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Kathy Slater Huff, Deputy Secretary
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Date: June 1, 2026 Numbered Memo 2026-09

To: Developmental Disabilities Waiver Case Management Agencies

From: Steven Fernandez, Developmental Disabilities Waiver Program Manager, Developmental Disabilities Supports Division. Steven Fernandez
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Subject: Developmental Disabilities (DD) Waiver Participant Addresses

In preparation for scheduling the Vineland In-Home Assessment, the Developmental Disabilities Supports Division (DDSD) is asking Case Managers to ensure that waiver participants have the correct address on file in two different places: the Income Support Division (ISD) and the Social Security Administration (SSA) during monthly visits occurring in June 2026.

Required Action Steps:

1. Verify the participant's address with SSA first.
Case Managers must confirm that the participant's address on file with the Social Security Administration (SSA) is accurate. The address listed with SSA directly impacts address updates made with ISD (YES.NM). It is critical that the participant's address is identical in both the SSA and ISD systems.
2. Update the address with SSA, if needed.
If the participant's address is incorrect with SSA, the Case Manager must assist the participant in updating their address with SSA prior to making any changes with ISD.

Please utilize the following resource, as needed, to support participants with updating their information with SSA:

Update Contact Information | SSA

3. Verify and update the address with ISD (YES.NM).
After the SSA address has been confirmed and/or updated, the Case Manager must verify the participant's address in ISD (YES.NM). If the participant's address is incorrect in ISD, the Case Manager must complete a Client Information Update (CIU) Form and fax it to ISD at 855-804-8960 no later than close of business on June 30, 2026.

If you have any questions, please contact Steven Fernandez, Developmental Disabilities Waiver Program Manager, at steven.fernandez@hca.nm.gov or 505-584-1687.