



HEALTH CARE  
AUTHORITY



REGION QUARTERLY PROVIDER MEETING  
SEPTEMBER 20, 2024 10AM-12PM

*INVESTING FOR TOMORROW, DELIVERING TODAY.*

# BEFORE WE START...

On behalf of all colleagues at the Health Care Authority (HCA), 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



# HEALTH CARE AUTHORITY

- We are excited to announce that the Developmental Disabilities Supports Division became a part of the New Mexico Health Care Authority (HCA) on July 1, 2024.
- Creating the HCA demonstrates the state's commitment to prioritizing the health and well-being of every New Mexican. This transition represents a strategic combining of efforts to optimize safety-net services, health care purchasing, policy, and regulation under one umbrella.
- Our emails have changed from @doh.nm.gov to @hca.nm.gov.





HEALTH CARE  
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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.



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



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



**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



# DDSD BUREAU NAME CHANGES

- Litigation Management Bureau became Bureau of Individual Safety and Advocacy (BISA) 04/01/2024
- Changes occurred 07/01/2024:

Previous Name	New Name
Intake and Eligibility Bureau	Pre-Service Intake Bureau
Bureau of Systems Improvement	Systems and Data Bureau
Training Unit	Training and Knowledge Management Unit
Provider Enrollment Unit	Provider Enrollment and Relations Unit
Administrative Services Bureau	Finance and Business Operations Bureau



# AGENDA

1. Clinical Services Bureau Updates
2. Medically Fragile Waiver Updates
3. RORA Process
3. Rates and Fee schedules
4. Supports Waiver Renewal
5. Mi Via Waiver Renewal Update
6. Developmental Disabilities Waiver Update
7. Website Updates
8. Access Rule
9. Centers for Medicare and Medicaid Services (CMS) Visits
10. NM Disability Employment Awareness Month Conference
11. Direct Care Workforce Technical Assistance Initiative



# AGENDA (CONT)

11. Therap Update

13. StationMD

15. Wellness Visits Updates

17. Regional Office Updates

12. Provider Capacity

14. Tech Task Force

16. EVV Updates

18. Questions and Answers





# CLINICAL SERVICES BUREAU (CSB)

MELISSA.MCBRIDE@HCA.NM.GOV

- New Clinical Services Bureau Chief- Melissa McBride, MBA, MSN, RN

Seating Clinic will be having a  
Conference at the Berna Facio  
Professional Develop Center



ThePhoto by PhotoAuthor is  
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October  
25th Friday and  
Saturday the  
26th from 8-5



HEALTH CARE  
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*Investing for tomorrow, delivering today.*

# CLINICAL SERVICES BUREAU

MELISSA.MCBRIDE@HCA.NM.GOV

- Case Managers have reached out to DDSD about Requests For Information (RFI) and Denials for Assistive Technology (AT).
- Remember that the ISP must include detailed information on how the assistive technology will be used by the participant to increase the individual's physical and communicative participation in functional activities at home and in the community.
- AT service is intended to increase the individual's physical and communicative participation in functional activities at home and in the community. Items purchased through the AT service assist the individual to meet outcomes outlined in the ISP, increase functional participation in employment, community activities, activities of daily living, personal interactions, and/or leisure activities, or increase the individual's safety during participation of the functional activity. Please see DDW Service Standards: 14.1.

Budget Based Assistive Technology Fund has returned to \$500.00 [nmhealth.org/publication/view/form/8832/](https://nmhealth.org/publication/view/form/8832/).



# CLINICAL SERVICES BUREAU

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- Other Reminders:
- DDW under 21 who needs Environmental Modifications (EMOD). Primary Care Physicians needs to write up a script for a Home Health Evaluation, have that agency's Occupational Therapist or Physical Therapist come out and write up what is needed, and Case Manager proceed as usual with budget/EMOD provider Secondary Freedom Of Choice (SFOC), etc. Always review the quotes.
- Regional Office Request for Assistance (RORA) for lack of Therapy Services (OT/PT/SLP)



# MEDICALLY FRAGILE WAIVER UPDATES

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- The Medically Fragile Waiver Service Standards are in process of being updated.
- The Medically Fragile Individual Service Plan is also under review for revision.



# THE RORA PROCESS: PURPOSE & IMPORTANCE

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- **What is a RORA (Regional Office Request for Assistance)?**
  - It is a formal request for assistance from DDSD (Developmental Supports Division)
- **Who is it for?**
  - For individual on any of the 1915c waivers, including Mi Via Waiver Participants.
  - RORAs can be submitted by anyone for a multitude of issues
- **Why should I submit a RORA?**
  - Promotes timely and effective response
  - Promotes Systemic Quality Improvement



# HOW DO I SUBMIT A RORA?

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- **The RORA Electronic Submission** form can be found on the main DDSD website at:  
<https://www.nmhealth.org/about/ddsd/>
- You may also submit via fax and email
- ✓ **Please Note:** Electronic submission is preferred method of submission as it better ensures timely assignment and response.



# RORA - DO'S AND DON'TS

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- **Do** enter as much information as you have, including contact information and summary of the actions you have taken to resolve the issue
- **Don't** submit a RORA before you have attempted to resolve the issue yourself
- **Do** report issues related to provider capacity
- **Don't** report Abuse, Neglect, and Exploitation (ANE) or Emergencies via RORA



# LINKS TO CURRENT RATES & FEE SCHEDULES\*

- DDW: [Rate Sheets.xlsx \(rtsclients.com\)](#)
- Mi Via: [Rate Sheets.xlsx \(rtsclients.com\)](#)
- Medically Fragile: [Rate Sheets.xlsx \(rtsclients.com\)](#)
- Supports Waiver Agency Based Model: [2024 Fee Schedule.xlsx \(rtsclients.com\)](#)
- Supports Waiver Agency Participant Direction Model: [2024 Fee Schedule.xlsx \(rtsclients.com\)](#)

\*The CMS Amendments that include the 2023 Rate Study recommended rate increases are scheduled to be submitted September 23, 2024.





# SUPPORTS WAIVER (SW) UPDATES

## ANYSIA.FERNANDEZ@HCA.NM.GOV

The SW program is on a 5-year approval cycle with the Centers for Medicare and Medicaid Services (CMS). The SW is due to renew approval from Centers for Medicare and Medicaid Services (CMS) on July 1, 2025.

### **Renewal recommendations:**

- Community Supports Coordinator (CSC) monthly visit requirement and increase their rate by 5.32% Cost of Living Adjustment (COLA).
- Add 5.32% COLA for all SW services and the SW annual budget.
- Maintain two service delivery models.
- Add Socialization and Sexuality Education (SSE) to the SW service array.



# UNVEILING THE VOICE OF STAKEHOLDERS: SW RENEWAL

ANYSIA.FERNANDEZ@HCA.NM.GOV

- Community Supports Coordinator in person visits increasing from quarterly to monthly- Feedback from both SW participants/guardians and some advocates expressed that they did not have any concerns regarding a shift to monthly visits. Community Supports Coordinators (CSC) did raise a concern about increasing visits for a small waiver without also increasing the reimbursement rate.
- Is the SW Budget amount enough for the participants' needs? Stakeholders said increasing the overall budget could allow for expansion of SW services to provide more support.



# UNVEILING THE VOICE OF STAKEHOLDERS: SW RENEWAL

## ANYSIA.FERNANDEZ@HCA.NM.GOV

- Adding Socialization and Sexuality Education (SSE) courses as a service option for participants 18 and older- Stakeholders expressed support for adding SSE, for participants 18 and older. Stakeholders stated this education could assist with important information about often overlooked areas of need for some individuals with developmental disabilities.
- Payments for Legally Responsible Individuals (LRI's) for Customized Community Supports (CCS), Supported Employment (SE), Personal Care and Respite - Payment to the LRI was highly recommended by stakeholders referencing the workforce crisis. Families feel a sense of ease with an LRI providing a paid service to their family member.



# MI VIA WAIVER UPDATES

ELAINE.HILL@HCA.NM.GOV

- The Mi Via Waiver, which promotes self-direction is due to be renewed with the Centers for Medicare and Medicaid Services (CMS) for another five (5) year cycle on October 1, 2025.
- We want to hear from YOU! Now is the time to provide us with your input and recommendations to improve the Mi Via Waiver. What is working? What enhancements would you like to see in self-direction? What ideas do you have to better meet the needs of people with intellectual and developmental disabilities?



# MI VIA WAIVER UPDATES

## ELAINE.HILL@HCA.NM.GOV

- Below are waiver renewal items the State is focusing on.
  - Abuse, neglect, and exploitation information and requirements
  - Rate increases
  - Employer of Record (EOR) waiver service
  - Employment outside the Individual Budget Allotment
  - New Legally Responsible Individual, relative and guardian payment allowances
  - Individual Budget Allotment increases



# DD WAIVER UPDATES

STEVEN.FERNANDEZ@HCA.NM.GOV

- Welcome new DD Waiver Manager Steven Fernandez
- DD waiver standards were reissued effective July 1, 2024, and located here: [DDW - Services and Supports - New Mexico Human Services Department \(nm.gov\)](https://www.nm.gov/health-care-authority/ddw-services-and-supports).
- The requirements and frequency for in-person and in-home visits within the Standards have been updated and further clarified.
- New Addendum A name: Client Rights, Grievance Process and Abuse, Neglect and Exploitation Reporting Acknowledgement Form

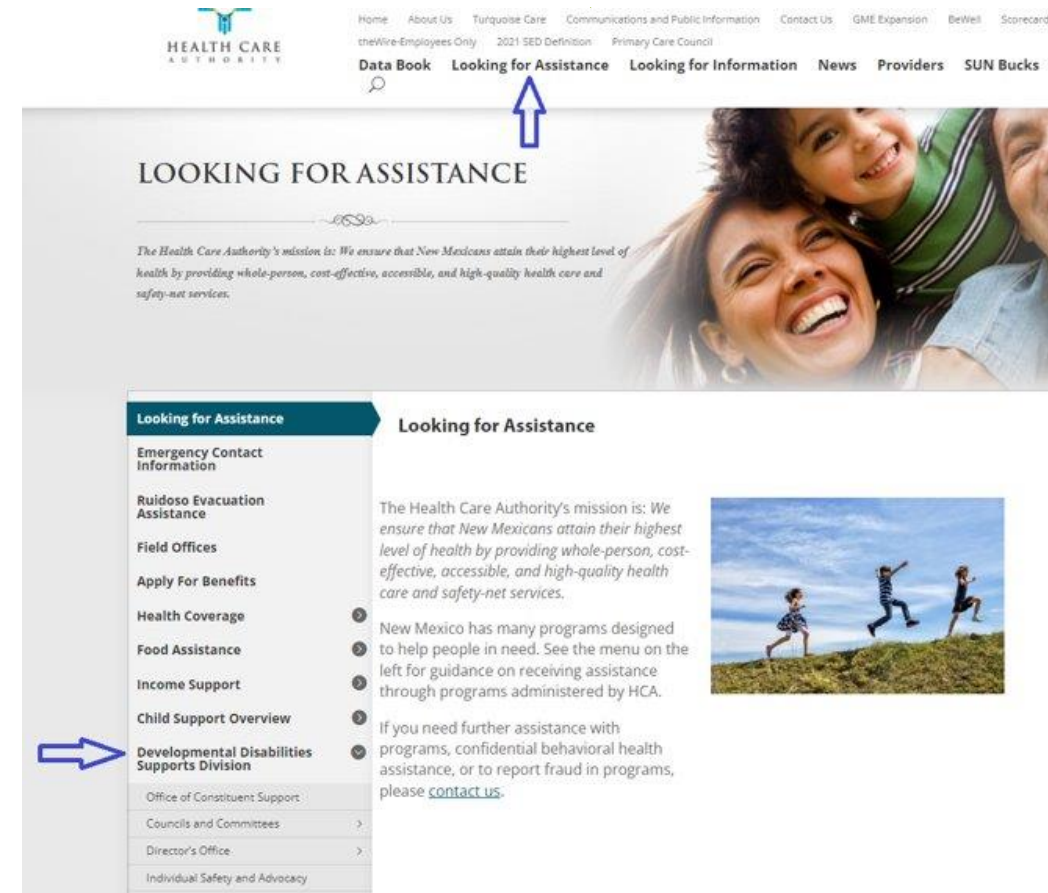


# WHERE TO FIND DDSD WEBPAGES

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## NEW LOOK

- Please find us here: [Home - New Mexico Health Care Authority \(nm.gov\)](https://www.nm.gov)
- Click on *Looking for Assistance*
- Find all DDSD pages on left Side Navigation bar
- Navigation through the DDSD pages is on left side navigation bar



# ENSURING ACCESS TO MEDICAID SERVICES FINAL RULE

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- Main Elements
  - Person-Centered Planning
  - Grievance in Fee-for-Service Systems
  - Critical Incident Management Systems
  - Home and Community Based Services (HCBS) Payment Adequacy and Transparency
  - Home Community Based Services (HCBS) Quality Measure Set
  - Access Reporting (Waitlist Reporting)
  - Standardization of HCBS Reporting Requirements and Transparency
  - Medicaid Advisory Committee and Beneficiary Advisory Council





# TIMELINES FOR MILESTONES

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- Year 1 - 2025
  - Medicaid Advisory Committee (MAC) & Beneficiary Advisory Council (BAC)
- Year 2 - 2026
  - Grievance in Fee-for-Service Systems
- Year 3 - 2027
  - Incident Management Compliance Reporting & Systems Assessment, Person Centered Planning Compliance Reporting, Wait List Reporting, Website Transparency.



# TIMELINES FOR MILESTONES

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- Year 4 - 2028
  - Payment Adequacy Reporting for Personal Care, Home Health Aide, and Home Maker Services, and Publish Average Hourly Payment Rates, Quality Measure Set.
- Year 5 - 2029
  - Electronic Incident Management System
- Year 6 - 2030
  - Payment Adequacy Minimum Performance Standard (80/20 rule)



# MEDICAID ADVISORY COMMITTEE AND BENEFICIARY ADVISORY COUNCIL

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States must have a Medicaid Advisory Committee (MAC) with a new Beneficiary Advisory Council (BAC) by July 2025

- MAC and BAC will advise Medicaid Agency on matters related to policy development and effective administration of programs.
- **BAC must consist of:**
  - ✓ Current and former Medicaid beneficiaries,
  - ✓ Their family members and caregivers



# MEDICAID ADVISORY COMMITTEE AND BENEFICIARY ADVISORY COUNCIL (CONT)

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- **MAC must consist of:**
  - ✓ Members of BAC
  - ✓ Community-Based advocacy groups
  - ✓ Clinical providers or administrators
  - ✓ Managed Care Organizations (MCOs), and
  - ✓ Other state agencies



# MEDICAID ADVISORY COMMITTEE AND BENEFICIARY ADVISORY COUNCIL

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- Next Steps
  - State must create a process for recruitment for the BAC and publish information on the State's website
  - State must create and publish governance bylaws and regular meeting schedules
  - State must provide appropriate support (including financial if necessary) to ensure meaningful participation
  - DDSD is collaborating with Medical Assistance Division (MAD) to establish a BAC



# CMS/ NEW EDITIONS CONSULTING INC.

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- New Editions (NE) Consulting Inc. conducted onsite visits in New Mexico in September 2024.
- The New Editions visits provided an opportunity for our federal partners to visit with some of our waiver recipients to see a “day-in-the-life” and observe whether the settings requirements were actually in effect.
- Feedback will be shared with the field once DDSD receives it



# NM DISABILITY EMPLOYMENT AWARENESS MONTH CONFERENCE

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- The first annual New Mexico Disability Employment Awareness Month (DEAM) Conference provides information and workshops on increasing inclusion and integration in the workplace and expanding employment opportunities for New Mexicans with disabilities and aging New Mexicans.
  - To Register, please visit <https://bit.ly/4cRjoHV> or scan the QR Code
  - October 17, 2024, 9am – 1pm
  - UNM Continuing Education – 1634 University Blvd, NE, Albuquerque, NM, 87131



# NEW MEXICO SELECTED FOR DIRECT CARE WORKFORCE TECHNICAL ASSISTANCE INITIATIVE

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- In April of 2023, President Biden passed the Executive Order on Increasing Access to High-Quality Care and Supporting Caregivers.
- The goal of the Executive Order is to expand and improve the infrastructure and workforce of childcare, home and community-based services, and long-term services and supports.
- New Mexico is one of six states selected for the Direct Care Workforce Technical Assistance Initiative.
- Stakeholders from the Developmental Disabilities Supports Division (DDSD), Department of Aging and Long-Term Services (ALTSD), Health Care Authority (HCA), Department of Workforce Solutions, and New Mexico Caregivers Coalition will also participate in the program.





# NEW MEXICO SELECTED FOR DIRECT CARE WORKFORCE TECHNICAL ASSISTANCE INITIATIVE

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- The Direct Care Workforce Assistance program will work with the selected states to identify and address workforce challenges related to recruitment, retention, and compensation.
- New Mexico will receive 250 hours of personalized assistance from the Administration for Community Living (ACL) to explore and address workforce problems and caregiver needs.
- New Mexico will receive technical assistance and training from this initiative through December 31<sup>st</sup>, 2024.
- DDS will utilize the initiative to enhance and strengthen caregiver workforce recruitment, training, and retention strategies.



# THERAP UPDATE

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- The new Therap Statewide Administrator for DDSD is Julie Pierce
- The Therap NM Virtual Conference was 9/17 with 22 virtual sessions covering a wide range of topics and support.
- Behavior Support Documents are required to be uploaded into Individual Plans by BSC's beginning with plans starting January 1, 2024
  - All provider users should have access to these plans and other uploaded documentation based on their caseload
  - If you cannot, please have your agency Therap administrator contact DDSD Therap Support via [hca-ddsd.therap.support@state.nm.us](mailto:hca-ddsd.therap.support@state.nm.us)



# PROVIDER CAPACITY

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- FY'25, 1<sup>st</sup> Quarter – 3 New Providers
- Emmanuel Compassionate Care LLC – Applying to provide Customized Community Supports-Individual, Non-Medical Transportation and Supported Living in Bernalillo County.
- Inclusive Speech Therapy LLC – Speech Therapy in Bernalillo County
- Phoenix Supports, LLC – Mi Via Consultant – Statewide



# StationMD

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## Reminder: Who is StationMD?

- StationMD is a telehealth company dedicated to serving individuals with I/DD. All StationMD clinicians are board-certified and specially trained to treat individuals with I/DD. Clinicians are available 24/7 via telemedicine for urgent and non-urgent medical matters. StationMD enables individuals with I/DD faster access to high-quality care and improves quality of life for individuals and those who care for them.
- Utilization of StationMD is free for all providers and individuals!
- DDSD is currently in the planning phase of expanding the StationMD services to participants in the Mia Via and Medically Fragile Waivers. Additional information will be provided as we move closer to implementation.



## DDSD Ongoing Wellness Visits

Start Date  
10/01/2023

Deadline  
6/30/2024

Total Visits

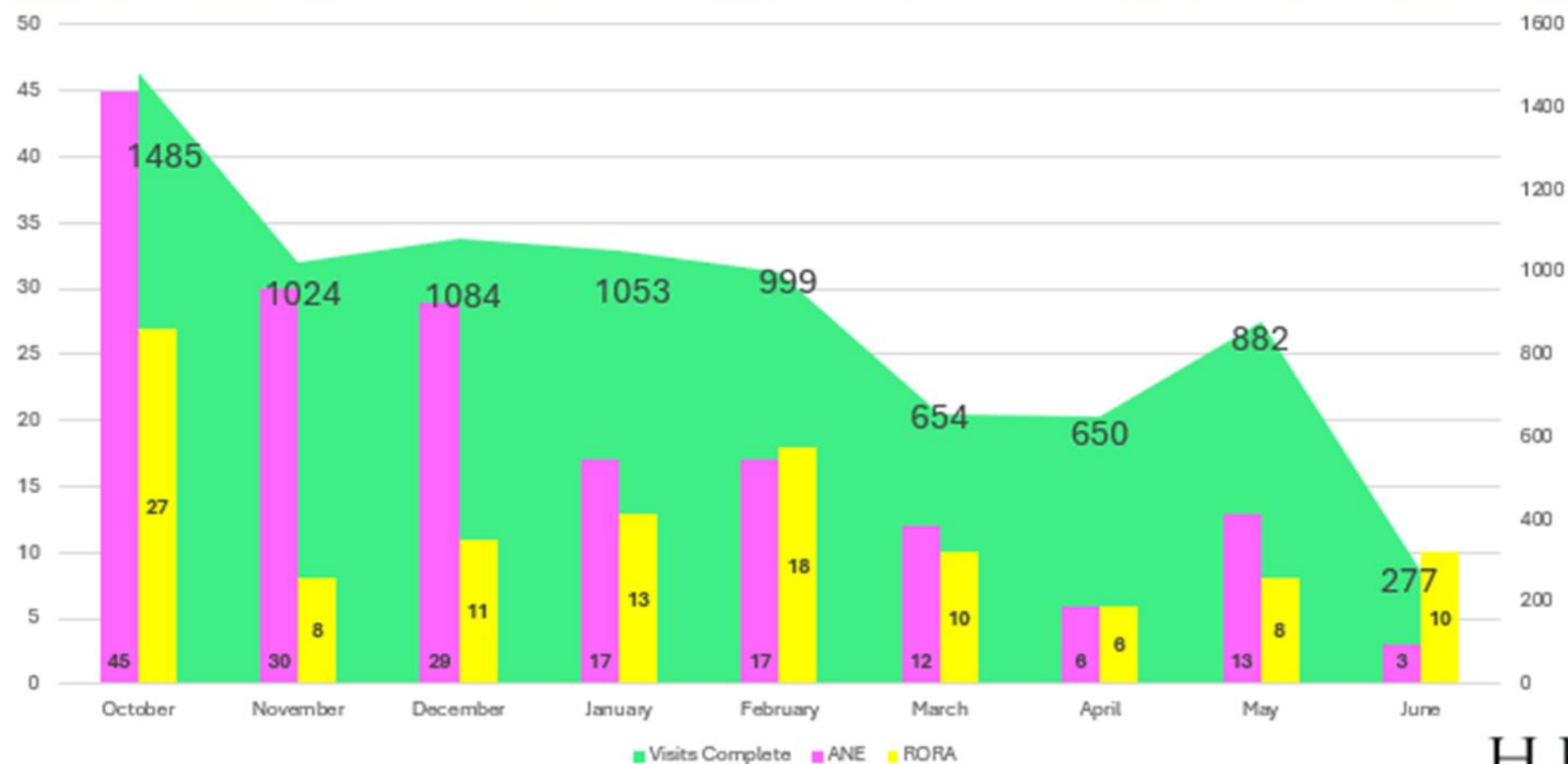
8108

Total RORAs

111

Total ANEs

166



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# ELECTRONIC VISIT VERIFICATION UPDATES

## JENNI.MCNAB@HCA.NM.GOV

The Developmental Disabilities Supports Division (DDSD) provides oversight of providers required to use Electronic Visit Verification (EVV) for their services.

To help providers ensure they are compliant with the EVV requirements, the following are areas that DDSD expects providers to be reviewing and monitoring on a consistent basis:



# ELECTRONIC VISIT VERIFICATION UPDATES

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- Web Claims-a web claim should only be used for specific circumstances. For example, if the worker was unable to use the mobile app or Interactive Voice Response (IVR) due to the phone not working, the worker forgot to check-in and check-out, or the authorization was not in the AuthentiCare system timely, a web claim can be entered. Web claims should not be used as a continual method for capturing time, service, and location for billing in AuthentiCare.
- Out of Geo-Fence Exceptions-these exceptions should be reviewed by the provider on a consistent basis to ensure that the workers who are using the mobile application, are providing services at the clients' location.



# ELECTRONIC VISIT VERIFICATION UPDATES

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- Unauthorized phone number- these exceptions should be reviewed by the provider on a consistent basis to ensure that the worker is only using the individual's phone (not the workers phone) to clock in and out of the Interactive Voice Response (IVR.)
- These areas are monitored by DDSD, and providers will be contacted if compliance concerns are identified. Please monitor these areas to avoid DDSD contract management actions.

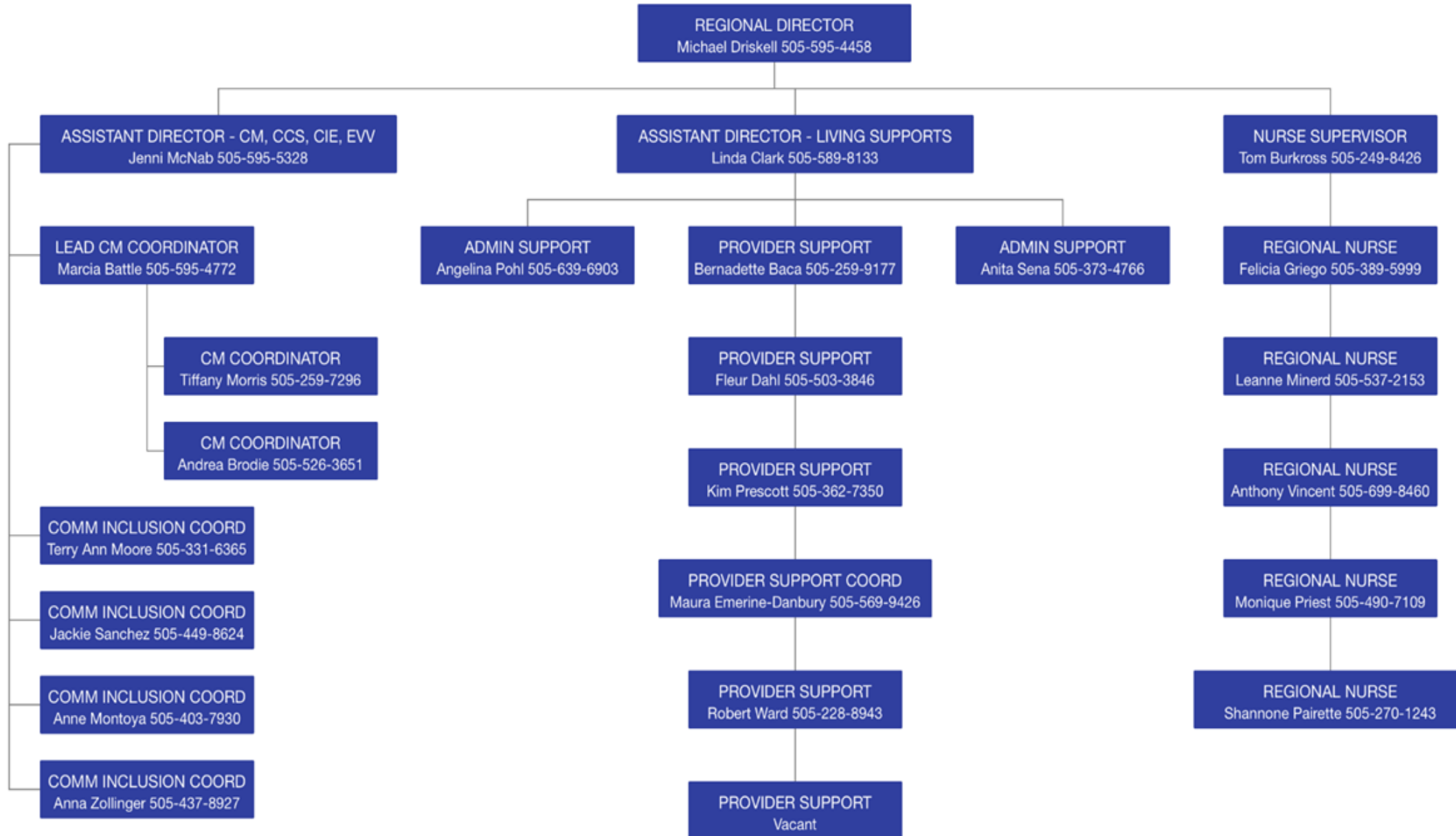




# Regional Office Updates



# METRO



# NORTHWEST REGIONAL OFFICE (NWRO)

- New Social and Community Service Coordinator Maria Montelongo. Maria is in the Farmington office.
- Currently working to fill vacant nurse position.
- Please don't wait to submit RORAs. Ensure due diligence and then submit the RORA
- Case Managers please proofread ISP for accuracy and to ensure that the information is current.
- Providers, please read the ISP when sent out for the 48-hour review. Please make sure they are accurate and current and provide the CM with and revisions that are needed.
- Providers, please make sure you are discharging individuals from Therap that are no longer in services with your agency.



# NORTHEAST REGIONAL OFFICE (NERO)

- NE – Kim Hamstra, Regional Director
- To All Case Managers: NERO Provider Support Coordinators (PSC) are available to attend ISP meetings with the purpose of improving the Person-Centered planning. Please invite us. Maggie and myself are the contacts. We will submit the invites to PSCs.
- The NERO Provider Support Coordinators are available for IDT meetings, especially if there is conflict or Standard issues.
- The NERO Provider Support Coordinators have been assigned to specific Supported Living Providers and will be completing Site Visits and offer supports as needed. If you do not know who your person is please contact Kim, 505-423-2484.
- Thanks for all the work you and your teams do!



# SOUTHWEST REGIONAL OFFICE (SWRO)

- SW – Isabel Casaus
- New nurse hired, Sara Yancey. Sara comes with great experience from CYFD.
- Currently in the process of hiring two Social & Community Coordinators
- Case managers please update IDF in Therap for clients
- Wellness visits continue
- When submitting ISP's please submit them to Irma Cobos, SWRO administrative assistant.



# SOUTHEAST REGIONAL OFFICE (SERO)

- We are aware of ongoing delays with Budgets and Category Of Eligibility (COE) 096. Please continue to notify us if you encounter these issues and we will do what we can to either fix the issue or escalate it to the folks who can.
- Everyone at DDSD and Division of Health Improvement (DHI) has received a new HCA Identification badge. We are aware of some issues or concerns with them and are working with HCA leadership to address them.



# QUESTIONS & ANSWERS





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THANK YOU

*INVESTING FOR TOMORROW, DELIVERING TODAY.*