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Date: September 1, 2025

To: All Developmental Disabilities Waiver Providers

From: Angie Brooks, Regional Office Bureau Chief, Developmental Disabilities Supports Division

Subject: Revised DD Waiver Provider Application

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The Developmental Disabilities Supports Division (DDSD) has modified the Developmental Disabilities (DD) Waiver Provider Application. After many revisions over the years, DDSD continued to consistently hear from external partners and stakeholders that the application process is still too cumbersome for Provider agencies. The application review process is also very onerous for internal DDSD staff as well.

As a result, DDSD has revised the current Provider Application to streamline the process for both Provider agencies and DDSD staff, with the ultimate outcome resulting in a process that results in timely approved applications of quality service providers.

DDSD published a survey in the spring of 2024 seeking suggestions from Providers related to potential changes to the DD Waiver Provider Application and process. DDSD received 54 responses to the survey that included many common themes. DDSD overwhelmingly heard requests for an electronic submission process, simplifying the process to include different policy grids, electronically fillable forms, a checklist of items required, and a reduction in redundancy. Based on this valuable feedback DDSD has implemented the following changes below:

- Created an ‘Expedited Application Process’ using criteria based on Provider performance for Providers who receive surveys by the Quality Management Bureau of the Division of Health Improvement. These include providers of: Case Management, any Supported Living, Family Living, Customized In-Home Supports, any Community Inclusion services and Adult Nursing services.
- Eliminated all narrative questions
- Outlined policy requirements per service
- Rearranged policies by grouping administrative policies and programmatic policies together
- Added a policy requirement for the Centers for Medicare and Medicaid Services (CMS) Settings Requirement Rule
- Eliminated redundant policy requests
- Added “minimum requirements” language to the policy scoring grid

- Eliminated the accreditation requirement
- Added a checklist of required documents that must be submitted with all Provider Applications
- Created fillable PDF for the documents required to be submitted including the Statement of Assurances, Agency Status Sheet, Provider Information Sheet, and Service and County Request Form

DDSD is working with other divisions at the Health Care Authority to move our Provider Application process to the YesNM website and thus offer a fully electronic experience. Additional information regarding this change will be shared as available.

**Due to new DDSD policy requirements, all providers must submit a complete Provider Application before qualifying for the expedited process.**

These changes reflect DDSD's ongoing commitment to listening, improving, and making the DD Waiver program more accessible and responsive to Provider needs. Our anticipated go-live date is September 1, 2025, for applications expiring in December 2025. For questions, please reach out to [Tammy.Barth@hca.nm.gov](mailto:Tammy.Barth@hca.nm.gov) or [angie.brooks@hca.nm.gov](mailto:angie.brooks@hca.nm.gov).

