

## Notes from the ACQ Executive Committee Listening Session

7/11/2024

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35 participants

- A question was asked regarding the next Mi Via Vendor Stakeholder meeting. The next Mi Via Vendor Stakeholder meetings are scheduled for 7/19/2024 and 8/7/2024. The 7/19/2024 meeting is from 11:00am-Noon. The 8/7/2024 meeting is from 9:00-10:00am.
- Request to add the Medically Fragile Waiver Family Advisory Board as an agenda item for the full ACQ meeting on 8/8/2024. Confirmed that the Medically Fragile Waiver Family Advisory Board is on the agenda for an update.
- Concern was brought up that different information is being shared by different Income Support Division (ISD) Staff regarding timelines to submit paperwork for annual recertifications. Some ISD Staff say paperwork cannot be submitted 60 days prior to the annual recertification. Some ISD Staff say paperwork cannot be submitted 45 days prior to the annual recertification. This needs to be clarified by ISD as it causes confusion in the field and with families.
- Concern was brought up that some are still seeing delays in processing new applications for the Developmental Disabilities Waiver and Supports Waiver.
- Concerns was brought up that that the Level of Care Abstract (MAD378) is not interfacing with JIVA, and this is causing delays.
- Concern brought up that fax lines have been down with ISD offices, and this causes frustration and challenges in the field. Fax lines being down impacts the previous concern brought up related to timelines for annual recertification. If the fax lines are down or continue to be down this has a significant impact on meeting the recertification timelines.
- Concern brought up that the Cost-of-Living Adjustment (COLA) for the Mi Via Waiver is still not resolved, when dates don't match in FOCUS. This issue often results in denied billing for agencies and impacts Direct Care employees/vendors who don't receive the pay adjustment.
- Concern brought up regarding Mi Via Waiver Individual Budget Allotment (IBA) roll-out. It is still unclear as to when revisions should be requested. This needs to be clarified. It was noted that not everyone is experiencing the problem with the IBA roll-out, which makes it more difficult to determine why some individuals are impacted and others are not.

- Concern brought up regarding the lack of services for children under the age of 18 who need 24-hour residential support. This impacts children under the age of 18 who have been placed out of state as well as impacts children under the age of 18 who live in state and need 24-hour residential support. Concerns brought up, that due to the lack of 24-hour residential support, children often remain in acute care hospitals, which are not intended as long-term places. Much discussion regarding the lack of services for children under the age of 18, requiring 24 hour supports, across the entire state. It was also brought up that parents would like their children, who need this level of support to be placed in a Residential Treatment Facility (RTC), but there are not RTCs in New Mexico. The discussion included the need to reintegrate children into the community, who have been hospitalized for an extended period of time, and the challenges related to community reintegration. The discussion also included the possibility to request an exception for children under the age of 18, to receive Supported Living (24-hour support) through the DD Waiver. It was clarified that exceptions requests can be made asking DDSD to approve Supported Living for children under the age of 18, but these types of exceptions will receive an intensive review prior to any determination. The discussion also included conversation regarding placement at New Mexico Behavioral Health Institute, Peak hospital in Santa Teresa (southern part of New Mexico), and other facilities, and how these types of placements are not long-term placements for children. All agreed that this is a topic that requires further discussion and problem solving. It was agreed that this topic will be placed on the agenda for the full ACQ, for consideration of a sub-committee to further discuss, problem solve, and bring recommendations to the full ACQ for consideration.
- It was brought up that all stakeholders need to contact their legislators, specifically the Legislative Finance Committee (LFC) and Legislative Health and Human Services Committee (LHHS) and encourage them to attend the listening session meetings.
- Meeting adjourned.