

DDSD DDW Numbered Memo 2023-02

To: DD Waiver Case Managers

From: Jason Cornwell, DDSD Director

Date: 3/14/2023

Re: Instructions for smooth transition of services provided by terminated providers

The New Mexico Department of Health, Developmental Disabilities Supports Division has terminated agreements with four providers who deliver services to 708 individuals on the Developmental Disabilities Waiver. The providers include:

- At Home Advocacy, Inc., Albuquerque
- A New Vision Case Management, Corrales
- Lynn Barbour, LLC, Albuquerque
- Sylvester & Company, Los Ranchos de Albuquerque

To effectively transition 708 participants by 4/30/2023, please follow the instructions below:

Submissions to the Outside Review (OR)

1. Deadlines for submitting Annual budgets and Revisions that include transitions from any of the four terminated providers are extended.
 - a. For ISP's starting in May 2023, Annuals can be submitted 2 weeks before Individual Service Plan (ISP) start date. If this cannot be accomplished, please notify DDSD.
SelinaT.Leyba@doh.nm.gov.
 - b. Revisions will be treated as imminent reviews and can be submitted one week prior to start date.
2. Case Managers must include PROVIDER TERMINATION in subject line of Cisco and in text box of OR Coversheet that accompanies the submission.
 - a. If the Revision with new provider includes more units than previously approved with the terminated provider then a clinical review is required, include PROVIDER TERMINATION – CLINICAL REVIEW on the subject line.
 - b. If the Revision does not change the total number of units that was previously approved for the terminated provider include PROVIDER TERMINATION – PROVIDER ID REVISION on the subject line.
3. Terminated providers may not be included for new allocations/initial budgets or new service or additional unit requests for any budgets submitted after March 13, 2023. The OR will issue an *unable to work*. The budget can be resubmitted without those providers and services for immediate review or held back until a new provider is selected for initial budgets and new services.

Selection of New Agencies and Transition Planning

1. Notification letters were sent to all participants receiving services by these agencies.
2. If a new provider cannot be found, due to provider capacity issues, a RORA must be filed immediately.
3. New Case Management Agency selections will be returned to Regional Offices. Regional Offices will forward the new Case Management Agency selection to the applicable agency director.
4. Current Case Manager is responsible for transition planning and the Individual Transition Plan Checklist as detailed in DD Waiver Service Standards and the DDSD DDW Numbered Memo 2022-10 issued 10/3/2022.
5. Secondary Freedom of Choice forms (SFOCs) for the non-Case Management Agencies were included in the letters with stamped return envelopes to DDSD Regional Offices. Individuals may work with their existing Case Manager to complete the SFOC or return the SFOC to the Regional Office in stamped return envelope. Regional Offices receiving the SFOCs will forward those to the applicable Case Management Agency.