Services are intended to provide supports for people with IDD when no other services are available.
- DDS encourages transition of eligible SGF recipients to the comprehensive waivers so that recipients have access to more comprehensive, long-term services
- SGF Program Manager reviews monthly waiver allocation lists and cross-checks them with the SGF census to identify SGF participants being offered a waiver allocation.
- Providers and the support team will be notified when an SGF participant receives a waiver allocation so transition planning to waiver services can begin.
- If the SGF recipient accepts the allocation to the waivers, transition planning should occur so that there is not gap in services. Waiver or ICF/IID programs start day after SGF services stop.



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# STATE GENERAL FUND SERVICES (SGF)

BRANDI.REDE@HCA.NM.GOV

- Billing across both programs should not occur.
- SGF Providers should be checking Medicaid portal to assure their participants do not also have new Category of Eligibility established for Mi Via, DD waiver or Medically Fragile Waiver programs (095 or 096) or ICF/ IID programs ( 081,083, 084)

<https://nmmedicaid.portal.conduent.com/static/recipientlogin.htm>

- Notify the SGF Program Manager of anticipated transitions or questions related to the transitions.



# AUTISM SUPPORT SERVICES

BRANDI.REDE@HCA.NM.GOV

Do you have questions about Autism support and available services?

The Developmental Disabilities Supports Division (DDSD) contracts with the University of New Mexico Center for Developmental Disability Autism Programs and New Mexico State University Autism Diagnostic Center to provide comprehensive services and supports for children and adults with Autism Spectrum Disorder (ASD) and their families across the State of New Mexico.



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# AUTISM RESOURCES

BRANDI.REDE@HCA.NM.GOV

THROUGH DDSD CONTRACTS NMSU AND UNM ARE ABLE TO  
OFFER THE FOLLOWING SUPPORTS STATEWIDE:

TRAINING  
TECHNICAL ASSISTANCE  
FAMILY SUPPORT  
DIAGNOSTIC EVALUATIONS  
ACCESS TO NATIONAL RESOURCES

If you are seeking services or supports for a person with Autism Spectrum Disorder, visit either program's website to learn about eligibility, referrals, and available resources:

**NMSU Autism Diagnostic Center:**

<https://cd.nmsu.edu/autism/autism-diagnostic-center.html>



**•UNM Autism Programs:**

<https://unmhealth.org/services/development-disabilities/organs/autism-programs/>



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# PRADER WILLI SYNDROME (PWS) RESOURCES

BRANDI.REDE@HCA.NM.GOV

- DDSD funds and partners with ARCA of NM to provide assistance to individuals with PWS, their families, and teams.
- ARCA PWS Project offers comprehensive statewide support, including:
  - Case Coordination
  - Nutrition Consultations
  - Tailored training on PWS for teams and families

If you need additional information, please visit their website at [arcaopeningdoors.org/services/prader-willi-syndrome/](https://arcaopeningdoors.org/services/prader-willi-syndrome/)



# DDSD Ongoing Wellness Visits CY26

Start Date  
01/01/2026

Deadline  
12/31/2026

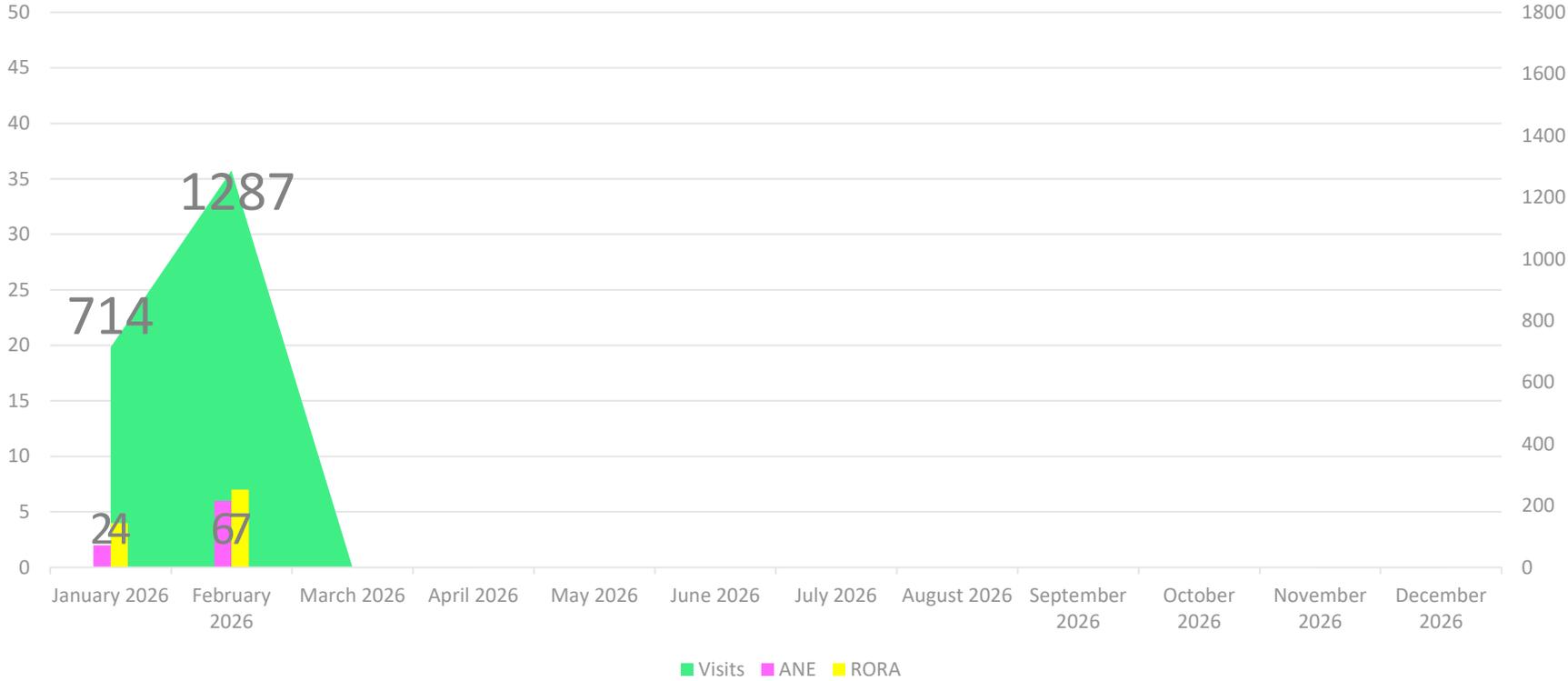
Total Visits  
**2,001**

Total RORAs  
**11**

Total ANEs  
**8**

Average Visits Per Month  
**1,000**

Average Staff Per Month  
**74**



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# DDSD Ongoing Wellness Visits

**Start Date**  
10/01/2023

**Deadline**  
2/28/2026

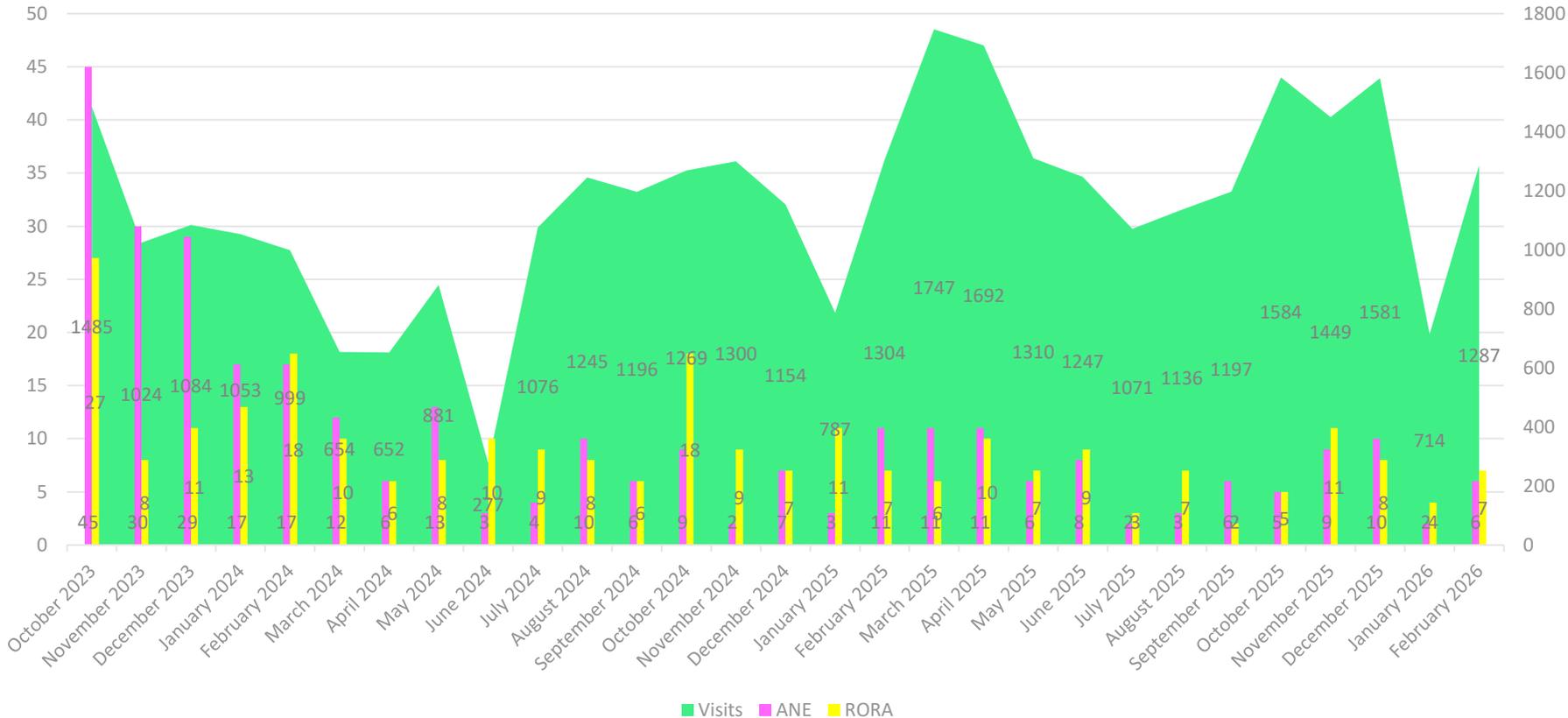
Total Visits  
**33,455**

Total RORAs  
**265**

Total ANEs  
**303**

Average Visits Per Month  
**1,154**

Average Staff Per Month  
**78**



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Initiative	Visit Count
<p><b>Governor's Wellness Initiative -</b> Beginning with Governor Lujan-Grisham's press release, DDS with the assistance of several sister agencies completed visits from March 17, 2023 through April 20, 2023.</p>	<b>6,881</b>
<p><b>New Allocations Wellness Visits -</b> DDS visited families of newly allocated people to the waiver supports overseen by DDS from July 26, 2023 through September 26, 2023.</p>	<b>1,153</b>
<p><b>QMB FY23 ANE Follow-up Wellness Visits -</b> The Quality Management Bureau (QMB) of the Division of Health Improvement visited all people who experienced a substantiated ANE allegation during the state fiscal year 2023 from July 30, 2023 to September 30, 2023.</p>	<b>321</b>
<p><b>Ongoing Wellness Visits -</b> DDS partnered with DHI's community bureaus had been visiting people receiving supports through DDS's overseen waivers beginning October 1, 2023 through present.</p>	<b>33,714</b>
<p><b>The grand total of visits since beginning on March 17, 2023</b></p>	<b>42,069</b>



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# 1915C HOME AND COMMUNITY BASED SERVICES (HCBS) STATUS SUMMARY

TAMMY.BARTH@HCA.NM.GOV

- Each month, the 1915c HCBS Summary Report is posted on the Health Care Authority website at [DDSD Communications and Information – New Mexico Health Care Authority](#).
- This report outlines the number of providers in each region for all waivers, services and the number of providers in each region on self imposed moratoriums.
- Overall, the data indicates that while New Mexico maintains a robust provider network, however, certain regions-particularly the Northwest, Southeast, and Southwest have limited provider availability and coverage gaps in specialized services such as therapies.
- The Provider Enrollment Relations Unit (PERU) also publishes *Call for Providers* monthly for services where additional providers are needed for a particular service or service area.
- Since the first of the year, we have published requests for providers for the following services: Mi Via Employer of Record, Intensive Medical Living Supports Environmental Providers Home Health Aide Physical Therapy
  - \*\*If you are interested in being a provider of any services, please reach out to Tammy Barth.



# DEVELOPMENTAL DISABILITIES (DD) WAIVER RENEWAL NEXT STEPS

STEVEN.FERNANDEZ@HCA.NM.GOV

- Notice of Public Comment- March 1st, 2026
- Public Hearing- March 30th, 2026, 9:00 am
  - In Person:  
Administrative Services Division (ASD)  
1474 Rodeo Rd., Santa Fe, NM 87505  
Location: First Floor, Large Conference Room
  - Microsoft Teams meeting:  
<https://teams.microsoft.com/meet/24338884021918?p=rpDUouLSkZG8bGVkTE>  
Meeting ID: 243 388 840 219 1 Passcode: MC6Hy3tz  
Dial in option: +1 505-312-4308,,221966294# United States, Albuquerque,  
Phone conference ID: 221 966 294#
- Submission of the Waiver Application to the Centers for Medicare and Medicaid Services (CMS) April 1, 2026
- Projected Waiver Application effective date-July 1, 2026



# UPDATED DEVELOPMENTAL DISABILITIES (DD) WAIVER

## NEXT STEPS-CONTINUED

STEVEN.FERNANDEZ@HCA.NM.GOV

- DDS is currently reviewing all internal and external DD Waiver Standards comments and suggestions.
- DDS will provide an opportunity to review and comment on the updated DD Waiver Service Standards.
- Further information will be provided to all parties once available.
- For any questions regarding the Service Standards revision, please contact the DD Waiver Program Manager, Steven Fernandez, at 505 584-1687 or [steven.fernandez@hca.nm.gov](mailto:steven.fernandez@hca.nm.gov)



# DDSD SOCIAL MEDIA CAMPAIGN

STEVEN.FERNANDEZ@HCA.NM.GOV

- ‘Thriving Tuesday’ features DDSD content across Facebook and Instagram:
  - Exciting announcements and upcoming events
  - Call for Providers – an invitation for agencies or qualified professionals to step forward become a provider in our waiver system
  - Waiver participant success stories: employment, life stories & milestones
  - Information about DDSD programs and resources
- FACEBOOK tag: New Mexico Health Care Authority
- INSTAGRAM tag: nm-hca
  - NM Health Care Authority (HCA)
- For post information or submissions: Melanie Bueniviaje  
[melanie.bueniviaje@hca.nm.gov](mailto:melanie.bueniviaje@hca.nm.gov)



# MEDICALLY FRAGILE WAIVER RENEWAL TIMELINES

MELISSA.MCBRIDE@HCA.NM.GOV

- Public Hearing will be on March 23, 2026
- Submission to Centers for Medicare and Medicaid Services (CMS) will be on April 1, 2026



# MEDICALLY FRAGILE WAIVER STANDARDS UPDATES

MELISSA.MCBRIDE@HCA.NM.GOV

- Developmental Disabilities Supports Division (DDSD) is in the final stages of revising the MFW standards to better align with our other 1915(c) waivers.
- The updated standards will be available for review in the coming months.
- We welcome your feedback and suggestions on ways to improve the content or organization of the standards.



# ASPIRATION RISK MANAGEMENT (ARM) AND THE COMPREHENSIVE ASPIRATION RISK MANAGEMENT PLAN (CARMP)

MELISSA.MCBRIDE@HCA.NM.GOV

- We are currently evaluating the pros and cons of allowing the Decision Consultation Process to be used to opt out of Aspiration Risk Management (ARM) supports prior to the development of the Comprehensive Aspiration Risk Management Plan (CARMP).
- We are also considering removing the requirement for a full interdisciplinary team to participate in developing the CARMP and instead allowing the nurse to determine which disciplines are necessary for its development.
- Once decisions have been finalized, DDSD will align the service standards to ensure clear and consistent guidance regarding ARM and CARMP requirements and allowances.
- Contact Nettie DeBerry, Clinical Services Bureau Registered Nurse [Mary.DeBerry@hca.nm.gov](mailto:Mary.DeBerry@hca.nm.gov) with any questions, concerns, or input



# MI VIA WAIVER RENEWAL

ELAINE.HILL@HCA.NM.GOV

- New Mexico Administrative Code (NMAC):
  - DDSD is currently working on updates to the NMAC to incorporate :
    - Changes to Gross Receipt Tax language due to House Bill (HB) 357 implementation.
    - Updates to the grievance process as mandated by the access rule
    - Updates to Involuntarily and Voluntarily Termination Process
- Service Standards:
  - DDSD is currently incorporating feedback and finalizing updates to the Mi Via Service Standards.
  - You will see a new format that is streamlined and user friendly.
  - The Service Standards promotes a person-centered model that prioritizes participant choice, independence and self direction.
  - Projected release date of Mi Via Service Standards – spring 2026.



# HB 357 MI VIA PROVIDER GROSS RECEIPTS TAX (GRT)

MELANIE.BUENVIAJE@HCA.NM.GOV

- In 2025 House Bill (HB) 357 required Gross Receipts Tax (GRT) be subtracted from a Mi Via Waiver participant's Approved Annual Budget (AAB).
- The Developmental Disabilities Supports Division (DDSD) has worked closely with Conduent and FOCoSonline to ensure a successful, simple, and streamlined solution to implement this change.
- On February 19, 2026, DDSD released a Frequently Asked Questions (FAQ) that outlined:
  - Final system updates to the FOCoSonline system
  - How and when participants can revise budgets to added additional or new services with funds made available funds previously allotted to GRT
    - [DDSD Communications and Information – New Mexico Health Care Authority](#)
- For questions, please reach out to Melanie Buenviaje, Deputy Division Director: [melanie.buenviaje@hca.nm.gov](mailto:melanie.buenviaje@hca.nm.gov); 505-490-2460



# SERVICE AND SUPPORT PLAN (SSP) REVISION

CLAUDIA.RICE@HCA.NM.GOV

- Modifying the Mi Via Waiver SSP to be more accessible and user-friendly
- Feedback from consultants, waiver recipients and their families, DDSD staff, and other external stakeholder groups was used to revise the SSP
- Revised draft of the SSP was distributed for further input
  - These comments and recommendations contributed to additional SSP updates

## Next Steps:

- Work with Conduent for programing into FOCoSonline
- Begin rollout of finalized SSP in spring 2026



# BUREAU OF BEHAVIORAL SUPPORTS – HUMAN RIGHTS COMMITTEE (HRC) REMINDERS

GABRIEL.VIGIL@HCA.NM.GOV

Human Rights Committee reviews:

- Human Rights Committees (HRC) exist to protect waiver participants' rights by reviewing proposed restrictions that are based on serious health or safety concerns, such as serious, significant, credible threats or acts of harm to self, others, or property.
- Categories requiring a HRC review include, but are not limited to, the following:
  - Emergency Physical Restraint (EPR)
  - PRN psychotropic medications
  - Restitution
  - The use of protective devices for behavioral purposes – requires immediate fading



# BUREAU OF BEHAVIORAL SUPPORTS – HUMAN RIGHTS COMMITTEE (HRC) REMINDERS

GABRIEL.VIGIL@HCA.NM.GOV

- Committees are required to meet at least on a quarterly basis.
- Quorum required to conduct HRC review – Minimum of three (3) eligible voting members, of which one (1) member must be a community member.
- HRC members who are directly involved in the services provided to the person must excuse themselves from voting.

Appointed HRC Chair to ensure:

- Invitations to participants 10 working days prior to committee meetings occurring.
- Invitations to include at the minimum the Individual, Guardian, CM, and BSC.
- Committee outcome in writing to the Individual, Guardian, BSC, mental health or other specialized therapy provider, and CM within three (3) working days.



# BUREAU OF BEHAVIORAL SUPPORTS – HUMAN RIGHTS COMMITTEE (HRC) REMINDERS

GABRIEL.VIGIL@HCA.NM.GOV

HRC Memberships Must include:

- At least one member with a diagnosis of I/DD.
- A parent or guardian of a person with I/DD.
- A health care services professional (e.g., a physician or nurse); and
- A member from the community at large that is not directly associated (currently or within the past three (3) years) with DD Waiver services.



# HB395 DEVELOPMENTAL DISABILITY SUPPORT PROVIDER EMPLOYEE REPORTING

MELANIE.BUENVIAJE@HCA.NM.GOV

- HB395 Developmental Disability Support Provider Employee, passed in 2023, requires Developmental Disabilities direct support provider agencies to report demographic and compensation data for direct support professionals
- On February 12, 2026, Developmental Disabilities Supports Division (DDSD) sent a reminder notice to provider agencies that reporting is due April 1, 2026 for 2025 data
- Providers can use the following link to report their agency's direct support professional data into the HB 395 Direct Support Professional Data Smartsheet.

<https://app.smartsheet.com/b/form/019b47f8ef4b74d793ffb23ae10015e1>



# HB395 DEVELOPMENTAL DISABILITY SUPPORT PROVIDER EMPLOYEE REPORTING

MELANIE.BUENVIAJE@HCA.NM.GOV

## Service Providers Who Must Report

DD Waiver	Mi Via Waiver	Medically Fragile Waiver
Community Integrated Employment Services	Employment Supports	Community Supports
Customized Community Supports Services	Home Health Aide	Home Health Aide
Customized In-Home Supports	Homemaker Direct Support	Respite Services
Family Living Services	Respite Services	
Intensive Medical Living Services	In-home Living Supports	
Respite Services	Community Direct Supports	
Supported Living Services		

- Failure to report may result in contract management sanctions including civil monetary penalties
- If you have any questions or require further clarification, please contact Theodore Jackson at (505) 365-3920 or via email at [Theodore.Jackson@hca.nm.gov](mailto:Theodore.Jackson@hca.nm.gov).



# SOCIALIZATION & SEXUALITY EDUCATION

MELANIE.BUENVIAJE@HCA.NM.GOV

- The Socialization & Sexuality Education (SSE) in the form of the Friends & Relationships Course (FRC) is designed to help participants:
  - 1) increase social networks with healthy, meaningful relationships, and
  - 2) increase personal safety.
- This in-person, 8-week course, teaches participants social skills for relationship building, safety, and informed choices about relationships and sexuality
- This class is offered under both the Developmental Disabilities (DDW) and Mi Via Waiver (MVW)



# SOCIALIZATION & SEXUALITY EDUCATION

MELANIE.BUENVIAJE@HCA.NM.GOV

- Participation is limited to participants who have requested and have been approved for this service
- Because there is a fee for courses, the service must be requested and approved on the participants budget:
  - Under DDW, the service is called Socialization and Sexuality Education
  - Under MVW, this service is offered under Individual Directed Goods and Services (IDGS)
- For more information regarding SSE, please contact the provider: Real Therapeutics, contact: Thea Kavanaugh, [theak@realtherapeuticsllc.com](mailto:theak@realtherapeuticsllc.com) ; 575-635-9013



# QUESTIONS/ANSWERS/SUGGESTIONS





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