

# 2024 Master List of Definitions



This list represents common terms used in Developmental Disabilities Supports Division programs and services

Primary	2024 Final Definition	Applicable Waiver
1 1915c Waiver Programs	A program in which the federal government (Centers for Medicare and Medicaid Services) has waived certain statutory requirements of the Social Security Act to allow states to provide an array of home and community-based service options through Medical Assistance Division as an alternative to providing long-term care services in an institutional setting.	All Waivers
2 Access Rule	A federal rule governing Home and Community Based Services (HCBS) programs. The rule focuses on improving access to and the quality of HCBS by focusing on the home maker, home and health aide, or personal care services. General areas of relevance to HCBS Waivers are Person-Centered Planning, HCBS Grievance System, Incident Management Systems, HCBS Quality Measure Set, Access Reporting (Wait List Reporting), Payment Adequacy and Transparency, and Standardization of HCBS Reporting Requirements and Transparency.	All Waivers
3 Activities of Daily Living (ADLs)	Basic personal everyday activities that include bathing, dressing, transferring (e.g., from bed to chair), toileting, mobility and eating. The extent to which a person requires assistance to perform one or more ADLs often is a level of care criterion.	All Waivers
4 Administration of Medication	Delivery of medication by a licensed or certified healthcare professional	DDW
5 Administrative Actions	Actions that are less than sanctions but are designed to intervene before the imposition of a sanction. Administrative actions and technical assistance are intended to provide direction or guidance to the agency to remedy the issue or concern resulting in quality services for the person served. Administrative actions and/or technical assistance may be provided on an individual level, provider level, or systemic level depending on the circumstance.	All Waivers
6 Adult	An individual who is eighteen (18) years of age or older.	All Waivers
7 Advisory Council on Quality (ACQ)	Advises the New Mexico Department of Health on the systems guiding the provision of services and supports that assist people with Intellectual and/or Developmental Disabilities (I/DD) of all ages and their families to be fully included in New Mexico communities.	All Waivers
8 Affiliated Agency	A direct service agency providing Mi Via services that has a marital, domestic partner, blood, business interest or holds financial interest in providing direct care for individuals receiving Mi Via services.	MVW
9 Affinity	A relationship by adoption or marriage.	All Waivers
10 Agency Nurse	The nurse hired or contracted by the Developmental Disabilities Waiver Provider Agency to assist with the health care needs of individuals served.	DDW
11 Agency-Based	Service Delivery Model offered to an eligible recipient who does not want to direct their waiver services. Agency-based services are provided by an agency with an approved agreement with Department of Health (DOH) to provide waiver services.	DDW SW
12 Annual	The twelve (12) month period.	All Waivers
13 Annual Assessments	One or more processes that are used to obtain information about an individual, including his/her condition, personal goals, and preferences, functional limitations, health status and other factors that are relevant to the authorization and provision of services. Assessment information supports the determination that an individual requires waiver services as well as the development of the person centered plans.	All Waivers
14 Apps	Mobile applications installed on a cellphone or tablet.	DDW MVW SW
15 Aspiration	The act of food, saliva, liquids, phlegm or any other solid matter getting below the true vocal cords into the trachea. Aspiration is directly linked to Dysphagia, but may also occur as a result of Gastroesophageal Reflux Disease (GERD) or other conditions.	All Waivers
16 Assistance with Medication	Support provided to individuals served through the Developmental Disabilities Waiver to assist with Medication Delivery course.	All Waivers
17 Audio Only Technology	Phone calls or voice-over-internet without video.	DDW MVW SW
18 Authorized Annual Budget (AAB)	The eligible recipient works with his or her consultant or community supports coordinator to develop an annual budget request which is submitted to the third-party assessor (TPA) for review and approval. The total annual amount of the Mi Via Services or the Supports Waiver Services and goods. The budget includes the frequency, the amount, and the duration of the services and the cost of goods approved by the TPA. Once approved, this is the AAB.	MVW SW
19 Authorized Representative	The individual designated, by the eligible recipient or their guardian, as applicable, to represent and act on the recipient's behalf. The authorized representative does not have budget or employer authority.	All Waivers

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20	Aversive Measures	Any device or intervention, consequence or procedure intended to cause emotional or physical pain or unpleasant sensations for the purpose of mediating behavior. Examples include but are not limited to: use of cameras, body checks, room checks, electric shock, forced isolation, mechanical restraint, forced exercise, withholding food, water, or sleep, humiliation, water misting, forced ingestion of noxious substances, over-correction, and other cost response protocols. Many aversive measures violate human rights are not acceptable per CMS rule. Consult your specific waiver standards.	All Waivers
21	Billable Unit	An increment of time or other measure used to determine duration or amount of a billable service. Billable units may be established in fifteen (15) minutes, daily, or monthly time increments, or per mile, or at a set dollar amount.	All Waivers
22	Call Center	A physical location where staff will be located when utilizing remote support technology to engage with individuals supported. The call center provides the back-up in-person response, and they are the remote support vendor (meaning, they do the actual remote support engagement from a remote support that they run).	DDW MVW SW
23	Career Development Plans	A Career Development Plan (CDP), developed by the CIE Provider Agency with input from the CCS Provider, must be in place for job seekers or those already working to outline the tasks needed to obtain, maintain, or seek advanced opportunities in employment. For those who are employed, the career development plan addresses topics such as a plan to fade paid supports from the worksite or strategies to improve opportunities for career advancement.	DDW
24	Case Manager	Case Manager is an umbrella term and working titles are established in each waiver. Developmental Disabilities Waiver Case Manager, Medically Fragile Waiver Nurse Case Manager, Mi Via Waiver Consultant, and Supports Waiver Community Supports Coordinator are responsible for a set of activities that are undertaken to ensure that the waiver participant receives appropriate and necessary services. The essential elements of the Case Manger role include activities related to advocacy, assessment, planning, linking and monitoring.	All Waivers
25	Category of Eligibility (COE)	To qualify for a medical assistance program (MAP) services, an applicant must meet financial criteria and belong to one of the groups that the New Mexico Medical Assistance Division (MAD) has defined as eligible. An eligible recipient in the Developmental Disabilities, Medically Fragile, Mi Via, or Supports Waiver programs must belong to the medical assistance program (MAP) categories of eligibility (COE) described in 8.314.7.9 NMAC.	All Waivers
26	Centers for Medicare and Medicaid Services (CMS)	Federal agency within the United States Department of Health and Human Services that works in partnership with New Mexico to administer Medicaid and medical assistance program (MAP) services under Human Services Department.	MVW SW MFW
27	Centers for Medicare and Medicaid Services (CMS) Final Rule	The Centers for Medicare and Medicaid Services (CMS) published a Final Rule addressing several sections of the Social Security Act, The Final Rule amends the federal regulations which govern 1915 (c) Home and Community Based Services (HCBS) waiver programs. These rules support inclusion and integration of people with intellectual and developmental disabilities (I/DD) in the community.	All Waivers
28	Centers for Medicare and Medicaid Services (CMS) Performance Measures	As set forth in the Code of Federal Regulation (CFR) 441.301 and Code of Federal Regulations (CFR) 441.302, performance indicators developed and measured by the state in the areas of waiver administrative authority, level of care, qualified providers, service plan, health and welfare, and financial accountability.	All Waivers
29	Challenging Behavior	Any behavior that interferes with a person's pursuit of goals, aspirations or ambitions; opportunity to participate in generic or specialized activities; and opportunity to enjoy a broad range of personal relationships. The challenging behavior may include but is not limited to: aggression, self-injurious behavior, elopement, property destruction, inappropriate or offending sexual expression, symptoms of mental health disorders, and/or manifestations of genetic conditions. Challenging Behaviors are a form of communication, self-expression, and should be explored to find the underlying issue. Challenging behavior is described as distracting, disruptive or destructive.	All Waivers
30	Change in Condition or Health Status	The person has experienced one or more of the following: a decline in physical, cognitive or functional ability; a "life change" or a new diagnosis or event that requires creation or revision to a healthcare plan(s).	All Waivers
31	Chemical Restraint	The administration of medication at a dose and/or frequency to intentionally and exclusively preclude behavior without identifying an underlying anxiety, fear or severe emotional distress or other symptoms of psychiatric/emotional disturbance to be eased, managed, and/or treated.	All Waivers
32	Child	A person under the age of 18 years old. For purpose of Early Periodic Screening, Diagnosis and Treatment (EPSDT) and Individuals with Disabilities Education Act (IDEA) services eligibility, "child" is defined as a person supported by these services under the age of 21 years old.	All Waivers
33	Chronic Medical Conditions	Frequent or persistent medical diagnoses that require long-term health care management.	All Waivers
34	Civil Monetary Penalty (CMP)	Monetary fines that may be issued to Provider Agencies by Developmental Disabilities Supports Division (DDSD) and Internal Review Committee (IRC).	All Waivers

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35	Clinical Monitoring Visit	The nurse or other clinical professional that sees the person in a home or community setting in order to check on their status; interact with Direct Support Professionals (DSPs) as needed; and support implementation of plans.	DDW
36	Code of Federal Regulations (CFR)	A compilation of mandatory laws that have been created by several federal regulatory agencies.	All Waivers
37	Collaborative-Consultative Therapy Model	A therapy design that depends on implementation (by non-therapists) of strategies developed by a therapist following professional assessment, trial and training of those strategies. Appropriate monitoring of implementation of the strategies is essential to this model. This model of therapy is based on a partnership between the therapist and other Interdisciplinary Team (IDT) members with the goal being on-going, everyday integration of therapy strategies into a person's life in order to move the person toward fulfilling life visions, enhancing function and assuring health and safety.	DDW MVW
38	Community Inclusion	Community Inclusion refers to opportunities for people with I/DD to access and participate in activities and functions of community life. Agencies providing Community Inclusion services should align their mission, vision, or values with providing full access to community inclusion and employment. The DD waiver program offers Customized Community Supports (CCS), which refers to non-paid activities or experiences and Community Integrated Employment (CIE), which refers to paid work experiences or activities to obtain paid work. CCS and CIE services are mandated to be provided in the community to the fullest extent possible. Remote based CCS and CIE supports may be used to enhance CI refers to opportunities for people with I/DD to access and participate in activities and functions of community life.	All Waivers
39	Community Life Engagement	Sometimes used to refer to, "Meaningful Day" or "Adult Habilitation" activities. Community Life Engagement (CLE) refers to supporting people in their communities in non-work activities.	All Waivers
40	Community-Based Situational Assessment	Assessments conducted in typical employment settings and situations. This type of assessment places a person with a disability in a work environment in an actual job. Situational assessments are typically conducted in multiple work settings, for short periods of time in order for the assessor and the person to realize the person's work interests and aptitudes to create a good job match.	DDW MVW SW
41	Competency Based Individual-Specific Training	Individual-specific training with all the following elements: defined standards of performance, curriculum tailored to teach skills and knowledge necessary to meet those standards of performance, and formal examination or demonstration to verify standards of performance, using the established DDSD training levels of awareness, knowledge, and skill.	DDW
42	Compliance	The Quality Management Bureau determination of Compliance indicates that a provider has either no deficiencies found during a survey or that no deficiencies at the Condition of Participation Level were found.	DDW
43	Condition of Participation (CoP)	An identified fundamental regulation, standard, or policy with which a provider must be in compliance in order to ensure the health and welfare of people served. Conditions of Participation are based on the Centers for Medicare and Medicaid Services Home and Community Based Services Waiver required assurances. A provider must be in compliance with Conditions of Participation to participate as a Waiver provider.	All Waivers
44	Consanguinity	Consanguinity is a relationship by blood.	DDW
45	Consultant Provider Agency	Provides consultant and support guide services to Mi Via participants that assist the participant (or the participant's family, personal representative or the authorized representative, as appropriate) in arranging for, directing and managing Mi Via services and supports as well as developing, implementing and monitoring the Services and Supports Plan and Authorized Annual Budget, Individual consultants work for State approved Consultant Provider Agencies.	MVW
46	Continuous Quality Improvement Plan	A strategy that addresses how an agency will collect, analyze, act on data and evaluate results related to the following: (1) Individual access to needed services and supports. (2) Effectiveness and timeliness of implementation of Person-Centered Plans. (3) Trends in achievement of individual outcomes in the Person-Centered Plans (4) Trends in medication and medical incidents leading to adverse health events (5) Trends in the adequacy of planning and coordination of healthcare supports at both supervisory and direct support levels. (6) Quality and completeness documentation; and (7) Trends in individual and guardian satisfaction	All Waivers
47	Corporate Guardian	A corporate guardianship is a private non-profit corporation, or an unincorporated association established to provide guardianship services for individuals, age 17 years and 9 months or older, who a court determined to be incompetent. Corporate guardianships are appointed when no suitable individual is available and will serve as guardian.	All Waivers
48	Corrective and Preventive Action Plan (CPA)	A written plan of corrective actions, developed by the provider at the conclusion of an investigation by Division of Health Improvement related to a report of abuse, neglect or exploitation (ANE), documenting all reasonable steps taken to prevent further incidents, as well as providing opportunities to improve quality. The plan is intended to be used by the provider to examine internal root causes and/or contributing factors and to take action on identified issues, when abuse, neglect, and exploitation is substantiated.	All Waivers

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49	Crisis Intervention/Prevention Protocol	A comprehensive system of support designed to prevent, deescalate and, as a last resort, intervene physically when the behavior of a person poses a threat of harm to self or others. Protocols must be reviewed and approved by Bureau of Behavioral Supports prior to being utilized.	All Waivers
50	Crisis Response Staff	Direct Support Professional (DSP), with additional training required (Certification from Bureau of Behavioral Supports) and designated by a provider agency contracted with Developmental Disabilities Supports Division to provide Crisis Supports.	All Waivers
51	Data Plan	When cellular connectivity or communication is required to utilize enabling technology the data plan may be part of the subscription for the service or carved out of the individual's cellular service plan. Data plans for waiver reimbursement need to be dedicated to enabling technology.	DDW MVW SW
52	Days	Calendar days unless business days are specified	All Waivers
53	De-Escalation	Verbal and non-verbal interactions intended to lessen the setting factors contributing to a person's distress and/or assist them in reducing distress and regaining emotional balance.	All Waivers
54	Decompression/Resolution Protocols	An agency procedure designed to lessen or diminish traumatic emotional responses that a participant may experience after an Emergency Physical Restraint (EPR)	All Waivers
55	Deficiency	A deficiency is a concern or problem found during a Quality Management Bureau survey of an agency.	All Waivers
56	Department of Vocational Rehabilitation (DVR)	Vocational Rehabilitation (VR) is a State and Federally funded program designed to help eligible individuals with documented disabilities find suitable employment. Vocational Rehabilitation is a voluntary program, and services persons who want to work. With a long history of success and proven methodology for making the best fits, time and again, Division of Vocational Rehabilitation (DVR) is committed to helping our clients succeed. In addition, we partner with companies and agencies seeking opportunities to enhance and diversify their workforce.	DDW MVW SW
57	Destructive Behavior	Behavior that results in physical injury and/or great emotional harm. The person, peers, staff, family, and community members may each, or all, be jeopardized by the activity	All Waivers
58	Developmental Disabilities Supports Division (DDSD)	The Developmental Disabilities Supports Division (DDSD) oversees four Home and Community Based Waiver programs. These include the Developmental Disabilities Waiver, the Medically Fragile Waiver, Mi Via Self-Directed Waiver and the Supports Waiver.	All Waivers
59	Developmental Disabilities System Quality Improvement Committee (DDSQL)	Supports participants in exercising greater choice and control over the types of services and supports that are purchased within a State assigned budgetary amount. Serves the most people possible within available resources, identifies opportunities for improvement and ensures action, when indicated; and ensures that the State meets each of its statutorily required assurances to Centers for Medicare and Medicaid Services.	All Waivers
60	Developmental Disabilities Waiver (DD Waiver)	Services intended for eligible recipients who have developmental disabilities limited to intellectual disability (ID) or a specific related condition as determined by the Department of Health-Developmental Disabilities Supports Division. The developmental disability must reflect the person's need for a combination and sequence of special interdisciplinary or generic treatment or other supports and services that are lifelong or of extended duration and are individually planned and coordinated. The individual must also require the level of care provided in an Intermediate Care Facility for individuals with Intellectual Disabilities (ICF/IID). In accordance with 8.313.2 New Mexico Administrative Code (NMAC) and meet all other applicable financial and non-financial eligibility requirements.	DDW
61	Dignity of Risk	Refers to the fact that everyone has the freedom to make decisions and choices in their lives that may expose them to a level of risk. By taking measured risks and making mistakes people learn and grow. Through successes and failures, necessary skills are learned Individual identity and sense of self-worth develop, and a healthy desire to pursue relationships and participate fully in community life is fostered.	All Waivers
62	Direct Therapy Treatment	Implementation of therapeutic activities, which have been evaluated using professional judgement and determined to be appropriate exclusively for a skilled, licensed therapist to administer.	DDW MVW MFW
63	Discovery	Discovery is examining with the person, family, friends and people who know the person best her/his life and experiences to discern interests and preferences. Discovery works for everyone but is particularly helpful to people with communication challenges. Information gleaned in Discovery about what the person likes to do and does well is used in identifying possible jobs. The information is also used to negotiate with employers the kinds of tasks the person does well and identifies the supports he/she needs to do the job competently and be a good hire for the employer.	All Waivers
64	Disruptive Behavior	Behavior that impacts the person's ability to retain a baseline level of independence, that interferes with quality of life, or that involves a health and safety risk needing behavioral recommendations to establish a safety net.	All Waivers
65	Distracting Behavior	Behavior that others find annoying, "pesky," negative, and undesirable that does not imminently cause significant harm, but may occur at a frequency and intensity that maintaining family and peer relationships and retaining staff are compromised. Distracting behavior may also exclude participation and presence in community settings.	All Waivers

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66	Division of Health Improvement (DHI)	The Department of Health's Division of Health Improvement (DHI) is the regulatory entity providing compliance oversight for the home and community-based Medicaid waiver providers.	All Waivers
67	Domestic Partnership	A personal relationship shared between two people who are not legally married. Characteristics of a domestic partnership often include living together, joint property ownership, mutual financial obligations, sharing of assets, and/or raising children together. New Mexico recognizes domestic partnerships that are established in jurisdictions where those unions are legally permitted. Domestic partnership agreements are not legally recognized within the state of New Mexico.	All Waivers
68	Durable Medical Equipment (DME)	Specialized Medical equipment and supplies include: (a) devices, controls, or appliances, specified in the plan of care, that enable participants to increase their ability to perform activities of daily living; (b) devices, controls, or appliances that enable the participant to perceive, control, or communicate with the environment in which they live; (c) items necessary for life support or to address physical conditions along with ancillary supplies and equipment necessary to the proper functioning of such items; (d) such other durable and non-durable medical equipment not available under the state plan that is necessary to address participant functional limitations; and, (e) necessary medical supplies not available under the state plan. Items reimbursed with waiver funds are in addition to any medical equipment and supplies furnished under the state plan and exclude those items that are not of direct medical or remedial benefit to the participant. All items shall meet applicable standards of manufacture, design and installation.	All Waivers
69	Early and Periodic Screening, Diagnosis and Treatment (EPSDT)	Medicaid's comprehensive child health program for individuals under the age of 21. Early and Periodic Screening, Diagnosis and Treatment is authorized under 1905(r) of the Act and includes the performance of periodic screening of children including vision, dental, and hearing services. 1905(r)(5) of the Act requires that any medically necessary health care service that is listed in 1905(a) of the Act be provided to an Early and Periodic Screening, Diagnosis and Treatment beneficiary even if the service has not been specifically included in State plan.	All Waivers
70	Electronic Surveillance	Electronic surveillance is the acquisition of information by an electronic device under circumstances in which a party to the communication has a reasonable expectation of privacy. This includes tracking of locations. Electronic devices are used to watch people, places, or things. Examples of electronic devices include but are not limited to cameras, cell phones, computers, smartwatches, tablets and other similar devices.	All Waivers
71	Electronic Visit Verification (EVV)	A telephone and computer-based system that electronically verifies the occurrence of selected services, as required by the 21st Century CURES Act. The Electronic Visit Verification system verifies the occurrence of authorized service visits electronically by documenting the precise time and location where service delivery visit begins and ends. Electronic Visit Verification is implemented according to federal requirements and timelines. The 21st century CURES Act requires Electronic Visit Verification for personal care services (PCS), defined as services that provide assistance with activities of daily living (ADLs) or instrumental activities for daily living (IADLs) effective January 1, 2020, and for home health services effective January 1, 2023.	All Waivers
72	Eligible Recipient	An applicant meeting the financial and medical level of care (LOC) criteria who is approved to receive Medical Assistance Division (MAD) services through the Developmental Disabilities Waiver, Medically Fragile Waiver, Supports Waiver or Mi Via Waiver.	All Waivers
73	Emergency Physical Restraint (EPR)	The use of personal, manual physical force to limit, prohibit, or preclude imminently dangerous behavior by restricting movement through specified and allowed sustained physical contact or holding procedures. Emergency Physical Restraint is allowed only under certain circumstances for the Developmental Disabilities Waiver.	All Waivers
74	Employee	Person who is employed by and provides services to a Mi Via or Supports Waiver participant. In order to provide services to a Mi Via or Supports waiver participant and receive payment for delivered services, the employee must meet qualifications set forth in the waiver, regulations and standards; complete and sign an employee agreement and all required tax documents.	MVW SW
75	Employer of Record (EOR)	The individual responsible for directing the work of the Support's Waiver or Mi Via Waiver employees, including recruiting, hiring, managing and terminating all employees. The Employer of Record tracks expenditures for employee payroll, goods, and services. The Employer of Record authorizes the payment of timesheets by the financial management agency (FMA). An eligible recipient is required to have an Employer of Record when he or she utilizes employees for services. An eligible recipient may be his or her own employer of record unless the eligible recipient is a minor or has a plenary or limited guardianship or conservatorship over financial matters in place. An eligible recipient may also designate an individual of his or her choice to serve as the employer of record, subject to the employer of record meeting qualifications specified in the rule. A power of attorney (POA) or other legal instrument may not be used to assign the employer of record responsibilities, in part or in full, to another individual and may not be used to circumvent the requirements of the employer of record as designated in this rule.	MVW SW

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76	Employment First	The Developmental Disabilities Support Division adopted an Employment First Policy in 2016 to establish procedures for supporting working age adults to have access to valued employment opportunities as the preferred service in New Mexico. Every person has the right and ability to work given opportunity and access. Access to competitive integrated employment enables the person to engage in community life, control personal resources, increase self-sufficiency, and is a proven method for creating community inclusion, identity, status, and roles. In person centered planning, members must first look to and consider utilizing community and natural supports to assist people to attain their employment goals and Desired Outcomes. As such, supported employment activities are a planning priority for all working age adults.	DDW MVW SW
77	Enabling Technology	The use of various forms of devices and technology to support a person with disabilities to live as independently as possible. These types of technologies include sensors, mobile applications, remote support systems, and other smart devices. Enabling technology can support a person in navigating their jobs and communities, gain more control of their environment, and provide remote support and reminders to assist a person in living more independently. Enabling Technologies include off-the-shelf and customized devices and services that empower independence, embody self-determination, and enhance quality of life.	DDW MVW SW
78	Enabling Technology Integration Plan	When integrating technology into the support plan, your state may require that a technology plan be submitted on behalf of the individual. This plan typically includes a justification for how technology can benefit the individual and serve as a natural support while also identifying the types of technology, location of use, and staff or family members responsible maintaining or responding to the technology.	All Waivers
79	Environmental Hazard	A condition in the physical environment which creates an immediate threat to health and safety of the individual.	All Waivers
80	Exception Authorization Process	A process by which an exception to Waiver Service Standards that directly impacts a person in service can be requested.	DDW SW
81	Exploitation	An unjust or improper use of a person's money or property for another person's profit or advantage, financial, or otherwise.	All Waivers
82	Extraordinary Care	Care exceeding the range of activities that a legally responsible individual would ordinarily perform in the household on behalf of a person without a disability or a chronic illness of the same age, and which are necessary to assure the health and safety of the individual and avoid institutionalization.	All Waivers
83	Face-to-Face	Providing services in the physical presence of a person with intellectual or developmental disabilities (I/DD), or in specific instances, the family of a child with intellectual or developmental disabilities (I/DD).	All Waivers
84	Fading	The orderly process by which the therapist (Occupational Therapist /Physical Therapist or Speech Language Pathologist) or the Behavior Support Consultant (BSC), transfers the delivery or implementation of specific therapy strategies to non-therapists or non-Behavior Support Consultants, such as Direct Support Professionals and natural supports. When planned fading results in the discontinuation of a therapy/behavioral support consultation service, the responsibility for support of current therapy strategies rests with another provider agency.	All Waivers
85	Fair Hearing	An informal evidentiary hearing that is conducted by the Fair Hearings Bureau so that evidence may be presented as it relates to an adverse action taken, or intended to be taken, by Medical Assistance Division (MAD), its Utilization Review (UR) contractor, or the Managed Care Organization (MCO).	All Waivers
86	Financial Management Agency (FMA)	Human Services Department (HSD) Contractor that helps self-directed participants implement the Authorized Annual Budget (AAB) by paying the eligible recipient's service providers and tracking expenses.	MVW SW
87	Financial Management Agency (FMA) On-line System	Used by the Financial Management Agency (FMA) for receiving and processing payments. The FMA on-line system is also used by participants and consultants or Community Supports Coordinators to develop and submit Individual Service Plans (ISP) or Service and Support Plans (SSP) /budget requests for Third-Party Assessor (TPA) review and to monitor spending throughout the Individual Service Plan (ISP) or Service and Support Plan (SSP)/budget year.	MVW SW
88	Functional Activity for Therapy	Goal-directed activity that is related to a person's daily life routines in the areas of self-care, home and community living, education, work, leisure, and social participation.	All Waivers
89	General Events Reports (GER)	The Therap Module used for incident reporting. The division mandates use of this module by providers dependent on the waiver and support service being received by the person supported. The Developmental Disabilities Waiver for instance collects reports and demographic information for events including out of home placements, missing persons or elopement, unplanned and planned use of Emergency Room/Urgent Care/Emergency Medical Services, use of Law Enforcement, fall without injury, restraint related to behavior, injury, suicide attempts or threats, medication errors, behavior tracking, and use of pro re nata (PRN) psychotropic medication.	DDW SW
90	Generic Supports	Unpaid supports that are not specific to, or specifically designed for people with intellectual and developmental disabilities (I/DD).	All Waivers

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91	Guardian	A person appointed by the court to make certain decisions for an individual who has been determined to lack capacity; or the custodial parent(s) if the individual is a minor. This person may be a professional or non-professional guardian. There are different types of guardians that may be appointed by a court, which include but are not limited to: Guardian Ad Litem, Limited Guardian, and Plenary or Full Guardian. Every guardian involves the person to the to the greatest extent possible in all decision-making; identifies and advocates for the person's goals, needs, preferences; and selects the option that places the least restrictions on the person's freedom and rights.	All Waivers
92	Health Care Authority	The establishment of the HCA is a significant moment for the State of New Mexico that demonstrates Governor Michelle Lujan Grisham's commitment to prioritizing the health and well-being of every New Mexican by creating a single agency that will be responsible for health care purchasing, policy, and regulation.	All Waivers
93	Health Insurance Portability and Accountability Act (HIPAA)	A federal law that required the creation of national standards to protect sensitive patient health information from being disclosed without the individual's consent or knowledge. The Privacy Rule standards address the use and disclosure of individuals' health information (known as protected health information or PHI) by entities subject to the Privacy Rule.	All Waivers
94	Health, Safety, and Welfare	This is an important part of the Quality Management Bureau review. Individuals have the right to live and work in a safe environment. The service provider should support the individual.	All Waivers
95	Healthcare Coordinator	Is the designated individual on the for Developmental Disabilities Waiver recipient's interdisciplinary team (IDT) who is responsible for communication, facilitation and monitoring of healthcare services for the person. Healthcare Coordination describes the actions taken by the system to: monitor and manage health related needs respond proactively to health changes and concerns, facilitate the appropriate delivery of healthcare services, and support the larger process of Healthcare Coordination for the individual, in concert with multiple entities in the healthcare system.	DDW
96	Healthy Relationships	Ongoing connections with friends, family, and significant others that are characterized by a mutual respect and reciprocity of feeling, and are free from physical, sexual, and emotional abuse or financial exploitation.	All Waivers
97	High Medical Necessity	An acute or chronic health status, including brain disorders that result in a dependency on medical care for which daily skilled (nursing) intervention is medically necessary.	All Waivers
98	Higher-Level Deficiency	A higher-level deficiency is a problem that has caused or may cause harm to an individual with IDD. A higher-level deficiency must be corrected for an individual's safety and wellbeing. A higher-level deficiency is called a Condition of Participation (COP) deficiency.	DDW
99	Home and Community Based Services (HCBS)	A set of Medical Assistance Division services that provides alternatives to long-term care services in institutional settings, such as the Developmental Disabilities Waiver, Medically Fragile Waiver, Mi Via Waiver and Supports Waiver programs. The Centers for Medicare and Medicaid Services (CMS) waives certain statutory requirements of the Social Security Act to allow Human Services Department to provide an array of community-based options through these waiver programs.	All Waivers
100	Human Rights Committee (HRC)	A Committee designed to protect the rights and freedoms of all Developmental Disabilities Waiver participants through the review of proposed plans and restrictions to a person's rights based on a documented health and safety concerns.	DDW
101	Human Services Department (HSD)	Designated by the Center for Medicare and Medicaid Services (CMS) as the Medicaid administering agency in New Mexico.	All Waivers
102	Immediate Action and Safety Plan (IASP)	Documentation completed and submitted with the Abuse, Neglect or Exploitation (ANE) Report that identifies the immediate steps implemented to ensure the health and safety of a person when there has been a report of Abuse, Neglect, Exploitation, Suspicious Injury, Death or Environmental Hazard (collectively, ANE).	All Waivers
103	Immediate Family Member	Includes father (includes natural or adoptive or foster father, father-in-law, step-parent) mother (includes natural or adoptive or foster mother, mother in-law, step-parent), brother (includes half-brother, step-brother), sister (includes half-sister, step-sister), son or daughter, step-son or step-daughter, adoptive or foster son or daughter, natural grandfather, natural grandmother, and spouse relationship to the individual. Foster relationships are only applicable for persons under age 21.	All Waivers
104	Imminent, Serious Physical Harm	Harm certain to result in physical insult great enough to render a person incapable of continuing usual activities regardless of whether medical intervention is needed	All Waivers
105	In-Home Assessment	Assessment conducted in the participant's current living environment (or a location approved by the State) by the Third-Party Assessor to help determine initial and ongoing medical eligibility.	All Waivers

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106	Incident Management Bureau (IMB)	The Incident Management Bureau (IMB) serves individuals with intellectual and developmental disabilities (I/DD) by assessing needs and providing protective services in community-based programs through investigations of allegations of abuse, neglect and exploitation, often collectively referred to as "abuse" or ANE. New Mexico state law requires all persons with knowledge about potential Abuse Neglect or Exploitation to report; this includes people who work directly with individuals with intellectual and developmental disabilities (I/DD). All family, friends and people who provide support can report abuse. Reports also come from law enforcement, medical providers and other sources.	All Waivers
107	Individual Budgetary Allotment (IBA)	The maximum budget allotment available to an eligible recipient. The eligible recipient will develop a plan to meet his or her assessed functional, medical, and habilitative needs to enable the recipient to remain in his or her community.	MVW SW
108	Individual Case File	Means a hard copy or electronic file of documents pertaining to eligibility, service delivery, service history and other pertinent information about the person in Waiver services. The record shall document activities and services provided to individuals with developmental disabilities receiving community-based services.	All Waivers
109	Individual Service Plan (ISP) Implementation	The Center for Medicaid and Medicare Services requires a person-centered plan for every person receiving Home and Community Based Services. The DD Waiver and the Supports Waiver person-centered plan is called the Individual Service Plan.	DDW SW
110	Individuals with Disabilities Education Act (IDEA)	The federal law (P.L. 108-446; 20 USC §1400 et seq.) that ensures "that all children with disabilities have available to them a free appropriate public education that emphasizes special education and related services designed to meet their unique needs and prepare them for further education, employment, and independent living."	All Waivers
111	Informed Choice	Informed choice is when a person decides based on a solid understanding of all available options and consequences of how that choice will impact their life. Informed choice is a component of Person Centered Planning.	All Waivers
112	Instrumental Activities of Daily Living (IADL)	Activities related to independent living, including preparing meals, managing money, shopping for groceries or personal items, performing light or heavy housework, and communication. The extent to which a person requires assistance in performing IADLs is often assessed in conjunction with the evaluation of level of care.	All Waivers
113	Integrated Work Setting	Work settings where non-disabled individuals are co-workers; or in which a person with disabilities has consistent and regular opportunities for interacting with non-disabled people in non-disability specific settings.	DDW MVW SW
114	Intellectual and Developmental Disability (I/DD)	Developmental Disabilities is an umbrella term that includes intellectual disability but also includes other disabilities that are apparent during childhood. Developmental disabilities are severe chronic disabilities that can be cognitive or physical or both. The disabilities appear before the age of 22 and are likely to be lifelong. Some developmental disabilities are largely physical issues, such as cerebral palsy or epilepsy. Some individuals may have a condition that includes a physical and intellectual disability. A person is considered to have intellectual disabilities if she/he has significantly sub-average general intellectual functioning existing concurrently with deficits in adaptive behavior and manifested during the developmental periods.	All Waivers
115	Intensive Nursing Care, Clinical Oversight and Health Management	Nursing clinical and health management supports indicated in the "severe" or "significant" category on the Intensive Medical Living Services eligibility parameters tool issued by the Developmental Disability Services Division.	DDW
116	Interdisciplinary Team (IDT)	In the DD Waiver, the IDT is group of individuals including the person receiving Developmental Disabilities services, their families and/or guardian, and a group of professionals, paraprofessionals and other support persons, who are responsible for the development and/or implementation of the ISP. The IDT comes together to enrich the quality of life of the person receiving services including to help identify and achieve the person's visions.	DDW
117	Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IID)	Facilities that are licensed and certified by the New Mexico Department of Health (DOH) to provide room and board, continuous active treatment and other services for eligible recipients with a primary diagnosis of intellectual disabilities.	All Waivers
118	Intermittent Skilled Nursing	Direct skilled nursing is provided on an occasional basis or scheduled on a less than daily basis.	All Waivers
119	Intern	An individual holder of an advanced degree or candidate for an advanced degree, participating in a practicum program approved by and under supervision of a university program.	All Waivers
120	Internal Review Committee (IRC)	The Internal Review Committee (IRC) reviews provider performance concerns identified by DDSD, QMB or other agencies. The IRC can impose actions or sanctions on providers who are not doing their jobs correctly. The IRC can impose actions or sanctions on provider agencies who are not in compliance with DDSD rules and regulations.	All Waivers
121	Legally Responsible Individual (LRI)	A person who has a duty under state law to care for another person. This typically includes: the parent (biological, legal, or adoptive) of a minor child, a guardian who must provide care to an eligible recipient under 18 years of age, or the spouse of an eligible recipient. An LRI does not include the parent of an adult even if the parent is a legal guardian.	All Waivers



	Primary	2024 Final Definition	Applicable Waiver
122	Level of Care (LOC)	The specification of the minimum amount of assistance that an individual must require in order to receive services in an institutional setting under the state plan.	All Waivers
123	Licensed Dietitian	A licensed, professional who has met the educational and clinical requirements set forth by the American Dietary Association (ADA) and licensure requirements set forth by the State of New Mexico.	All Waivers
124	Life Change	Hospitalization, significant health status change, relocation to another city, loss of employment and other circumstances that change someone's daily life.	All Waivers
125	Life Threatening Medical Conditions	Medical conditions that can lead to pulmonary or cardiac arrest. Examples are coronary artery disease, COPD, stroke, certain cancers and cirrhosis.	All Waivers
126	Likely Risk of Harm	Risk of harm refers to clinically significant harm which has not yet occurred but is likely to occur, given risk factors identified in the present. The level of future risk is identified as likely (probable), not just possible (may occur). The probable harm will have a significant detrimental effect on the person if it does occur.	All Waivers
127	Managed Care Organizations (MCO)	The entity that participates in Centennial Care under contract with the Human Services Department (HSD) to assist the State in Meeting their requirements established under NMSA 1978, Sec. 27-2-12.	All Waivers
128	Meaningful Day	Individualized access for people with I/DD to support their participation in activities and functions of community life that are desired and chosen by the general population. The term "day" does not exclusively denote activities that happen between 9:00 a.m. to 5:00 p.m. on weekdays.	All Waivers
129	Mechanical Restraint	Any device attached or adjacent to an individual's body that he or she cannot easily remove that restricts freedom of movement or normal access to his or her body.	All Waivers
130	Medical Adverse Events	A negative change in health that is related to a prescribed procedure, treatment or medication.	All Waivers
131	Medical Emergency	A health condition that is life threatening to the person and requires rapid emergency intervention and treatment.	All Waivers
132	Medical Orders for Scope and Treatment (NM MOST)	NM MOST is an approach to advance care planning that helps patients get the medical treatments they want and avoid the medical treatments they do not want when they are seriously ill or frail.	DDW MVW MFW
133	Medically Fragile	A chronic physical condition, which results in a prolonged dependency on medical care for which daily skilled (nursing) intervention is medically necessary and is characterized by one or more of the following: a life threatening condition characterized by reasonable frequent periods of acute exacerbation which require frequent medical supervision, or physician consultation and which in the absence of such supervision or consultation would require hospitalization; a condition requiring frequent, time consuming administration of specialized treatments which are medically necessary; or dependence on medical technology such that without the technology a reasonable level of health could not be maintained; examples include but are not limited to ventilators, dialysis machines, enteral or parenteral nutrition support and supplemental oxygen.	MFW
134	Medically Fragile Waiver	New Mexico's 1915(c) Home and Community Based Services program serving individuals diagnosed with a medically fragile condition prior to the age of 22 and a developmental disability or who are developmentally delayed or at risk for developmental delay and meet an Intermediate Care Facilities for Individuals with Intellectual Disabilities level of care.	MFW
135	Medication Delivery	The method by which people take or receive their medication.	All Waivers
136	Medication Error	A mistake in medication administration that includes but is not necessarily limited to the following: (a) wrong medication (an individual receives and take medication which is intended for another person, discontinued, or inappropriately labeled); (b) wrong dose (an individual receives the incorrect amount of medication); (c) wrong time (an individual receives medication dose at an incorrect time interval); and, (d) omission (missed dose) is when an individual does not receive a prescribed dose of medication, not including when an individual refuses to take medication.	All Waivers
137	Medication Route	A method of medication entry into a person's body (e.g., oral, injection, rectal or topical)	All Waivers
138	Mental Anguish	A relatively high degree of mental pain and distress that is more than mere disappointment, anger, resentment, or embarrassment, although it may include all of these, and is objectively manifested by the recipient of care or services by significant behavior or emotional changes or physical symptoms.	All Waivers
139	Mi Via Waiver	Mi Via "My Way" is the name of the Section 1915 (c) MAD self-directed HCBS waiver program through which an eligible recipient has the option to access services to allow him or her to remain in the community.	MVW

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140	Money Network Card	The money network card is an option that is available to employees. It works similarly to direct deposit on a bank account, but the money is deposited onto their card. There are fees associated with using the card (ATM charges, balance inquiry charges, etc) so if someone has a bank account, it seems direct deposit into their checking/savings account would be preferable (instead of having a Money Network Card).	MVW SW
141	Monitoring Base	The off-site locations from which the remote support staff monitor an individual.	All Waivers
142	Mortality Review Committee (MRC)	The committee that collects and analyzes health records to identify underlying causes of death in order to promote system-wide quality improvement. The role of the Mortality Review Committee is to effect system change with the goal of improving the provision of care, reducing mortality and morbidity, and promoting the provision of competent, caring services and supports.	All Waivers
143	Natural Environments (For Therapy Services)	The settings where a person lives his/her life irrespective of therapy services. These settings would be included in the person's routines if they were not a setting for therapy sessions. Individual Support Plan (ISP) visions may identify non-traditional settings of interest to that individual for exploration and/or continued participation. This does not include an office clinic setting and should not be identified because if the therapist's interest in a specific treatment modality alone.	All Waivers
144	Natural Supports	Unpaid personal associations and relationships typically developed in the community that enhance the quality and security of life for people, including, but not limited to, family relationships; friendships reflecting the diversity of the neighborhood and the community; association with fellow students or employees in regular classrooms and work places; and associations developed through participation in clubs, organizations, clubs, and other civic activities.	All Waivers
145	Neglect	The failure of the caretaker to provide basic needs of a person, such as clothing, food, shelter, supervision, and care for the physical and mental health of that person. Neglect causes or is likely to cause harm to a person.	All Waivers
146	New Allocation Factor	Core therapy/Behavior Support Consultation hours are multiplied by a factor of 1.2 for therapy/Behavior Support Consultation budgets that meet the following criteria: a) therapy/Behavior Support Consultation services are initiated within the first twelve (12) months of the effective date of the initial Individual Service Plan (ISP); b) the individual has never received therapy or Behavior Support Consultation services through the Developmental Disabilities Waiver; or c) the person has not had the particular therapy for one Individual Service Plan budget cycle or Behavior Support Consultation service for two or more budget cycles.	DDW
147	New Mexico Administrative Code (NMAC)	The New Mexico Administrative Code (NMAC) is the official collection of current rules (regulations) written and filed by state agencies to clarify and interpret laws passed by the Legislature.	All Waivers
148	New Mexico Consolidated On-Line Registry (NMCOR)	An application that provides a one-stop repository for New Mexico healthcare employers to quickly ascertain employment suitability for new healthcare employees through data from information sources such as: Nurse Aide Registry (NAR), New Mexico Employee Abuse Registry (EAR) and New Mexico Sex Offender information. All employees, independent providers, provider agencies and vendor must pass the New Mexico Consolidated On-line Registry screening prior to initial hire. Individual employees must pass the New Mexico Consolidated On-line Registry screening every three years after initial hire.	All Waivers
149	New Mexico Medicaid Third Party Assessor (TPA)	The Third-Party Assessor reviews required level of care (LOC) assessments and determines medical eligibility for people who are newly allocated to the waiver and redeterminations. The Third-Party Assessor is contracted through Human Services Division. In addition, the Third-Party Assessor Contractor approves and enters Person Centered Plans/budgets into the Medicaid Management Information System to ensure that waiver requirements are met.	All Waivers
150	New Mexico State Plan Services	Health related benefits available to all New Mexico Medicaid recipients who meet applicable medical necessity criteria.	All Waivers
151	New Therapy Referral	A therapy referral for a person who had no therapy hours on the previous ISP budget for that therapy discipline.	All Waivers
152	Non-Ambulatory	Not able to walk independently without support.	All Waivers
153	Non-Compliance	When a provider undergoes a Quality Management Bureau survey, non-compliance indicates a provider is significantly out of compliance with both Standard Level deficiencies and Conditions of Participation level deficiencies.	All Waivers
154	Nursing Practice Act	The New Mexico statute (Chapter 61, Article 3 NMSA 1978) which governs the regulations and licensing of nurses or certification of certified medication aides.	All Waivers
155	Ongoing Therapy	Therapy services provided after the initial budget that includes therapy hours for at least six (6) months of the budget year for that therapy discipline.	DDW
156	Ongoing Therapy Discharge Plan	A written plan developed by the Interdisciplinary Team (IDT) to assure that pertinent strategies developed by the therapist are integrated into the Individual Service Plan (ISP) and other plans as appropriate. The document is retained in Interdisciplinary Team (IDT) minutes. Discontinuation of a service providing the Direct Treatment Model therapy targeted is not subject to this requirement.	DDW

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157	Orders	Written, electronic, fax, verbal, or phone instructions from a healthcare practitioner that provides direction for care or treatment. Verbal and phone orders shall be documented and signed by the receiving nurse and faxed to the healthcare practitioner for counter signature to be retained in the record.	All Waivers
158	Other Services Budget	Developmental Disabilities Waiver Services that will be available for all eligible individuals as needed. Examples include but are not limited to Adult Nursing, Initial Therapy Assessments, Non-Medical Transportation, Environmental Modifications, Assistive Technology, Preliminary Risk Screening and Consultation, Socialization and Sexuality Education, and Remote Personal Support Technology.	DDW MVW SW
159	Parent	The natural or adoptive mother, father, stepmother, or stepfather.	All Waivers
160	Partial Compliance	When a provider undergoes a Quality Management Bureau survey, Partial-Compliance with Standard Level Tags indicates that a provider is in compliance with all Condition of Participation Level deficiencies but is out of compliance with a certain percentage of Standard Level deficiencies.	DDW
161	Participant	An individual who meets medical and financial eligibility and is approved to receive services through the Mi Via Waiver, DD Waiver, Medically Fragile Waiver and the Supports Waiver.	All Waivers
162	Participant Directed	Provision of the opportunity for a waiver participant to exercise choice and control in identifying, accessing, and managing waiver services and other supports in accordance with their needs and personal preferences.	MVW SW
163	Participatory Approach	The state mandated philosophy that asserts the physical and communicative participation in life activities is possible for all people. Therapy service providers must incorporate this approach during provision of all therapy services including assessment, strategy development, strategy training, etc.	DDW MVW
164	Performance Improvement Plan (PIP)	A written document developed by the provider or regional office that identifies specific program or program area deficiencies by the provider that need corrective action to be in compliance with policy, standard, or regulations. At a minimum, the plan must address the area(s) of concern, cite the applicable policy, standard, or regulation, identify the required actions or evidence to correct the deficiency, and establish documentation and timelines for completion.	All Waivers
165	Performance Measure	Regular measurement of outcomes and results, which generates reliable data on the effectiveness and efficiency of programs and drives better decision making for improvement planning.	All Waivers
166	Person Centered Assessment (PCA)	A PCA is a person-centered planning tool that is intended to be used for the service agency to get to know the person whom they are supporting and to help identify the individual needs and strengths to be addressed in the ISP. The PCA should provide the reader with a good sense of who the person is and is a means of sharing what makes an individual unique. The information gathered in a PCA should be used to guide community inclusion services for the individual.	DDW
167	Person of Trust	A "trust relationship" is defined as caregivers or others involved in the life of the individual who bear or have assumed some responsibility for protecting the interests of the person, or where expectations of care or protection arise by law or social convention and includes family members and others who are aware of the person's vulnerability and exploit it. It excludes perpetrators who are strangers.	All Waivers
168	Person-Centered Planning (PCP)	An assessment and service planning process that is directed and led by the individual with assistance as needed or desired from a representative or other persons of the individual's choosing. The process is designed to identify the strengths, capacities, preferences, needs, and desired outcomes of the individual. The process may include other persons, freely chosen by the individual, who are able to serve as important contributors to the process. The PCP process enables and assists the individual to identify and access a personalized mix of paid and non-paid services and supports that assist him/her to achieve personally defined outcomes in the community.	All Waivers
169	Personal Care	Personal Care provides support for Activities of Daily Living (ADLs) and Instrumental Activities of Daily Living (IADLs). Personal care is included within the scope of a variety of waiver services with different titles like Community Integrated Employment, Customized Community Supports, Customized In-Home Supports, and Respite.	All Waivers
170	Personal Emergency Response System	An electronic device that enables waiver participants to secure help in an emergency. The participant may also wear a portable "help" button to allow for mobility. The system is connected to the participant's phone and programmed to signal a response center once a "help" button is activated. The response center is staffed by trained professionals.	DDW MVW SW
171	Personal Representative	The eligible recipient may select an individual to act as his or her personal representative for the purpose of offering support and assisting the eligible recipient understand his or her Mi Via services. The eligible recipient does not need a legal relationship with his or her personal representative. The personal representative will not have the authority to direct the member's Mi Via waiver services or make decisions on behalf of the eligible recipient. Directing services remains the sole responsibility of the eligible recipient or his or her authorized representative. The personal representative cannot serve as the eligible recipient's consultant and cannot approve his or her specific timesheet.	MVW

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172	Physical Intervention	The use of touch and/or brief physical redirection with minimal physical force to guide or direct a person from danger or as an adjunct to instruction physical intervention changes the direction of movement rather than stopping or preventing movement.	MVW SW
173	Physical Redirection	The use of touch and/or body position with minimal physical force to redirect attempts by a person to strike or otherwise cause physical insult or harm. Physical redirection is not utilized to move someone from one area to another or to keep them from leaving/entering an area.	All Waivers
174	Physical Restraint	The use of physical interventions to restrict a participant's capacity for desired or intended movement including movement or normal function of a portion of a participant's body for the exclusive purpose of precluding a challenging behavior.	DDW MVW SW
175	Plan of Correction	All deficiencies found at the time of a Quality Management Bureau review must be corrected to ensure the safety and well-being of individuals being served. A Plan of Correction shows what a service provider will do to correct deficiencies found during the review. The Plan of correction also is intended to prevent continued deficiencies. Agencies have a limited amount of time to implement the plan of correction.	All Waivers
176	Practitioner Orders	Medical instructions prescribed by a physician, physician assistant, certified nurse practitioner, or prescribing psychologist.	All Waivers
177	Practitioner Recommendations	Suggested course of action related to medical symptoms or condition written or discussed by a medical professional including physician, physician assistant, certified nurse practitioner, psychologist, speech language pathologist, occupational therapist, physical therapist, behavior support consultant, dietician, dentist, or pharmacist.	All Waivers
178	Primary Care Practitioner (PCP)	A person's primary medical care provider, usually a Medical Doctor, Physician's Assistant, or Certified Nurse Practitioner.	All Waivers
179	Primary Provider	The agency responsible, as per the hierarchy, to create and maintain the client record within Therap, in this order: Living Supports Provider; Adult Nursing Services Provider, Customized Community Supports-Group Provider.	DDW
180	Prior Authorization	The process of obtaining authorization prior to the person receiving services. The purpose of the prior authorization function is to determine member eligibility, benefit coverage, medical necessity, location and appropriateness of services through the insurance provider.	DDW SW MFW
181	PRN (Latin term: Pro Re Nata) Medication use for Behavioral Control	Any Chemical agent ordered on an "as needed" basis used for the effect it exerts on the central nervous system in terms of altering thoughts, feelings, mental activities, mood, and behavior. This includes chemical agents considered psychotropic and those with psychoactive effects not considered psychotropic.	All Waivers
182	PRN (Latin term: Pro Re Nata) Psychotropic Medication	See definition for PRN Medication Use for Behavioral Control.	All Waivers
183	PRN (Latin term; Pro Re Nata)	Referring to prescribed or over-the-counter-medications (including comfort medications) or treatments taken or used only on an as-needed basis at times when particular symptoms occur.	All Waivers
184	PRN (Latin tern: Pro Re Nata) Psychotropic Medication Plan (PPMP)	A document developed by the Behavior Support Consultant in collaboration with the agency nurse that provides guidance to direct support personnel when the usual interventions and supports included in the Positive Behavior Supports Plan are insufficient to ensure the health and safety of the person or others and/or is an effective alternative to a regularly prescribed psychotropic medication.	All Waivers
185	Professional Services Budget (PSB)	Occupational, Physical and Speech Language Therapies, Nursing and Behavior Support Consultation.	All Waivers
186	Progress Note	Documentation authored by Behavior Support Consultant, therapy, nursing, professional/clinical services, case managers and direct support providers. They may be routine notes of care, support or, for Behavior Support Consultant's may be confidential notes of treatment sessions. These notes may be used for documentation for billing services, but may not be included as part of the semiannual report.	All Waivers
187	Provider Agency	A private entity that has entered into a contract or Provider Agreement with the Department of Health for the purpose of providing Waiver services in accordance with regulations and standards to Waiver participants.	All Waivers
188	Provider Data Summary	A provider data summary is a list of organized data with information about service providers. It is created to assist you and/or your guardian to make decisions regarding service providers.	All Waivers
189	Prudent Nursing Practice	Standards of care in nursing for practices that a reasonably prudent nurse would use.	DDW MFW
190	Psychoactive Medication	A chemical substance that acts on the central nervous system which results in temporary changes to perception, mood, consciousness, cognition and behavior.	All Waivers
191	Qualified Health Professional	A physician, nurse practitioner, physician assistant or agency nurse.	All Waivers

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192	Quality Assurance and Quality Improvement (QA/QI)	Process utilized by State and Federal governments, programs and providers whereby appropriate oversight and monitoring of Home and Community Based Services waiver programs of waiver assurances and other measures provide information about the health and welfare of participants and the delivery of appropriate services. This information is collected, analyzed and used to improve services and outcomes and to meet requirements by State and Federal agencies. Quality plans, systems and processes are designed and implemented to maintain continuous quality improvement.	DDW MVW SW
193	Quality improvement Strategy	A strategy to monitor the provision of services to ensure quality outcome for people receiving services, and ensure continual compliance with all applicable program requirements.	All Waivers
194	Quality Management Bureau (QMB)	A Bureau of the Division of Health Improvement that conducts compliance surveys of providers holding a provider agreement with the Developmental Disabilities Services Division to provide Home and Community Based Services. The purpose of Quality Management Bureau (QMB) reviews is to determine compliance with federal and state standards; to assure the health, safety, and welfare of people receiving services through the Developmental Disabilities Waiver, Medically Fragile Waiver, Mi Via Waiver, and Supports Waiver to identify opportunities for improvement by these providers.	All Waivers
195	Reallocation of Direct Support	In a technology first approach, the desire is to create less dependence on direct support staff which leads to a reduction in staff hours. Staff are not replaced by technology; instead, they are reallocated to serve additional people or take on different responsibilities.	DDW MVW SW
196	Recipient	Individual receiving waiver services.	MFW
197	Reconsideration	Participants who disagree with a review decision made by the Third-Party Assessor may submit a written request through a case manager, community support coordinator, consultant, or registered nurse case manager to the Third-Party Assessor for a reconsideration of the decision. These requests must include new, additional information that is different from, or expands on, the information submitted with the initial request."	MVW SW
198	Registered Dietitian	A licensed, certified professional who has met the educational and clinical requirements set forth by the American Dietary Association (ADA) and licensure requirements set forth by the State of New Mexico.	All Waivers
199	Registered Nurse (RN)	A nurse who practices professional registered nursing and whose name and pertinent information are entered in the register of licensed registered nurses maintained by the NM Board of Nursing, or a nurse who practices professional registered nursing pursuant to a multi-state licensure privilege as provided in the Nurse Licensure Compact.	All Waivers
200	Relative	An individual that is not considered an immediate Family Member, such as Uncle, Aunt, Cousin, Niece, Nephew	All Waivers
201	Remediation	A process of taking action to remedy specific issues to bring performance up to acceptable levels.	All Waivers
202	Remote Monitoring	Monitoring through the use of cameras or other technology with the purpose of supervision and constant remote observation. This is prohibited in the New Mexico Home and Community Based Services waiver system. Cameras are prohibited in any area where the privacy of the individual could be compromised, in particular bedrooms and bathrooms.	All Waivers
203	Remote Prompting	Prompting provided through an app or DSP working through technology from a remote location. This may come in the form of remote cueing or response through a virtual DSP, or app	DDW MVW SW
204	Remote Support	The provision of supports by staff of an agency provider at a remote location who are engaged with an individual through equipment with the capability for live two-way communication. Remote support may be used in home, community, or employment. Equipment used to meet this requirement may include but is not limited to one or more of the following components. (a) Motion sensing system; (b) Radio frequency identification; (c) Live video feed; (d) Live audio feed; (e) Web-based monitoring system; or (f) Another device that facilitates live two-way communication.	DDW MVW SW
205	Remote support caseload Size	The number of individuals who are sharing remote staff, regardless of the funding source for those services.	DDW MVW SW
206	Representative Payee	A person or an organization who acts as the receiver of United States Social Security Disability or Supplemental Security Income for a person who is not fully capable of managing their own benefits, i.e., cannot be their own payee. The representative payee is expected to assist the person with money management, along with providing protection from financial abuse and victimization.	All Waivers
207	Restrictive Interventions	The use of interventions that restrict participant movement, participant access to other individuals, locations or activities, restrict participant rights or employ aversive methods to preclude a challenging behavior.	All Waivers
208	Risk Evaluator	A professional who meets the qualification requirements and has completed the training requirements to provide Preliminary Risk Screening and Consultation services.	DDW
209	Risk Factors	A set of internal stimuli or external circumstances that triggers a person's loss of self-control and increases the risk for re-offending or reoccurrence of the inappropriate behavior that could include but is not limited to demonstrated sexual, aggressive or other anti-social behavior.	DDW

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210	Risk Management	The strategies and supervision used to reduce or mitigate risk presented by a person who exhibits or has exhibited inappropriate sexual behavior.	DDW
211	Routine	Activities or services that occur on a predetermined schedule or with some level of expectancy such as occasional illness.	All Waivers
212	Sanctions	Penalties against providers for fraud, violations of federal or state law, violations of HIPAA regulations, failure to meet professional standards of conduct, non-compliance with the Medical Assistance Division's New Mexico Administrative Code (NMAC) rules, violations of the Medicaid Provider Act, and other misconduct.	All Waivers
213	Seclusion and Isolation	The use of coercion or physical force to confine a person alone in a room or limited space that prevents interaction with others. This applies whether the setting is mechanically locked or forcibly contained by other means. This is prohibited in the waivers.	All Waivers
214	Secondary Provider	Any agency that is not the Primary Provider on the person's team that is also required to utilize Therap.	DDW
215	Self- Protective Behavior	Actions taken to assure personal safety during a crisis. This may include using one's hands or arms to block attempted blows, employing grasp release strategies identified in approved crisis intervention protocols, or the use of pillows or soft materials to absorb impact.	All Waivers
216	Self-Advocacy	When people with disabilities, whether individually or in groups, speak or act on behalf of themselves, others, or on behalf of issues that affect people with disabilities.	All Waivers
217	Self-Determination	When people with disabilities exercise their ability to direct their lives including their own supports and services.	All Waivers
218	Self-Direction	The process applied to the service delivery system wherein the eligible recipient identifies, accesses and manages the service that meet his or her assessed therapeutic, rehabilitative, habilitative, health or safety needs to support the eligible recipient to remain in his or her community.	MVW SW
219	Self-Imposed Moratorium	A provider agency, with the approval of the regional office(s) and the Developmental Disabilities Supports Division Director or his/her designee, requesting and receiving a freeze on the requirement to accept all new people into a specified service for a specified period of time, in a specified Developmental Disabilities Services Division region and/or in specified counties. The removal of a provider from the Secondary Freedom of Choice (SFOC) form in specific counties for a limited amount of time, per the provider's request.	All Waivers
220	Self-Referral	When a person who has decision making authority over the selection of the provider or paid direct support professional selects themselves in their interest versus participant best interest and without regard for the waiver participant's choice. It represents a financial conflict of interest.	All Waivers
221	Sensor	Equipment used to notify the remote or on site support staff or other persons designated under the enabling technology integration plan of a situation that requires attention or activity which may indicate deviations from routine activity and/or future needs. Examples include, but are not limited to, seizure mats, door sensors, floor sensors, motion detectors, heat detectors, and smoke detectors.	DDW MVW SW
222	Service and Support Plan	Person-centered plan used in Mi Via that includes, but is not limited to: waiver services of the participant's choice; the projected amount, frequency and duration of services and goods; the type of supports; who will furnish each service or good; other services and goods to be used by the participant (regardless of funding source, including State Plan services); and the participant's available natural and informal supports that will compliment waiver services in meeting the needs of the participant.	MVW
223	Setting Factors	Interpersonal, Intrapersonal, environmental and activity consideration that "set the stage" for emotional distress and subsequent behavioral expression, setting factors are included as broad considerations of behavioral antecedents and precursors.	All Waivers
224	Settings Requirements	The Home and Community Based Services (HCBS) settings requirements establish an outcome-oriented definition that focuses on the nature and quality of people's experiences. All Home and Community Based Services (HCBS) settings (residential and non-residential), which includes all Developmental Disabilities Waiver funded settings must: 1. Be integrated in and facilitate full access to the greater community; 2. Ensures people receive services in the community to the same degree of access as people not receiving HCBS; 3. Maximize independence in making life choices; 4. Be chosen by the person (in consultation with the guardian if applicable) from all available residential and day options, including non-disability specific settings; 5. Ensure the right to privacy, dignity, respect and freedom from coercion and restraint; 6. Optimizes individual initiative, autonomy, and independence in making life choices. 7. Provide an opportunity to seek competitive employment; 8. Provide individuals an option to choose a private unit in a residential setting; and 9. Facilitate choice of services and who provides them.	All Waivers
225	Sexual Abuse	The inappropriate touching of a recipient of care or services for sexual purpose or in a sexual manner, and includes kissing, touching the genitals, buttocks, or breasts, causing the recipient of care or services to touch another for sexual purpose, or promoting or observing for sexual purpose any activity or performance involving play, photography, filming, or depiction of acts considered pornographic. Sexual conduct engaged in by an employee with a person for whom they are providing care or services is sexual abuse per se.	All Waivers

	Primary	2024 Final Definition	Applicable Waiver
226	Sexually Inappropriate Behavior	Any sexual act that violates social norms or concerning appropriate sexual boundaries or increases the potential for sexual injury to self-and/or others.	All Waivers
227	Sexually Offending Behavior	Any sexual act that violates existing laws.	All Waivers
228	Shared Household	Two (2) or more Mi Via participants who live in the same private residence (not a group home or other facility) are defined as living in a shared household. Waiver participants in all living arrangements are assessed individually and service plan development is individualized. The Third-Party Assessor will assess the service plans of participants living in the same household in order to determine whether one or more employees may be needed to ensure that individual different cognitive, clinical and rehabilitative needs are met.	MVW
229	SHIFT	Online educational platform and learning community designed to advance the Tech First movement through standardized best practices for enabling technologies and Tech First models	DDW MVW SW
230	Significant Change in Personal Life circumstances	A change in personal circumstances that have been part of a person's long-term stability and affect a person's personal support needs. This may include one or more of the following: changes in long-term living environment, loss of a job, significant life transition such as going from living at home to living on their own, or changes in long-term support systems, such as a loss of a parent.	All Waivers
231	Smart Technology	Technology device means any computer, cellular phone, smart phone, digital camera, video camera, audio recording device or other electronic device that can be used for creating, storing or transmitting information in the form of electronic data.	DDW MVW SW
232	Socialization	Means the process whereby persons are made aware of what is expected of them in social situations from their family, culture, tribe or nation, school, friends, church and other social or environmental settings.	All Waivers
233	Software as a Service	SaaS subscription is a software licensing model where cloud-based applications may be leased on a recurring basis and accessed over the internet.	DDW MVW SW
234	Specialized Medical or Employment Related Appointments	A work related or clinical visit that is intended to address current concerns. A nurse or therapist may participate in order to provide professional input and to obtain needed clinical information.	
235	Spouse	An individual who is legally married to another individual, married by common law, or their relationship is otherwise acknowledged in some legal manner such as a domestic partnership established in jurisdictions where those unions are legally permitted.	All Waivers
236	Stable	The person's condition is unchanged; signs and/or symptoms are within established ranges, frequencies or patterns. The person's condition does not require frequent assessment or monitoring by a licensed nurse or behavioral health professional to determine their status or their response to medication or treatment.	All Waivers
237	Staffing Ratio to Individual	The number of people an employed staff member or subcontractor is responsible for in terms of caseload, stated as a full-time equivalent in relation to number of people.	DDW
238	Supports	The assistance to a person that may or may not include a paid service.	All Waivers
239	Surrogate Family Provider	A living support provider that is not related by affinity (adoption or marriage) or consanguinity (blood).	DDW
240	System-wide Alert	An alert posted on the Department of Health website to providers regarding an urgent health risk that has been identified through the Mortality Review Committee process or other means.	All Waivers
241	Systematic Instruction	Systematic Instruction is a method that enables staff to teach a complex series of tasks to people with significant disabilities. It focuses on teaching tasks in a natural way and balancing the amount of intervention staff should provide. The goal is to empower the person to learn new tasks with supports that fade.	DDW MVW SW
242	Technology	The application of scientific knowledge for practical purposes, especially in industry. Machinery and equipment developed from the application of scientific knowledge. The branch of knowledge dealing with engendering or applied science.	DDW MVW SW
243	Technology First	A framework for system changes where technology is considered first in the discussion of support options available to individuals and families through person-centered approaches to promote meaningful participation, social inclusion, self-determination and quality of life. Two primary goals include technology as a natural support and reducing the number of direct support hours.	DDW MVW SW
244	Teleconference	A technology enabled conference not to be for management of health conditions for a person supported. It may include video conference engagement	All Waivers

	Primary	2024 Final Definition	Applicable Waiver
245	Telehealth	Telehealth is the use of technology through video and audio communication to support remote service delivery related to healthcare. The use of electronic information and telecommunications technologies to support long-distance clinical health care, patient and professional related health education, public health and health administration. Most Telehealth services use biometric data collected from sensors (blood pressure, weight, pulse, etc.) for the provision of service. Technologies include video conferencing, the internet, store- and forward imaging, streamlining media, and terrestrial and wireless communications. Telehealth is broader than telemedicine because it refers to a broader scope of remote healthcare services than telemedicine.	DDW MVW SW
246	Therap	A secure Health Insurance Portability Accountability Act (HIPAA) compliant web-based system for planning, reporting, documentation, communication, and more to meet the needs of organizations supporting people with intellectual and developmental disabilities (I/DD) in Home and Community Based Services (HCBS) and other settings.	All Waivers
247	Therapy Evaluation	The documentation of a therapy assessment process inclusive of recommendations. This document may also have other titles such as Assessment Report, Summary of Assessment Results, Annual Re-assessment or Annual Re-evaluation.	All Waivers
248	Third Party Assessor (TPA)	The Medical Assistance Division contractor who determines and re-determines Level of Care and medical eligibility for the Developmental Disabilities Waiver, Medically Fragile Waiver, Mi Via Waiver and Supports Waiver programs. The Third-Party Assessor also reviews the eligible recipient's person-centered plans and approves budgets for the eligible recipient. The Third-Party Assessor performs utilization management duties for budget requests.	MVW SW
249	Timely Implementation of Healthcare Orders	Timely implementation shall be immediate for emergency medications or orders; eight (8) hours for initiation of urgent care medication and orders initiation of urgent care medication and orders, initiation of prescription pain medication or first antibiotic dose; and twenty-four (24) hours for initiation of routine medication and orders.	DDW
250	Timely Medical Assessment	The amount of time taken to perform an assessment so that a good healthcare outcome is achieved for a person. Emergency situations require that a person be assessed immediately either by calling 911 or by transport to an emergency room. Urgent situations require that a nurse, physician or other appropriate healthcare practitioner assess an individual within eight (8) hours. Routine situations require that a nurse, physician, or other appropriate healthcare practitioner see the person as soon as an appointment can be scheduled.	DDW
251	Trial Work Opportunities	Opportunities that typically occur when a candidate for employment and an employer are close to a hiring decision. The employer may want to know if the potential employee would be a good match for the position and the company. The candidate may be hired on a trial basis. Wages are required for time worked.	All Waivers
252	Unexpected Death	A death that resulted from a condition that was previously undiagnosed, occurred suddenly, or was unanticipated.	All Waivers
253	Vendor	A business who is employed by and provides services to a waiver participant.	MVW
254	Verbal Abuse	Profane, threatening, derogatory, or demeaning language, spoken or conveyed with the intent to cause mental anguish.	All Waivers
255	Vineland Adaptive Behavior Scales	A standardized, valid, and reliable assessment tool that measures adaptive behaviors for individuals with intellectual and developmental disabilities.	All Waivers
256	Visit	A visit may be a face-to-face or remote (telehealth) interaction or observation.	All Waivers
257	Volunteer	An unpaid person who carries out service or support activities.	All Waivers
258	Waiver	A program in which the federal government has 'waived' certain statutory requirements of the Social Security Act to allow states to provide an array of home and community-based service options through Medicaid as an alternative to providing long-term care services in an institutional setting.	All Waivers
259	Working Age Adult	A person who is at least 17 years of age who has completed or nearly completed her/his K-12 School curriculum including the transition portion and requests adult services through Developmental Disabilities Services Division. Typical retirement age, based on Social Security rules, ranges from 62-67 with many people choosing to work longer for economic or other reasons.	All Waivers
260	Written Direct Support Instructions (WDSI)	Therapy instructions that are created for and implemented by direct support personnel and incorporated into relevant sections of the ISP.	DDW
261	Young Adult	An individual between the ages of 18 through 20 years of age who is allocated to the Waivers and is receiving specific services as identified in the Department of Health Developmental Disabilities Services Division standards. An individual under age 21 is eligible for medical services funded by their Medicaid providers under Early Periodic Screening, Diagnosis and Treatment. Upon the individual's 21st birthday, they are considered to be an adult recipient Waiver services.	All Waivers