



Michelle Lujan Grisham, Governor  
Kari Armijo, Secretary  
Alex Castillo Smith, Deputy Secretary  
Kathy Slater Huff, Deputy Secretary  
Kyra Ochoa, Deputy Secretary  
Dana Flannery, Medicaid Director

## Regional Office Request for Assistance (RORA) – Instructions

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Thank you for using the DDS RORA system to request assistance or share your concerns. Your feedback is essential for helping us improve services and ensure people in services receive the support they need. The RORA form is a valuable tool for identifying service gaps and areas where assistance is needed. We promptly review all submitted RORAs and take appropriate action.

**Important:** The RORA system is not for emergencies. If you are experiencing an emergency, please contact the appropriate services immediately:

- **For emergencies like a crime in progress, fire, or ambulance:** Dial 911
- **To report suspected abuse, neglect, or exploitation of an adult:** Dial the Adult Protective Services Statewide Intake at 1-866-654-3219.
- **For mental health or substance use crises:** Dial 988 for the Suicide & Crisis Lifeline (formerly the National Suicide Prevention Lifeline). This service offers 24/7 support via call, text, and chat.

### What to Use a RORA For:

You can use a RORA to inform us about a range of issues, including:

- **Individual issues:** Problems with access to or timeliness of services.
- **Provider issues:** Concerns related to document collection or the need for technical assistance.
- **System issues:** Problems affecting multiple providers or regions.

### RORA Submission

- RORAs can be submitted using the RORA Electronic Submission Form. Submissions must include sufficiently detailed information regarding the specific requests.
- **Due Diligence Requirement:** RORAs should be submitted only after reasonable due diligence has been exercised to resolve the issue. For example, before submitting a RORA, a service provider should make multiple verbal and written attempts to



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obtain necessary records from the relevant team member. DDSD will provide guidance on the due diligence required if RORA is not accepted.

### **How to Submit a RORA:**

For your convenience, you can submit a RORA electronically here:

<https://www.nmhealth.org/resource/view/2211/>

### **What Happens After You Submit a RORA:**

1. Within two business days of receiving your RORA, we will review it and assign it to a RORA Specialist with the relevant expertise.
2. The RORA Specialist will begin follow-up on RORAs as soon as possible and within the required response time determined by the Risk category.
3. Within five working days of assignment, RORA Specialist will contact you to acknowledge receipt and collect any additional relevant information.
4. RORA Specialist will tailor follow up response to the issues presented and will provide you with updates at least monthly.
5. You will receive an automated email notification once your RORA is resolved.

Thank you for your continued partnership.