



HEALTH CARE
A U T H O R I T Y



DEVELOPMENTAL DISABILITIES SUPPORTS DIVISION (DDSD)
QUARTERLY PROVIDER MEETING 3/18/2025

INVESTING FOR TOMORROW, DELIVERING TODAY.

BEFORE WE START...

On behalf of all colleagues at the Health Care Authority, we humbly acknowledge we are on the unceded ancestral lands of the original peoples of the Pueblo, Apache, and Diné past, present, and future.

With gratitude we pay our respects to the land, the people and the communities that contribute to what today is known as the State of New Mexico.



A cloudy morning looking over Santa Cruz Lake
photo by Jessica Gomez





HEALTH CARE
AUTHORITY

MISSION

We ensure New Mexicans attain their highest level of health by providing whole-person, cost-effective, accessible, and high-quality health care and safety-net services.

VISION

Every New Mexican has access to affordable health care coverage through a coordinated and seamless health care system.

GOALS



LEVERAGE purchasing power and partnerships to create innovative policies and models of comprehensive health care coverage that improve the health and well-being of New Mexicans and the workforce.



ACHIEVE health equity by addressing poverty, discrimination, and lack of resources, building a New Mexico where everyone thrives.



BUILD the best team in state government by supporting employees' continuous growth and wellness.



IMPLEMENT innovative technology and data-driven decision-making to provide unparalleled, convenient access to services and information.

DEVELOPMENTAL DISABILITIES SUPPORTS DIVISION (DDSD)- MISSION STATEMENT

To serve those with intellectual and developmental disabilities by providing a comprehensive system of person-centered community supports so that individuals live the lives they prefer, where they are respected, empowered, and free from abuse, neglect, and exploitation

To Act With:

- Accountability
- Collaboration
- Respect
- Transparency

To Be:

- Person-Centered
- Proactive
- Innovative
- Inclusive



AGENDA

StationMD

Community Programs Bureau Update

Developmental Disabilities Waiver (DDW)

Individual Service Plan Revision

Employment First

Reaching New Heights Conference

Therap Daily Medication Administration Record (MAR)

Immediate Action and Safety Plan (IASP) Discussion

Technology First

Waiver Management Reorganization

Next Advocacy Partners Meeting

Regional Updates

Electronic Visit Verification

Wellness Visit Update

Regional Provider Capacity

Rate Study Updates

Provider census Reports

Clinical Services Updates

Bureau of Behavior Supports Updates

CMS Access Rule Updates

Medically Fragile Waiver Updates

Mi Via waiver Renewal Update

Questions and Answers



StationMD



COMMUNITY PROGRAMS BUREAU

MELANIE.BUENVIAJE@HCA.NM.GOV

Melanie Buenviaje
CPB Deputy Director



DD WAIVER INDIVIDUAL SERVICE PLAN (ISP) REVISION

CLAUDIA.RICE@HCA.NM.GOV

- Modified the DD Waiver ISP
 - More person-centered, accessible, and user-friendly
- Modifications informed by:
 - Centers for Medicare and Medicaid Services (CMS): New technical guidance, settings requirements, site visit findings
 - National Center on Advancing Person- Centered Practices and Systems (NCAPPS)
 - Best practices from other states and their plan templates
 - Mi Via Waiver Service and Support Plan (SSP)
 - Feedback from case management system, provider agencies, direct support providers, DDSD interdisciplinary workgroup, waiver recipients and their families



DD WAIVER ISP REVISION, CONTINUED

CLAUDIA.RICE@HCA.NM.GOV

- Simplified
 - Reorganized, modified format
 - Fillable form
 - Close-ended questions: check boxes and drop-down fields
- Removed Jackson information
- Emphasis on person-centeredness
 - Follows framework of person-centered planning
 - Open-ended questions
 - Discussion prompts



DD Waiver ISP Revision, continued

Claudia.Rice@HCA.NM.GOV

ISP Modifications	No Changes
CMS: Risk assessment and mitigation; LRI/family member providing services; discussion of service settings	Visions and Outcomes
DDSD Policy: Questions added related to Employment First	Individual Specific Training, Teaching and Support Strategies and Written Direct Support Instructions
Questions Added Related to Enabling Technology and Technology First Vision Statement	Signature Sheet



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NEXT STEPS

CLAUDIA.RICE@HCA.NM.GOV

- Aim to have ISP implemented in spring/summer 2025
 - Memo will be sent out to provide more specifics
 - DDSO will deliver training on ISP Version 4 with Case Managers, Third Party Assessors, and other parties before the rollout
 - In the future, this training will be memorialized and required
 - DDSO is still soliciting feedback on the working draft from staff members and waiver recipients



EMPLOYMENT FIRST

ALIX.DEAN@HCA.NM.GOV

Alix Dean

Statewide Community Inclusion Supported Employment Lead

505-819-7346



DDW EMPLOYMENT FIRST POLICY

ALIX.DEAN@HCA.NM.GOV

- Employment activities are a planning priority for all working age adults.
- Employment should be the first consideration to increase community inclusion.
- The interdisciplinary team (IDT) must work together to determine and provide opportunities for informed choice about employment options.



CURRENT EMPLOYMENT NUMBERS BY WAIVER

ALIX.DEAN@HCA.NM.GOV

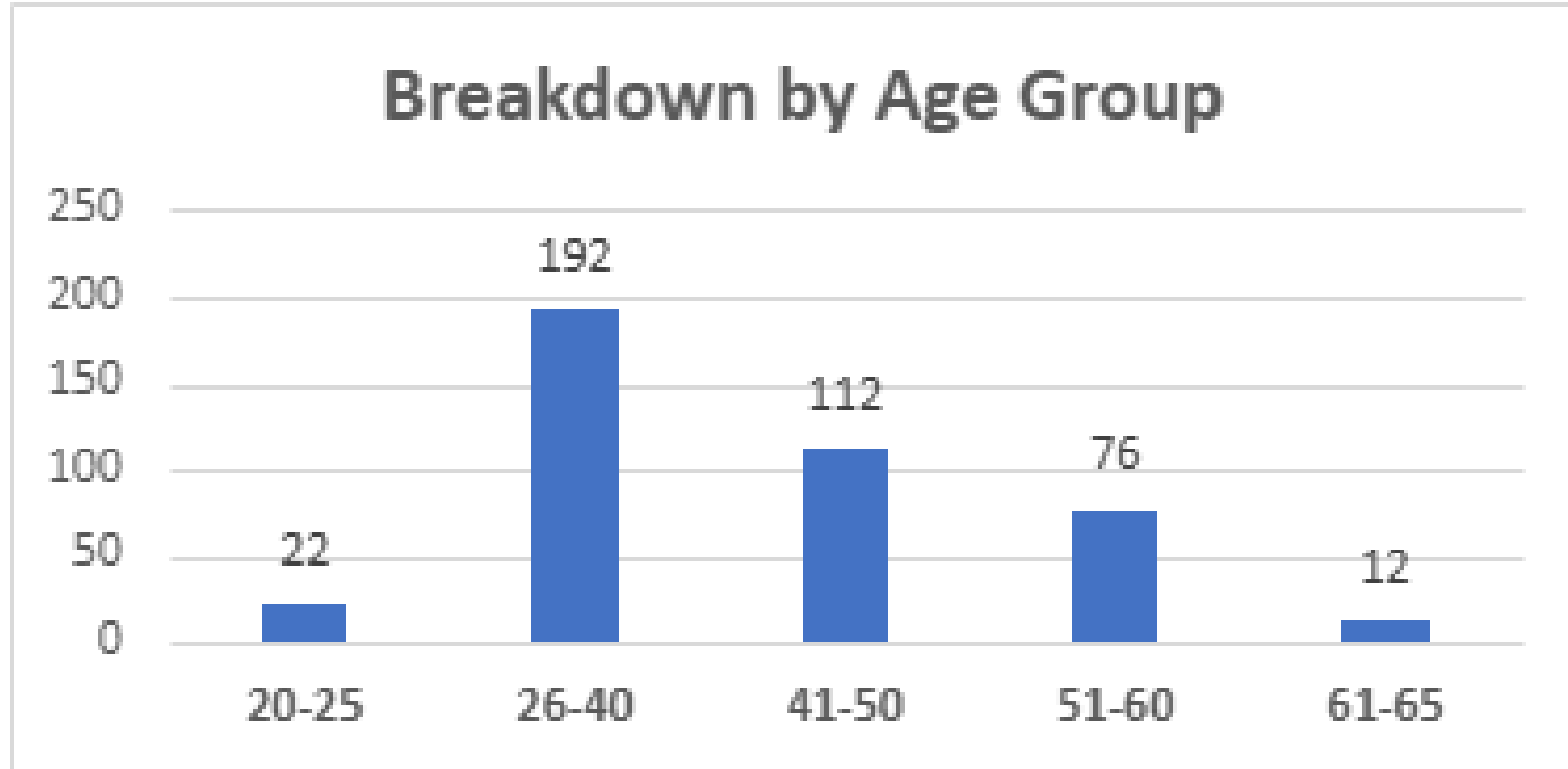
Participants in Waiver Employment

DDW	371
Mi Via Waiver	45
Grand Total	414



CURRENT EMPLOYMENT NUMBERS BY WAIVER

ALIX.DEAN@HCA.NM.GOV



Note this is data pulled for the Second Q of FY25



WHO TO CONTACT

Community Inclusion Team Members

Southeast Office

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REACHING NEW HEIGHTS CONFERENCE

Alix.Dean@hca.nm.gov

The Partners for Employment Reaching New Heights Annual Conference

Why Attend?

- Advance Employment First principles/philosophy in New Mexico
- To learn about supported employment and school-to-work transition best practices
- Network with others in the field

Audience:

- State employees
- Educators
- Advocacy organizations
- Direct service providers
- Families

DATEs: April 10th and 11th, 2025

Location: **Santa Ana Star Hotel**

54 Jemez Canyon Dam Rd

Bernalillo, NM 87004

THERAP DAILY Medication Administration Record (MAR)

JULIE.PIERCE@HCA.NM.GOV

- The new daily MAR is now available to providers
- The legacy MAR will become read only for all users in early 2026
- Medication creation, approval and configuration will remain unchanged.
- Providers have time to opt in before the change is official.
- New functionality for follow-up, outside window of delivery, and more.

The screenshot displays the 'Therap' dashboard for a 'MAR Daily Data' record. The interface includes a top navigation bar with the 'Therap' logo, a 'Dashboard' label, and user information for 'Susan (WEBDEMO-US)'. The main content area is titled 'MAR Daily Data' and shows 'Approved' status, 'Open: Monthly View', and 'Configuration Mode'. It features a 'General Information' section with fields for 'Individual Name' (Brittany Adams, 4598) and 'Birth Date' (02/15/1993), along with various status indicators like 'Administered', 'Missed/Retired', and 'Due'. Below this is a 'Manage Your Records' section with filters for '11/19/2024' and time ranges, and buttons for 'Quick Entry', 'QR/Barcode Entry', and 'LOA/On Hold Bulk Entry'. The bottom section shows a list of medications under the 'Scheduled' tab, including 'CITALOPRAM HBR 10 MG TABLET' and 'ZOFRAN 4 MG TABLET', each with details on scheduled time, strength, frequency, and quantity, and a 'Detail Entry' button.

Immediate Action and Safety Plan (IASP) Discussion

TERI.COTTER@HCA.NM.GOV

- Currently, there is no timeline expectation for getting approved IASPs to Case Managers within the DD Waiver Standards.
- DDS is considering adding a timeline to this requirement, so we are seeking input from Case Managers and Providers.

TECHNOLOGY FIRST

AARON.JOPLIN@HCA.NM.GOV@HCA.NM.GOV

- DDSD is assisting an additional provider to complete the applications process to become a Remote Personal Support Technology Purchasing Agent.
- There are two Remote Personal Support Technology vendors who are interested in becoming providers within the state to provide remote supports.
- 3.5.2025 Enabling Tech Spotlight series at 10:00am spotlighting the Farmington Project Search and how the interns use technology. Also, a presentation on how to access funding on all Waivers. [Click here to join the meeting.](#)
- Members of the Tech Champions will be presenting at the Reaching New Heights conference on April 10th and will be introducing the presentation during the SELL meeting on March 11th.

WAIVER MANAGEMENT REORGANIZATION

SELINA.LEYBA@HCA.NM.GOV

- To streamline how the Health Care Authority (HCA) manages the administration and operation of the four (4) 1915c Home and Community Based Services waivers for individuals with intellectual and developmental disabilities and the Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IID) all waiver staff will now be located within the Developmental Disabilities Supports Divisions.

WAIVER MANAGEMENT REORGANIZATION CONT.

SELINA.LEYBA@HCA.NM.GOV

Mi Via Waiver

- Program Manager- Elaine Hill
- Program Coordinators (Krystal Armijo, Anthony Bonarrigo, Alicia Otolo, Inez Dominguez, Anna Orona)

Developmental Disabilities Waivers

- Program Manager- Steven Fernandez

Supports Waiver

- Program Manager- Anysia Fernandez
- Program Coordinator- Lizette Lujan

Medically Fragile Waiver

- Program Manager- Josh Parkins

WAIVER MANAGEMENT REORGANIZATION CONT.

SELINA.LEYBA@HCA.NM.GOV

Deanna DeHerrera

Will be your contact for Conduent issues related to electronic visit verification, Money Network Card, timesheets in FOCOnline.

Deanna can be reached via email at deanna.deherrera@hca.nm.gov or via phone at 505-629-7260

Jessica Trujillo

ICF/IID Program Coordinator. Will be your contact related to ICF/IID placement, billing and eligibility.

Jessica can be reached via email at jessica.trujillo@hca.nm.gov ~~or via phone at~~

Rachel Gonzales

Will be your contact for waiver billing issues.

Rachel can be reached via Therap Scomm, via email at rachel.gonzales@hca.nm.gov or via phone at 505-476-9475

Jennifer Romero

Will be your contact for waiver eligibility issues.

Jennifer can be reached via Therap Scomm, via email at jennifer.romero3@hca.nm.gov or via phone at 505-469-8522

ADVOCACY PARTNERS MEETING

JENNIFER.RODRIGUEZ@HCA.NM.GOV

Next Meeting - April 1, 2025 10:00-12:00

The Gateway Center

5400 Gibson Blvd. NE, Albuquerque, NM 87108

REGIONAL UPDATES



METRO REGION

MICHAEL.DRISKELL@HCA.NM.GOV

- Please welcome our new Nurse Supervisor, Felicia Griego. Felicia is a former Regional Nurse with our Metro Office, and we are truly excited to have her back on our team.
- We currently have an open Nurse position.
- We would like to welcome the following new providers to our region.
 - Trinity Asset Management LLC – SL, CCS-G
 - FullCircle Community Services – CCS-G DDW; CCSG for MFW; and CCSG for SW
- Thank you all for your continued support with assisting our staff with setting up Health and Wellness visits when we reach out for support.



NORTHEAST REGION

KIM.HAMSTRA@HCA.NM.GOV

- NERO is asking for CMs to send all ISPs with signature pages to Rosalie Mondragon via Scomm as soon as the ISP is approved.
- NERO would like invites to all IDT and ISP meetings for people receiving Supported Living services. If you do not know the assigned Regional office staff person to invite, send to Kim Hamstra.
- We are now fully staffed with a new Provider Supports Coordinator, Mikaela Romero.
- Thank-you to all providers for helping us with addresses and telephone numbers for health and safety visits.



NORTHWEST REGION

AARON.JOPLIN@HCA.NM.GOV

- Continuing health and safety visits.



SOUTHEAST REGION

GUY.IRISH@HCA.NM.GOV

- Please refer to the SERO Staff Directory when reaching out about a specific issue.
- Our staff are available to attend IDT Meetings, answer questions by phone, or provide TA through the RORA process.
- We are happy to help at any point in the team process, not just when there is a major issue.



SOUTHWEST REGION

ISABEL.CASAUS@HCA.NM.GOV

- Hired new Provider Supports Coordinator, Irma Cobos.
- Will be posting position for administrative assistant.
- Please make sure that case managers and consultants update all information in Therap.



ELECTRONIC VISIT VERIFICATION (EVV) PROVIDER UPDATE

JENNI.MCNAB@HCA.NM.GOV

- Informational exceptions – providers should review informational exceptions on a frequent basis to check and manage any out of geo fence and unauthorized phone number check in-check out entries.
- Direct Support Professionals use of the Interactive Voice Reports (IVR) for clocking in and out can only be completed using the individual's phone.
- Direct Support Professionals cannot use their own phone to access the IVR as it is not one of the approved methods of accessing the EVV system.
- If an individual's phone number is incorrect in EVV, it is also incorrect in their Medicaid file and will need to be changed by the individual/guardian.
- The provider can enter a second phone number and address for the individual on the client entity page.



WELLNESS VISIT UPDATE

SCOTT.DOAN@HCA.NM.GOV

DDSD Ongoing Wellness Visits

Total Visits
17,618

Total RORAs
186

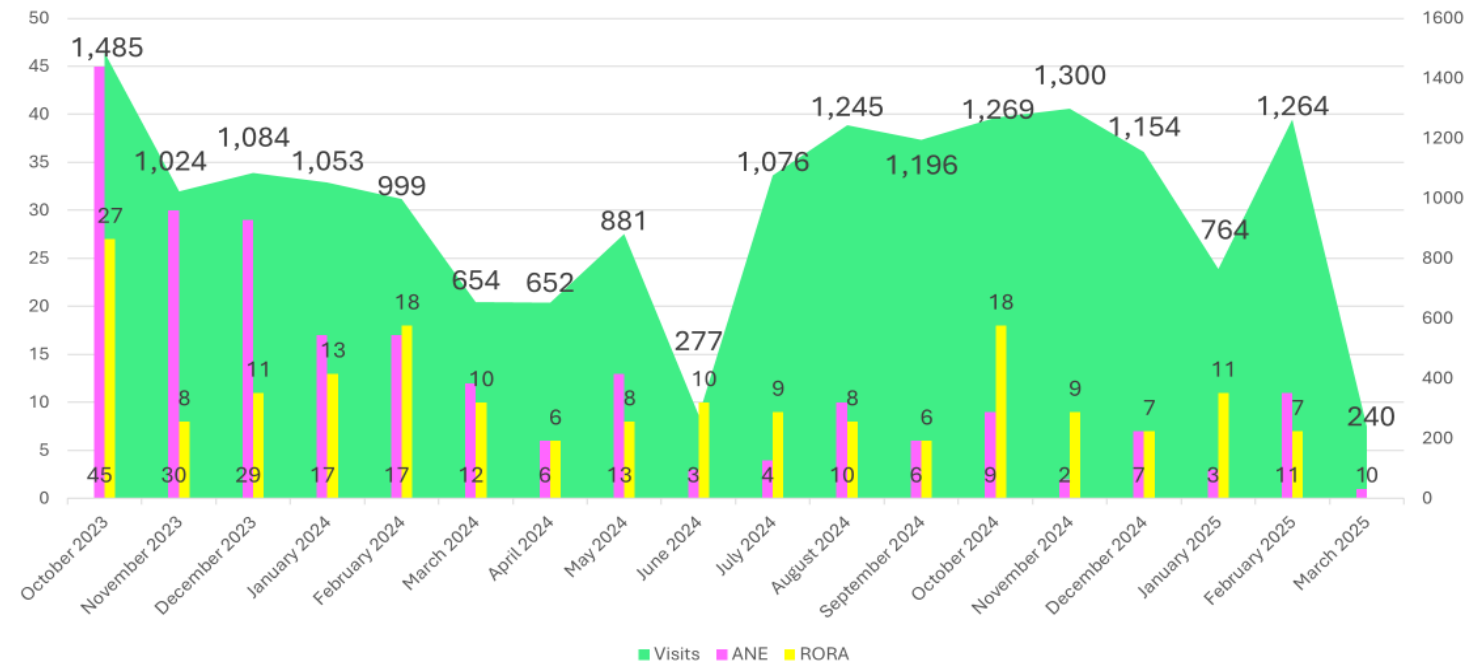
Total ANEs
225

Start Date
10/01/2023

Deadline
03/07/2025

Average Visits Per Month
1,022

Average Staff Per Month
76



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PROVIDER CAPACITY

TAMMY.BARTH@HCA.NM.GOV



METRO PROVIDER CAPACITY

Service	Number of Providers	Number of Providers on Moratorium
Adult Nursing	28	12
Behavioral Support Consultation	18	16
Case Management	7	0
Community Integrated Employment – Group	4	2
Community Integrated Employment – Individual	17	4
Customized Community Supports - Group	25	11
Customized Community Supports- Individual/Small Group	38	17
Customized In-Home Supports	19	4
Living Supports-Family Living	21	5
Living Supports-Intensive Medical Living	4	4
Living Supports-Supported Living	32	25



NERO PROVIDER CAPACITY

Service	Number of Providers	Number of Providers on Moratorium
Adult Nursing	9	1
Behavioral Support Consultation	9	4
Case Management	6	0
Community Integrated Employment – Group	6	0
Community Integrated Employment – Individual	6	0
Customized Community Supports - Group	10	1
Customized Community Supports- Individual/Small Group	14	2
Customized In-Home Supports	14	1
Living Supports-Family Living	14	1
Living Supports-Intensive Medical Living	1	0
Living Supports-Supported Living	6	3



NWRO PROVIDER CAPACITY

Service	Number of Providers	Number of Providers on Moratorium
Adult Nursing	4	3
Behavioral Support Consultation	6	6
Case Management	6	2
Community Integrated Employment – Group	3	2
Community Integrated Employment – Individual	5	2
Customized Community Supports - Group	12	5
Customized Community Supports- Individual/Small Group	12	5
Customized In-Home Supports	5	1
Living Supports-Family Living	10	1
Living Supports-Intensive Medical Living	0	0
Living Supports-Supported Living	5	2



SERO PROVIDER CAPACITY

Service	Number of Providers	Number of Providers on Moratorium
Adult Nursing	8	4
Behavioral Support Consultation	8	4
Case Management	6	0
Community Integrated Employment – Group	4	1
Community Integrated Employment – Individual	5	1
Customized Community Supports - Group	7	2
Customized Community Supports- Individual/Small Group	10	3
Customized In-Home Supports	10	3
Living Supports-Family Living	12	3
Living Supports-Intensive Medical Living	2	1
Living Supports-Supported Living	5	2



SWRO PROVIDER CAPACITY

Service	Number of Providers	Number of Providers on Moratorium
Adult Nursing	12	7
Behavioral Support Consultation	8	6
Case Management	7	0
Community Integrated Employment – Group	0	0
Community Integrated Employment – Individual	6	1
Customized Community Supports - Group	15	7
Customized Community Supports- Individual/Small Group	21	9
Customized In-Home Supports	17	7
Living Supports-Family Living	17	4
Living Supports-Intensive Medical Living	0	0
Living Supports-Supported Living	13	8



RATE STUDY UPDATES

JOSEPH.TIGHE@HCA.NM.GOV

- In Active Procurement
- Currently negotiating contract with selected offer
- Tentative project timeline April-October
- Providers will be asked to participate and provide feedback at various stages of the Rate Study



PROVIDER CENSUS REPORTS

TAMMY.BARTH@HCA.NM.GOV

- Per the memo dated 1/2/2025, all Supported Living Providers are required to submit monthly census reports for all individuals received Supported Living services
- Census reports must contain the legal name of all individuals and their physical addresses
- Census reports are required to be submitted to Theodore Jackson in the Provider Enrollment Relations Bureau by the first of each month
- Any moves of individuals in Supported Living are required to be submitted to Theodore within 24 hours of the move
- As of 3/13/2026, there are still 16 Providers who have not submitted their March Census Report



CLINICAL SERVICES BUREAU UPDATES

MELISSA.MCBRIDE@HCA.NM.GOV

- Clinical Services has started a small focus group to work on the CARMP form and the process for aspiration management
- Clinical Services is also asking for feedback on the Budget Based Assistive Technology Application.



BUREAU OF BEHAVIOR SUPPORTS UPDATES

SUSAN.SEEFELDT@HCA.NM.GOV

- Metro Regional Behavioral Specialist (RBS) position filled; Veronica Bachicha started March 3rd
- SW RBS candidate accepted position and starts March 31st (Susan Seefeldt will remain contact until training complete)
- Behavior Support Consultant Documents in Therap Report finalized and being utilized to monitor compliance
- Jason Buckles will present on Preliminary Risk Screening Consultation (PRSC) at the June provider meeting
- Utilize New Mexico Crisis and Access Line (NM CAL) at 855-662-7474 or 988 when imminent danger is not a factor
- After hours BBS Provider Crisis Line 505-250-4292



OVERVIEW OF CMS ACCESS RULE & DDSD FOCUS AREAS

CHRISTINA.HILL@HCA.NM.GOV

- **Purpose:** Federal initiative to improve Medicaid services with transparency, accountability, and beneficiary engagement.
- **Goal:** Enhance access to care and community participation for Medicaid beneficiaries.
- **DDSD Focus Areas:**
 - **Payment Adequacy:** Fair compensation for Direct Care Workers (DCWs) and quality care.
 - **Experience of Care Surveys:** Selecting a survey tool to measure beneficiary satisfaction.
 - **Grievance System:** Implementing a system for resolving complaints by July 2026.
 - **Medicaid Advisory Committee (MAC) & Beneficiary Advisory Committee (BAC):** Discussing care coordination, eligibility, provider communication, and cultural competency.
 - DDSD is closely monitoring actions occurring at the Federal level



DDSD PROGRESS & KEY REQUIREMENTS

CHRISTINA.HILL@HCA.NM.GOV

■ Payment Adequacy:

- **Components:** Rate disclosure, advisory group, reporting on DCW compensation, and the 80/20 rule.
- **Progress:** Included in rate study scope and assessing gaps in House Bill 395 annual reporting.

■ Experience of Care Survey:

- **Options:** Consumer Assessment of Healthcare Providers and Systems Home and Community-Based Services (CAHPS HCBS), National Core Indicators for Intellectual and Developmental Disabilities (NCI-IDD), and Council on Quality and Leadership Personal Outcome Measures (CQL).
- **Progress:** Consulting with NASDDDS, other states, and vendors to select the best tool.

■ Grievance System:

- **Requirement:** Relate to person centered planning and settings rule.
- **Commitment:** Developing an accessible grievance system by July 2026.

■ MAC & BAC:

- **Purpose:** Address care coordination, eligibility, provider communication, and cultural competency.
- **Recruitment:** MAD will recruit 2-3 DDSD constituents for BAC in Spring 2025.



MEDICALLY FRAGILE WAIVER UPDATES

JOSH.PERKINS@HCA.NM.GOV

- The Medically Fragile Individual Service Plan is being revised and will be published soon for public comment
- The Medically Fragile Waiver is currently in the renewal process. More information to follow
- The Medically Fragile service standards also being revised and will be published for public comment



MI VIA WAIVER RENEWAL UPDATE

ELAINE.HILL@HAC.NM.GOV

- The Mi Via Unit would like to share that we are well under way with our waiver renewal!
- Keep an eye out during Spring of 2025 for announcements detailing upcoming statewide public comment venues. We will be meeting to discuss exciting updates to the Mi Via Waiver and what you can expect moving forward.
- Topical items include:
 - New Individual Budget Allotments
 - New paid services
 - Changes to existing services



QUESTIONS/ANSWERS/SUGGESTIONS





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