



**Michelle Lujan Grisham, Governor**  
Kari Armijo, Secretary  
Alex Castillo Smith, Deputy Secretary  
Kathy Slater Huff, Deputy Secretary  
Kyra Ochoa, Deputy Secretary

---

Date: January 16<sup>th</sup>, 2026

To: All Developmental Disabilities Supports Division Beneficiaries and Stakeholders

From: Claudia Rice, Developmental Disabilities Supports Division, Office of Constituent Support Manager

Re: Centers for Medicare and Medicaid Services (CMS) Ensuring Access to Medicaid Services Final Rule: Grievance System

---

In April 2024, the Centers for Medicare and Medicaid Services (CMS) issued the *Ensuring Access to Medicaid Services Final Rule*, also known as the *Access Rule*. The Access Rule makes changes to the Home and Community-Based Services (HCBS) to enhance the overall quality of care and health outcomes of our waiver beneficiaries by addressing access, utilization, and beneficiaries' experiences. To operate transparently and meet Access Rule requirements, the Developmental Disabilities Support Division (DDSD) has established a grievance system.

As outlined by CMS, a grievance is an expression of dissatisfaction or complaint related to the state's or a provider's performance of the person-centered planning process, home and community-based settings, settings not home and community-based, and/or HCBS settings compliance and transition, regardless of whether remedial action is requested.

Beneficiaries can use the grievance system to submit complaints related to the above topics or express any other dissatisfactions. Grievances can be submitted via email, phone, standard mail, or online. The grievance system may be utilized by waiver recipients, their support networks, and other stakeholders or constituents to communicate concerns or dissatisfactions to DDSD. DDSD will acknowledge receipt of the grievance within two business days and will work to resolve the grievance within 90 days.

The grievance system does not replace any required reporting of abuse, neglect or exploitation. The grievance system also does not replace the existing Regional Office Request for Assistance (RORA) system.

### **How to Contact the DDSD Grievance System**

Beneficiaries, family members, advocates, providers, and other stakeholders may submit grievances through several convenient channels. DDSD encourages individuals to use



HEALTH CARE  
AUTHORITY

**Michelle Lujan Grisham, Governor**  
Kari Armijo, Secretary  
Alex Castillo Smith, Deputy Secretary  
Kathy Slater Huff, Deputy Secretary  
Kyra Ochoa, Deputy Secretary

---

whichever method is most accessible to them. All submissions will be reviewed promptly and handled with respect, confidentiality, and transparency.

**Online Submission:**

Submit grievances online electronically via Smartsheet Forms:

<https://app.smartsheet.com/b/form/b2de329d2c5044e58b898f2dd52147fd>

**By Email:**

Send grievances to the following email addresses: [DDSD.Constituents@hca.nm.gov](mailto:DDSD.Constituents@hca.nm.gov)

**By Phone:**

Call: 505-699-6775

**By Mail:**

Address written grievances to:

Developmental Disabilities Supports Division

Constituent Support

PO Box 2348

Santa Fe, NM 87504-2348

For questions on the grievance system, contact Claudia Rice, DDSD Constituent Support Manager, at [Claudia.Rice@hca.nm.gov](mailto:Claudia.Rice@hca.nm.gov).

For information on the Access Rule, visit: [Ensuring Access to Medicaid Services Final Rule \(CMS-2442-F\) | CMS](#)