HEALTH CARE AUTHORITY

Michelle Lujan Grisham, Governor
Kari Armijo, Secretary
Kathy Slater-Huff, Deputy Secretary
Niki Kozlowski, Acting Deputy Secretary
Alanna Dancis, Acting Medicaid Director

Date: **October 30, 2026** **DDSD-DDW Numbered Memo 2026-19**

To: **All Developmental Disabilities Supports Division Contracted Agencies and Interested Parties**

From: **Edward Gould, Bureau Chief, Bureau of Individual Safety and Advocacy (BISA)**
Developmental Disabilities Supports Division

Subject: Regional Office Request for Assistance (RORA) Submission Form

The DDSD Regional Office Request for Assistance (RORA) submission form has been updated. The following updates have been made to the RORA submission form.

- A copy of the RORA will be emailed to the submitter.
- Managed Care Organizations (MCO) revised to reflect current MCOs.
- *Service Provider* is now a required text field – verbiage added "Please list all current providers for this individual".
- *Concerned Provider* is now a required text field.
- *Submitter's Title/Relationship to Individual* is now a required text field.
- Short-Term Therapy Consultation Services- A check box was added.
    - Five conditions were condensed down to two. The two conditions are:
        - The IDT made a determination that safety net is needed.
        - There are no ancillary providers / therapy services currently available on the Secondary Freedom of Choice (SFOC).
- Primary category revisions
    - Behavioral Support revised to Behavioral *Support Services*.
    - Medical Emergency Response Plan (MERP) deleted.
    - Consultant added under Case Management Broad/General Concerns.
    - Revised Remote Support to *Remote Support Technology*.
    - Generic Freedom of Choice deleted
    - Freedom of Choice - Primary added
    - Freedom of Choice - Secondary added
    - Meaningful Day/Customized Community changed to *Customized Community Supports*.
    - ISP/QA changed to *ISP-Quality Assurance*.
    - Other – text field created.

The updated RORA Submission Form is effective October 30th, 2026. Please find the current link to the updated RORA Submission Form on the DDSD Website.

Developmental Disabilities Supports Division – New Mexico Health Care Authority

The RORA process is designed to be a helpful mechanism for requesting assistance or informing DDSD of gaps in service. After submitting your RORA, you will receive an automated email with a copy of your RORA as evidence of submission.

Within five working days of a RORA submission, a RORA Specialist will contact you via phone, email or via Therap SCOMM, to allow you the opportunity to provide more information so that we may fully understand your request. DDSD will then take necessary actions to address your request.

Finally, you will receive an automated email once your request has been resolved.

Thank you for utilizing the DDSD Regional Office Request for Assistance (RORA) process and your continued partnership.

For questions contact Connie Farnsworth, Operations Staff Manager/Statewide RORA Lead, Bureau of Individual Safety and Advocacy at (505) 280-3739 or connie.farnsworth@hca.nm.gov