

DEVELOPMENTAL DISABILITIES SUPPORTS DIVISION NEWSLETTER

INSIDE THIS ISSUE

Directors Message	1
Mission Statement	2
Mi Via Requests Input	2
DD Waiver Application.....	3
State General Fund Update...	4
Farmington Office Move ...	5
Health & Wellness Update	6
Provider Enrollment Update.	7
Direct Support Professionals..	8
Access Rule Update	9
House Bill 357.....	10
EVV Update.....	10
Career Growth for Everyone ..	11
Supports Waiver Sunset.....	11
After-Hours Crisis	12,13
Residency Agreements....	14
Training & Knowledge.....	14
Special Needs Dental Clinic..	15
ICF/IID Updates.....	16
DD Waiver Renewal.....	17
Rate Study Update.....	17
Implementing ISP 2025.....	18
Client Program Counts.....	18
Mobility Conference.....	19
Conference Flyer.....	20
Benefits of Employment.....	21
Technology Options.....	22
Turquoise Claims.....	23
Call for Providers.....	24
StationMD Spotlight.....	25
Eblasts & New Hires.....	26
About Us.....	27

Hello and Happy Fall!

I always enjoy each quarterly newsletter and take great pride in sharing the amazing work happening at DDSD with you.

Since our last newsletter we have sunset the Supports Waiver and successfully transitioned everyone to our more comprehensive Developmental Disabilities (DD) and Mi Via Waivers. DDSD also was approved by the Centers for Medicare and Medicaid Services (CMS) to renew our self-directed Mi Via Waiver for another 5-year term.

In August, Scott Doan, Deputy Director, and I were invited to co-present with CMS on NM's incident management system at the Advancing States' national Home and Community Based Services (HCBS) Conference in Baltimore, MD.

Recently over 40 DDSD staff volunteered at the 47th annual Conference on Aging hosted by the New Mexico Aging and Long-Term Services Department. This was a great opportunity to provide information on DDSD and its programs and give back to the community.

The Farmington and Santa Fe DDSD offices have moved!

DDSD will soon have a new logo! We are excited to announce an internal contest for DDSD staff to design a logo that uniquely distinguishes our division within the NM Health Care Authority (HCA).

We know that doing good work means being open to doing even better. Your feedback helps us get there. Please don't hesitate to share constructive suggestions-continuous improvement is something we strive for every day. Thanks for all you do to support your family, friends, neighbors, and colleagues with intellectual and developmental disabilities.

Jen



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**

Developmental Disabilities Supports Division Mi Via Unit is Requesting Your Input

Contributor: Elaine Hill, Mi Via Waiver Program Manager

During the Centers for Medicare & Medicaid Services (CMS) New Mexico site visit in September 2024, it was recommended that the Developmental Disabilities Supports Division (DDSD) create a process allowing for appropriate sharing of Service and Support Plan (SSP) information with all involved vendors and providers. The intent is to ensure that vendors and providers are fully informed about the services a Mi Via Waiver participant is receiving, enabling more consistent and comprehensive support.

Currently, not all vendors or providers routinely receive the complete SSP. While this protects participants' personal preferences and budget authority, it may hinder service coordination and limit vendors' and providers' awareness of participant needs.

Please provide input and share your thoughts on:

- What elements of the SSP should be shared universally among vendors and providers to streamline communication and coordination?
- What is needed to protect participant privacy, especially budget-related information, while ensuring vendors and providers have the awareness needed to deliver quality services?

Send your feedback and recommendations to DDSD-general@doh.nm.gov by **Wednesday, October 22, 2025**.

We look forward to working together to strengthen information-sharing practices, safeguard participant privacy, and prepare for the upcoming policy implementation while upholding the core philosophy of self-direction. We appreciate your continued partnership in shaping a person-centered, respectful, and effective service planning process.

Developmental Disabilities Waiver Application Gets a Makeover

Contributor: Angie Brooks, Regional Office Bureau Chief

The Developmental Disabilities Supports Division (DDSD) is excited to announce improvements to the Developmental Disabilities (DD) Waiver application process. After ongoing feedback from provider agencies and internal staff, it became clear that the application process needed to be more user-friendly, streamlined, and efficient.

In Spring 2024, DDSD conducted a survey to gather suggestions from providers on how to enhance the application experience. With 54 thoughtful responses, several consistent themes emerged — including the need for an electronic submission option, simplified forms, reduced redundancy, and clear guidance on required documentation.

In response, DDSD has implemented a number of key updates designed to improve efficiency and clarity for both provider agencies and DDSD staff. These changes aim to support the timely approval of quality service providers and include:

- **Expedited Application Process:** A new fast-track option is available for high-performing providers, based on survey results from the Quality Management Bureau. Eligible services include Case Management, Supported and Family Living, Customized In-Home Supports, Community Inclusion, and Adult Nursing Services.
- **Removal of Narrative Questions:** To simplify submissions and reduce time spent.
- **Clearer Policy Guidance:** Policy requirements are now outlined by service type and grouped by administrative vs. programmatic policies.
- **Inclusion of CMS Settings Requirement Rule**
- **Reduced Redundancy:** Streamlined requests to avoid duplicate policy submissions.
- **Policy Scoring Grid Updates:** Now includes clear “minimum requirements” language.
- **Checklist of Required Documents:** A helpful reference to ensure complete submissions.
- **Fillable PDFs:** New electronic forms for key documents, including the Statement of Assurances, Agency Status Sheet, Provider Information Sheet, and Service and County Request Form.
- **Accreditation Requirement Removed**

DDSD is also working with other divisions within the Health Care Authority to transition the application process to the YesNM platform, allowing for a fully electronic submission experience in the future. More updates on this exciting development will be shared as they become available.

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 October, 2025 for applications expiring in December 2025.

State General Fund (SGF) Program Updates - New Tools and Resources for FY26

Contributor: Brandi Rede, State General Fund Program Manager

Fiscal year (FY26) is officially underway, and with it comes several important updates to the State General Fund (SGF) services that enhance clarity, accessibility, and support for providers across the state.

Understanding SGF Services

At the Developmental Disabilities Supports Division (DDSD) we are committed to supporting individuals with intellectual and developmental disabilities (IDD) and their families across our communities. One of the resources that helps make this possible is the SGF program. The SGF program is funded by the state to provide support for people with IDD who are not covered under Medicaid Waiver programs or the Medicaid Community Benefits program. SGF helps meet the daily needs of adults with IDD by offering Day Services, Employment Supports, Respite, Independent Living, and Supported Living Services. It also offers Respite to families caring for children at risk for developmental delays.

Updated Monthly Provider Report Forms Now in Use

Updated Monthly Provider Report Forms have been released and are now actively in use. These revised forms are designed to better reflect current program requirements.

SGF Standards Under Development

SGF program Service Standards have been developed. Service Standards aim to clarify service delivery, align with best practices, and support providers in meeting the needs of individuals and families. A draft of the standards has been shared with Provider Agencies for input and review prior to finalization.

SGF Webpage Enhancements

The SGF webpage on the Health Care Authority (HCA) website has recently been updated to provide more comprehensive information and access to key resources. Highlights of the updated page include:

- **Respite Provider List by County:** Now available and organized to help families easily locate Respite Providers in their region.
- **New Individual Service Plan (ISP) Document and Instruction Guide:** Both the Individual Service Plan (ISP) document and a detailed instruction guide are now available online to assist Providers in accurate and efficient completion.
- **Quick Access to Monthly Reporting Forms and Invoices:** Direct links to the updated Monthly Report Forms and the Invoice Template are now posted for ease of access by Providers.

(Continued on next page)

State General Fund Program Updates - New Tools and Resources (continued)

All are encouraged to visit the SGF webpage regularly to stay informed of the latest updates and tools available. State General Funded Services – New Mexico Health Care Authority

SGF Contacts:

SGF Program Manager: Brandi Redie - (575) 932-8160 Brandi.rede@hca.nm.gov

SGF Regional Liaisons

NERO: Mikaela Romero - (505) 637-1791 Mikaela.Romero@hca.nm.gov

NWRO: Tessa Arviso - (505) 634-8873 Tessa.Arviso@hca.nm.gov

SERO: Melissa Acuna - (575) 624-6100 Melissa.Acuna@hca.nm.gov

SWRO: Jaime Lopez - (575) 636-5731 jaime.lopez@hca.nm.gov

Metro: Brandi Redie - (575) 932-8160 Brandi.rede@hca.nm.gov

DDSD Farmington Office Has a New Home

Contributor: Aaron Joplin, Northwest Regional Office Director

We're excited to announce the Farmington DDSD Office has moved to a new location, effective September 15th, 2025. Our office moved from the Farmington Public Health Office, 355 S. Miller to:

**Farmington Downtown Center
100 W. Broadway
Farmington, NM 87401**

This building may be familiar to long-term residents; it formerly housed the Farmington Public Library and has also served as part of the Farmington Police Department.

The new office is home to the following regional staff members:

- Aaron Joplin, Northwest Region Director
- Katherine Johnson, Community Inclusion Coordinator
- Linda Murray, Case Management Coordinator
- Maria Montelongo, Provider Engagement and Compliance Coordinator
- Casie Buffington, Regional Nurse

We are sharing the building with Farmington Police Department and San Juan County Safe Communities Initiative. The building is not open to the public. At the main entrance, you'll find a doorbell with a sign that reads: *"For DDSD, please press this doorbell and one of our regional office staff will assist you and escort you in."*

Health and Wellness Visits Update

Contributor: Scott Doan, Deputy Director

We are four months into the new fiscal year (FY26) and the Developmental Disabilities Supports Division (DDSD) staff continue to complete health and wellness visits. As of this report, DDSD has completed over 34,000 health and wellness visits. You may ask yourself, why does the Health Care Authority and DDSD remain committed to health and wellness visits? Health and wellness visits can play a crucial role in preventing abuse, neglect, and exploitation (ANE) and ultimately be a significant factor resulting in safer living environments for people with intellectual and developmental disabilities. In addition, DDSD has emphasized the following as key ANE prevention strategies.

- Improved Oversight - Visits in waiver recipients' homes can help identify potential issues early by detecting the signs of abuse, neglect, and exploitation.
- Increased Social Support - Social support through home visits can reduce isolation and improve overall well-being.
- Case Management Effectiveness - Leads to better outcomes in terms of safety and well-being, and reduces incidents of abuse, neglect, and exploitation.
- Community Engagement - People with strong support networks have lower rates of abuse.

Employment services - having paid employment can empower individuals, increase visibility of the individual so they are not isolated, and reduces the risk of abuse, neglect, and exploitation.

The following is a table that reflects the total number of health and wellness visits completed beginning the new fiscal year, FY26. The table shows the number of health and wellness visits completed from July 1, 2025, through August 31, 2025, including the total number and percentage of alleged abuse, neglect, and/or exploitation reports made to the Division of Health Improvement, Incident Management Bureau.

<u>Period of Time</u>	Total Number of Health and Wellness Visits	Total Number of ANE Allegations Reported	Percent of Health and Wellness Visits with ANE Allegations Reported
FY26 (7/1/2025 through 8/31/2025)	2,185	5	0.2%

Although the reported allegations of ANE are below 1%, one case of ANE is one too many! It is important to know that 4 out of 10 adults with disabilities experience abuse and children with disabilities are twice as likely to be abused (CDC Disability and Health). It is for these reasons that we must all continue to be diligent in our efforts to eliminate ANE from our system of services.

Thank you for your continued cooperation with the health and wellness visits.

Provider Enrollment Updates

Contributor: Tammy M. Barth, Provider Enrollment Relations Manager

The Provider Enrollment Relations Unit (PERU) remains committed to maintaining adequate provider capacity across New Mexico. Currently, five (5) newly approved providers by the Health Care Authority (HCA) are in the process of obtaining Medicaid numbers to begin offering services under the Developmental Disabilities (DD) and Medically Fragile (MF) Waivers. These services include:

- Customized Community Supports (Group & Individual)
- Family Living
- Supported Living
- Occupational Therapy
- Home Health Aid
- In-Home Respite
- Private Duty Nursing

Additionally, six more providers are undergoing HCA review for the following services:

- Behavioral Supports Consultation
- Case Management (2)
- Crisis Supports
- Customized Community Supports - Group
- Customized In-Home Supports
- Remote Personal Support Technology (2)
- Supported Living

PERU continuously monitors provider capacity and actively recruits to ensure sufficient coverage for waiver services. Current service needs by region are outlined below:

Developmental Disabilities (DD) Waiver Needs

Region	Needed Services
NE	Intensive Medical Living, Non-Medical Transportation, Remote Personal Support Technology
NW	Environmental Modification, Nutritional Counseling, Non-Medical Transportation, Socialization & Sexuality Education
SE	Crisis Supports, Environmental Modification, Nutritional Counseling, Speech Therapy
SW	Nutritional Counseling, Remote Personal Support Technology

Medically Fragile (MF) Waiver Needs

Region	Needed Services
Metro	Customized Community Group Supports, Individual Direct Goods & Services, Nutritional Counseling, Specialized Respite Home
NE	Individual Direct Goods & Services, Environmental Modification, Nutritional Counseling, Specialized Respite Home
NW	Behavioral Supports Consultation, Environmental Modification, Nutritional Counseling
SE	Occupational Therapy, Physical Therapy, Specialized Respite Home & Sexuality Education
SW	Behavioral Supports Consultation, Individual Direct Goods & Services, Nutritional Counseling

If you are interested in applying to provide any of these services, please contact:

Tammy Barth: Tammy.Barth@hca.nm.gov Theodore Jackson: Theodore.Jackson@hca.nm.gov

The Vital Role of Direct Support Professionals

Contributor: Claudia Rice, Office of Constituent Supports Manager

Direct Support Professionals (DSPs) play a vital role in supporting individuals with intellectual and developmental disabilities (IDD). DSPs assist with a wide range of daily activities that promote health, safety, and overall well-being. These supports include assistance with activities of daily living, participation in community life, and the development of new skills. Reliable support enables individuals with IDD to learn, explore, and live as independently as possible.

The need for DSPs is ongoing and universal. In New Mexico and across the country, there is a consistent demand for dedicated and compassionate professionals. Within New Mexico, DSP positions are available statewide, offering flexibility and opportunities for meaningful work in many different settings and locations. Family members may also serve in this capacity, contributing their unique knowledge and personal connection to the care of their loved ones.

DSPs are central to the work conducted in the IDD field. They not only provide essential day-to-day assistance but also promote inclusion, personal growth, and the achievement of individual goals. While the work can be challenging, it is also deeply rewarding. The DDS values and recognizes the indispensable contributions DSPs make in improving the quality of life for individuals with IDD.

To learn more about DSPs, their work, and advocacy efforts, visit the National Alliance for Direct Support Professionals (NADSP) website: [Home - NADSP](https://www.nadsp.org/).



We've Hit Our First Access Rule Milestone: Beneficiary Advisory Council is Here!

Contributor: Christina Hill, Deputy Bureau Chief - Community Programs Bureau

We're thrilled to announce a major win in our journey toward improving Medicaid services and individual voices in New Mexico! On July 23, 2025, the Medicaid Beneficiary Advisory Council (BAC) officially launched, marking our first Access Rule milestone and laying the foundation for a stronger, more inclusive Medicaid program.

The 15-member BAC is the first of its kind in New Mexico, giving Medicaid recipients, caregivers, and families a direct line to help shape the future of the program. This group will meet quarterly to provide input on access, quality, equity, and barriers to care, ensuring decisions reflect real, lived experience.

But that's not all...the BAC includes stakeholders representing Developmental Disabilities Supports Division (DDSD) home and community based services waiver programs, giving voice to those who receive services and supports through the Developmental Disabilities (DD), Mi Via, and Medically Fragile Waivers.

The launch of the BAC is part of broader efforts to meet federal Centers for Medicare and Medicaid Services (CMS) Access Rule requirements intended to enhance transparency, access to care, and person-centeredness. This milestone also kicks off the official restructuring of the Medical Care Advisory Committee into two powerful entities: the Medicaid Advisory Committee (MAC) and the Beneficiary Advisory Council (BAC), amplifying both expert and beneficiary voices.

We're proud of this first big step and excited for what's ahead as we continue to build a Medicaid system that's accessible, accountable, and informed by the people it serves.

Learn more about the BAC: hca.nm.gov/medicaid-beneficiary-advisory-council

What's Next ?

The Access Rule has several other key focus areas that DDSD continues to plan for. Stay tuned for more on these:

- Formal grievance system (coming July 2026)
- Person-Centered Planning reporting
- Incident Management System
- Payment adequacy
- Waitlist and service access tracking
- Improved website transparency

Contact: Christina Hill, Deputy Bureau Chief, Community Programs Bureau
Christina.Hill@hca.nm.gov with other questions about the Access Rule

House Bill (HB) 357 - Mi Via Provider Gross Receipts Update

Contributor: Melanie Buenviaje, Deputy Director

The implementation of HB 357, Mi Via Provider Gross Receipts Tax (GRT), continues to move forward and will officially go live on January 1, 2026. Under HB 357, the cost of GRT added to Mi Via Waiver services will no longer be counted against the participant's approved annual budget. This change is intended to preserve service funding and simplify budget management for participants.

Please note the following key updates regarding this implementation:

- **Budget Revisions Will Not Be Required:** Participants will not be required to revise existing budgets in response to HB 357.
- **Vendor Agreements Remain Valid:** There is no need to reestablish vendor agreements. All current agreements will remain in effect.
- **Payment Request Process Unchanged:** Vendors will continue to request payments using the Vendor Payment Request Form (VPR); however, to ensure proper tracking of Gross Receipts Tax (GRT), vendors will be required to include a separate line item for GRT on all attached invoices. This will help ensure the expense is easily identified and properly processed.

Additional guidance and details will be shared in the coming weeks.

For questions, please contact Melanie Buenviaje at melanie.buenviaje@hca.nm.gov

Electronic Visit Verification (EVV) Update for Fee for Service (FFS) Providers

Contributor: Jenni McNab, Metro Regional Assistant Director

New Mexico is moving to an Open/Hybrid EVV Model which means that Provider Agencies will be allowed to contract with third-party EVV vendors for aggregation into AuthentiCare. Any EVV system must meet the requirements of the 21st Century Cures Act and have the ability to aggregate EVV data into AuthentiCare. AuthentiCare is the State's EVV solution, and is still available for Provider Agencies to use, if they choose. Costs for the third-party EVV vendor are the responsibility of Provider Agencies, if they choose to use a vendor other than AuthentiCare. Provider Agencies can continue to use the State's EVV system, AuthentiCare, at no cost.

Reminder: The required data from the third-party EVV vendor will need to be submitted by the vendor to the AuthentiCare aggregator. Provider Agencies using a third-party EVV vendor will continue to clear exceptions and confirm billing in AuthentiCare.

For more information about the EVV third-party vendor contact Consolidated Customer Service Center (CCSC) at 1-800-299-7304 or email Conduent at ConduentEVVaggregatorsupport@conduent.com.

Career Growth for Everyone: Advancing Beyond Just a Job

Contributor: Alix Dean, Community Inclusion, Supported Employment Lead

October is Disability Employment Awareness Month (DEAM). It is a good time to think about what it means to have a career. A career is a term used to describe work a person does over a long period of time with increasing expertise and specialty.

Careers match your interests and skills, may change over time and typically include challenges to promote growth. Career growth means getting better at your job and moving up over time. To grow in your career, you can learn new things, ask for more pay or a better job title, switch jobs to take on more work, or find a job that matches what you're good at. That's why the employment conversation, and person-centered planning around it, should be ongoing.

How can you determine you have outgrown your current job? Start with questions like:

- "Do I enjoy this job?"
- "Is it helping me get the kind of future I want?"
- "Am I doing new things at work?"
- "Am I getting paid fairly for what I want?"

If you want to try a new job or career, you don't have to quit your current job. You can still get help from your waiver supports and get assistance from the *Employment First* partners like New Mexico Division of Vocational Rehabilitation (NMDVR) and America's Job Centers. They can help you plan your career, learn new skills, find a job, and get hired.

Once you are settled in your new job, your waiver employment services can support you in keeping both jobs or move with you to the new job. Whether you choose two jobs, or one waiver services can make sure you have what you need to do well. This approach ensures continuity of support and encourages career growth without disrupting your current employment.

For more resources or assistance with breaking down barriers to employment, reach out to the Community Inclusion and Supported Employment team or visit the Community Inclusion Webpage:

[Community Inclusion, New Mexico Health Care Authority](#) Alix.dean@hca.nm.gov (505) 383-6778

Sunsetting the Supports Waiver

Contributor: Anysia Fernandez, Supports Waiver Program Manager

As of September 28, the Supports Waiver (SW), one of New Mexico's home and community-based services (HCBS) waivers has officially sunset. All participants have successfully transitioned to the Developmental Disabilities (DD) Waiver or the Mi Via Waiver.

We want to extend a sincere thank-you to all partners, families, and stakeholders who have supported this program from its inception through its final chapter. Your collaboration and feedback have been invaluable in shaping a more inclusive and responsive developmental disabilities system.

Bureau of Behavioral Support (BBS) After-Hours Crisis Resources

Contributor: Gabriel Vigil, Bureau of Behavioral Support - Bureau Chief

Vital Resources for Supported Living Providers

Direct Support Professionals play a critical role in ensuring the safety, dignity, and well-being of waiver participants. Their work extends beyond routine care, often experiencing real-life challenges and occasionally crisis situations, of which neither follow a schedule nor wait for business hours. Whether it's behavioral escalation or emotional distress, having access to reliable after-hours support is essential for both the individuals served and staff who care for them.

The Bureau of Behavioral Support (BBS) maintains an After-Hours Crisis Line designed to assist Direct Support Professionals (DSPs) during challenging and complex situations that occur outside of regular service hours. Through this telephonic support line, DSPs can request real-time guidance when faced with behavioral or emotional crises. Calls are answered by trained Behavioral Specialists or Crisis Specialists who are prepared to assist at any stage whether pre-crisis, during a crisis, or post-crisis.

Crises often arise unexpectedly, and DSPs may find themselves managing these situations independently. In such moments, the After-Hours Crisis Line becomes a critical resource, helping staff interpret and apply strategies outlined in the individual's Positive Behavior Support Plan (PBSP) and Behavioral Crisis Intervention Plan (BCIP). These plans offer both proactive and reactive approaches tailored to the individual's unique needs. However, when documented supports fall short, DSPs may need to adapt by modifying the environment, using calming tools, or seeking situational advice from the crisis line.

If a crisis escalates to the point where safety is at risk and emergency services may be required, the decision to act can be difficult and emotionally taxing. In these cases, the Bureau of Behavioral Support can help evaluate the situation and facilitate contact with appropriate emergency or behavioral health services when necessary. DSPs are strongly encouraged to utilize the After-Hours Crisis Line whenever they encounter situations that feel overwhelming or exceed the scope of available support. This resource exists to ensure that no DSP faces a crisis alone and that every individual receives care grounded in safety, dignity, and thoughtful intervention.

Why After-Hours Support Matters

- **Unpredictable Needs:** Behavioral and emotional challenges can arise at any time, especially in residential settings.
- **Staff Safety & Confidence:** Knowing help is available empowers staff to respond calmly and effectively.
- **Continuity of Care:** Immediate support helps maintain stability and prevents unnecessary emergency interventions.

(Continued on next page)

Bureau of Behavioral Support (BBS) After-Hours Crisis Resources (continued)

Who to Call When Support is Needed

Resource	Contact	Purpose
BBS After-Hours Crisis Line M-Fri 5pm-8am/Sat-Sun 24hrs	505-250-4292	Evening/weekend support for Waiver providers experiencing behavioral or medical crises
Adult Abuse, Neglect & Exploitation Hotline	1-866-654-3219	Mandatory reporting for suspected abuse or neglect
New Mexico Crisis and Access Line (NMCAL)	1-855-NMCRISIS (662-7474) or 988	24/7 behavioral health support from licensed professionals
StationMD	1-877-STATMDS (782-8637)	StationMD is a telehealth company dedicated to serving individuals with IDD. 24/7 telemedicine for urgent and non-urgent medical matters.

What to Expect When You Call

- **Compassionate Listening:** Staffed by professionals trained in crisis de-escalation and trauma-informed care.
- **Guidance & Support:** Help navigating behavioral challenges, emotional distress, or medical concerns.
- **Referral & Reporting:** Connection to emergency services or follow-up resources when needed.

Supporting Your Team

To ensure your staff are prepared:

- Post crisis contact numbers in visible areas of each residence.
- Include after-hours protocols in staff training and onboarding.
- Encourage staff to reach out early-before a situation escalates.
- Reinforce that seeking help is a strength, not a failure.



CMS Settings Requirements: Residency Agreements

Contributor: Lundy Tvedt, Case Management Coordinator

The Centers for Medicare and Medicaid Services (CMS) require that Living Care Arrangement (LCA) service providers ensure their service delivery model aligns with the regulatory criteria outlined in 42 CFR §441.301(c)(4)(vi)(A). This regulation mandates that every individual receiving Home and Community Based Services (HCBS) must have a lease, residency, or other legally enforceable written agreement that includes protections against wrongful eviction and a clearly defined appeal processes comparable to those outlined under the jurisdiction's landlord-tenant laws. For settings in which landlord tenant laws do not apply, the State must ensure that a lease, residency agreement or other form of written agreement will be in place for each HCBS participant.

A written memo was distributed to Developmental Disabilities (DD) Waiver Supported Living, Family Living, and Intensive Medical Living Services Provider Agencies as well as Mi Via Waiver In-Home Living Supports Vendor Agencies requiring updates to residency agreement templates to guarantee due process safeguards are embedded. These agreements are between the Provider/Vendor Agencies and the people receiving their support, regardless of home ownership.

DDSD is collecting agency templates to ensure they comply with the settings requirement and individual agreements will be collected at a future date.

For questions, contact Steven Fernandez at Steven.Fernandez@hca.nm.gov

The Latest from the Training and Knowledge Management Unit

Contributor: Eryn Bailey, Training and Knowledge Management Unit Manager

The Training and Knowledge Management Unit (TKMU) remains busy behind the scenes making sure our Provider Agencies always have access to the best and most current training. Our focus is to keep our courses fresh, relevant, and focused on what matters most: person-centered support for the people and community we support.

From Abuse, Neglect, and Exploitation Awareness (ANE) to Individual Service Plan training and beyond, the unit is reviewing and updating content to reflect changes and update to policies, documents, information, and best practices in supporting people with intellectual and developmental disabilities. Every update, every new module, and every training offered helps strengthen our entire provider network and better equip staff to deliver safe, effective, and respectful support and services that put the people receiving waiver services at the center of support.

If you have any questions or recommendations regarding the TKMU developed training courses, please don't hesitate to reach out to Eryn Bailey at eryn.bailey@hca.nm.gov.

Special Needs Dental Clinic

Contributor: Dr. Alicia Grady

The Developmental Disabilities Supports Division (DDSD) Special Needs Dental Clinic has a long history of providing care to people with intellectual and developmental disabilities (IDD) in New Mexico. The dental clinic was established at the Los Lunas Hospital and Training School to serve the needs of residents at that institution. Following the closure of the institution, dental programs were extended to all citizens with IDD in New Mexico. In 2009, the clinic operations were moved to their current location in Albuquerque at 7905 Marble Ave NE. In 2017, the clinic administration was transferred to DDSD to better align with existing state resources.

The clinic staff currently consists of two part-time dentists, two hygienists, three dental assistants and one front office manager. It is one of two clinics in the state of New Mexico offering comprehensive dental care, including cleanings, fillings, and extractions to individuals with IDD in New Mexico. The dental clinic has 3 extra large operatories, 1 operatory designed for treatment in wheelchairs and the ability to create a quiet room operatory to decrease external stimuli. The clinic treatment hours are Monday-

Thursday from 7am-5pm. While there is currently a waiting list to be seen in the clinic, the dentists and office staff are always available to try and help facilitate care around the state.

Dr. Alicia Grady has been with the clinic for almost 12 years and has served as the Clinic Director for the last 5 years. Dr. Grady has done post-graduate training in Special Care Dentistry with the UNM Advanced Education in General

Dentistry (AEGD) program and received her fellowship from the Special Care Dental Association in 2020. Dr. Grady also serves as the Clinical Director for the Special Olympics Special Smiles Program. Dr. Keely Chavez joined the clinic in 2020 and brought 10 years of pediatric and special needs experience with her to the program. Both Dr. Grady and Dr. Chavez are very active in the Special Care Dentistry community in NM and nationwide. They are often asked to give lectures to the surrounding dental hygiene programs and the UNM AEGD program as well. They represent the special needs dental community on task forces and at statewide dental conferences.



Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IID)

Contributor: Jessica Trujillo, ICF/IID Program Coordinator

What is an ICF/IID?

An Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID) provides services in residential settings, ongoing evaluation, planning, supervision, treatment, and integration of health or rehabilitation services to help individuals with intellectual disabilities function at their greatest ability in home and community-based settings. ICF/IID is a Medicaid benefit and an alternative to home and community-based services (HCBS) waiver programs for individuals at the ICF/IID level of care. ICF/IIDs offer support in the least restrictive settings and include all needed services for individuals whose mental or physical condition require services on a regular basis that are above the level of a room and board setting and can only be provided in a facility which is equipped and staffed to provide the appropriate ICF/IID services.

Program Updates:

The Developmental Disabilities Supports Division (DDSD) ICF/IID Unit is actively working to remove outdated language from the New Mexico Administrative Code (NMAC) and replace with updated references to individuals with Intellectual and Developmental Disabilities. This effort ensures language is respectful, person-centered, and aligned with today's standards and values.

Learn more:

<https://www.hca.nm.gov/intermediate-care-facility-icf-iid/>

Program Contact:

If you or someone you know is interested in learning more about ICF/IIDs, please contact:

Jessica Trujillo, DDSD ICF/IID Program Coordinator

Phone: 505-623-1916 Email: jessica.trujillo@hca.nm.gov



Developmental Disabilities (DD) Waiver – Renewal Updates

Contributor: Steven Fernandez, DD Waiver Program Manager

DDSD is pleased to announce that we have successfully completed town hall meetings for the DD Waiver renewal. Ten (10) town halls were completed throughout all five (5) regions; five (5) in person and five (5) virtual town halls.

DDSD would like to thank everyone for their dedication and input. Please continue to provide feedback and suggestions on ways to make the DD Waiver better through the Smartsheet link [Developmental Disabilities Waiver Renewal-Input](#) or through email to the DD Waiver Program Manager. We will review and consider all comments.

Next Steps– Timeline for Public Comment Period:

Tribal Notification: November 2025

Formal Public Comment begins: December 2025

Public Hearing: January 2026

Projected submission to the Centers for Medicare and Medicaid Services (CMS): February 2026

For questions or more information please contact DD Waiver Program Manager, Steven Fernandez at:

Steven.Fernandez@hca.nm.gov.

Rate Study Update

Contributor: Joseph Tighe, Deputy Director

The Developmental Disabilities Supports Division, with its contracted vendor (the Burns & Associates division of Health Management Associates, HMA-Burns), is in the process of completing the independent biennial rate study required by NM Stat § 28-16A-16. The rate study is expected to result in recommended rate increases for fiscal year 2027. Currently HMA-Burns is analyzing the results from the Provider Survey and Time Study that was due to DDSD on September 30th. Along with the information gathered from providers, HMA-Burns will be reviewing Bureau of Labor Statistics data, New Mexico historical wage data, claims data, and cost data specific to New Mexico and surrounding regions. Stakeholder meetings will be scheduled in late October and final recommendations from HMA-Burns are expected by December 31, 2025. At that time, HCA will share the final Rate Study Report. Thank you to all who have participated in the process thus far, we look forward to recommending comprehensive rates that support our provider community and the individuals that we serve. For questions related to the Rate Study please contact Derek Barber at DDSD-Rate-Study@healthmanagement.com.

Implementing Individual Service Plan (ISP) 2025 for Developmental Disabilities Waiver

Contributor: Claudia Rice, Office of Constituent Support Manager

The Developmental Disabilities Supports Division (DDSD) began implementation of the updated Developmental Disabilities (DD) Waiver Individual Service Plan (ISP), ISP 2025, in June. ISP 2025 reinforces the central role of the individual in the planning process, while also enhancing DDSD's quality assurance measures and alignment with federal requirements. A memo issued on June 18th, DDSD-DDW Numbered Memo 2025-07, outlines the full ISP 2025 implementation timeline.

ISP 2025 introduces a more comprehensive format intended to expand upon existing sections and highlight person-centered information. To assist with implementation, the DDSD provided five training courses to Case Managers to review ISP revisions and additions. All Case Management training recordings are available to view online on the University of New Mexico Center for Developmental Disability training hub: [ISP for Case Managers 2025 Training Recordings: Center for Development and Disability, The University of New Mexico](#). These trainings can be viewed by anyone interested in learning more about ISP 2025.

The rollout of ISP 2025 would not have been possible without project contributions from the National Center on Advancing Person-Centered Practices and Systems, the case management system, external stakeholders, service providers, and DDSD staff. This revision underscores DDSD's continued dedication to advancing person-centered practices and fostering inclusivity in waiver service planning.

If you have questions about ISP 2025, please contact:

Claudia Rice, Office of Constituent Support Manager at: Claudia.Rice@hca.nm.gov,

Selina Leyba, Community Programs Bureau Chief at SelinaT.Leyba@hca.nm.gov

Client Program Counts

PARTICIPANTS BY WAIVER AS OF 9/22/25

Waiver	Participant Count
Developmental Disabilities Waiver	4,609
Mi Via Waiver	3,697
Medically Fragile Waiver	187
Total	8,493

2025 Mobility and Positioning Conference

Contributor: Melissa McBride, MBA, MSN, RN, Clinical Services Bureau Chief

Did you know that the Developmental Disabilities Supports Division Specialty Seating Clinic has been hosting the Mobility and Positioning Conference for more than 10 years?

In 2024, the event welcomed approximately 115 professionals dedicated to supporting the mobility and positioning needs of people with intellectual and developmental disabilities (IDD) across New Mexico.

For 2025, we are excited to expand our reach and anticipate educating 150 attendees at this year's conference, taking place on:

November 7th & 8th
Berna Facio Training Center, Albuquerque, NM

This event offers Continuing Education Units (CEUs) through Rehabilitation Engineering and Assistive Technology Society of North America (RESNA), New Mexico Association for Play Time (NMAPT), and New Mexico Occupational Therapy Association (NMOTA), with a selection of virtual course offerings to increase accessibility for professionals throughout the state.

We welcome participation from all therapists, providers, and healthcare professionals involved in mobility and seating services.

Please share the registration QR code below with therapists and colleagues who may benefit from this valuable training opportunity.

Register Now
2025 Mobility and Positioning Conference
Date: November 7th-8th, 2025
Location: Berna Facio Training Center, Albuquerque, NM.
2- Day In-Person Conference.
Where Mobility Comes Alive



Organized by the Specialty Seating Clinic,
HCA DDS.

The Specialty Seating Clinic Team!

REGISTER NOW

2025 MOBILITY AND POSITIONING CONFERENCE

Date: November 7th - 8th, 2025

Location: Berna Facio Training Center, Albuquerque, NM.

2-DAY IN-PERSON CONFERENCE

Click or Scan
the QR Code
to Register!



Questions or More Information:
event.registration@regionix.org



HEALTH CARE
AUTHORITY

numotion
Mobility and independence start here.

Organized by the Specialty Seating Clinic, HCA DDSD

WHERE MOBILITY COMES ALIVE!

The Benefits of Employment and How to Get Started

Contributor: Alix Dean, Community Inclusion - Supported Employment Lead

Having a job helps you learn and grow through both successes and mistakes. It also gives you a chance to decide how to save and spend money, helping you become more independent and in control of your life. When you look at it that way, who wouldn't want a job? The Developmental Disabilities Supports Division's (DDSD) home and community based services (HCBS) waiver programs are designed to support you in keeping a job for the long term.

Sounds good, but not sure where to start?

Getting a job begins with planning that focuses on you and what you need to succeed. It's important to understand:

- What your strengths and interests are
- What your goals and support needs might be
- What challenges you may face and what accommodations you might need

This way, your job goals match what's important to you, not a one-size-fits-all plan. Studies show that people who learn skills like setting goals and making decisions do better at work, especially in jobs that are tailored to fit their unique skills. These jobs often lead to greater happiness and staying longer at work.

Everyone's path to a job is different, but here's a simple step-by-step guide to help you get started:

1. EXPLORE

- Think about what you like, what you're good at, and what matters to you
- Try volunteering or working part-time to learn new things
- Ask yourself which jobs fit your goals and the way you want to live

2. PLAN

- Look up different jobs and what skills or training they need
- Learn how having a job can affect your money and benefits
- Set goals for what you want to do soon and in the future

3. FIND

- Look for jobs that match your skills and interests
- Write a resume and practice how to talk in interviews
- Talk to people who work in jobs you're interested in

4. MAINTAIN

- Ask for advice to get better at your job
- Be kind and work well with others
- Use your time wisely and be ready for changes

5. GROW

- Keep learning new skills to help you move up
- Make new goals and get ready for bigger jobs
- Think about how far you've come and update your plan if needed

(Continued on next page)

The Benefits of Employment and How to Get Started (continued)

If job loss occurs, the process adapts, not resets. Return to the basics of person-centered planning and figure out where you should restart your employment journey.

With the right supports, tools, and team, employment isn't just possible—it's expected.

Whether you're just starting to explore or ready to enter the workforce, the Developmental Disabilities (DD) and Mi Via Waiver programs are here to help you.

Need help to get started? Check out the resources tab on the Community Inclusion webpage.

[Community Inclusion – New Mexico Health Care Authority](#)

For questions or help, please contact: Alix Dean, Community Inclusion and Employment Lead, DDSD, Alix.dean@hca.nm.gov or (505) 819-7346.

Technology Options: AbleNet Quick Talker

Contributor: Deanna DeHerrera, Mi Via Supervisor

The AbleNet Quick Talker 23 is a portable multi-message speech device with Feather touch Technology and is the number one communication device receiving a 9.9 rating.



What does the AbleNet Quick Talker Provide?

This device is perfect for interaction during a lesson in the classroom, talking with family, and the public. This device is very portable and provides clear sound, and you can go anywhere with the activation surface being 2.2 x 1.5 inches, it also has 3 core locations of 1.2 x 1.2 inches.

Includes carrying handle

Message/levels: 20 + core/5

Device can be purchased through Amazon or the website provided above.

Website: <https://www.ablenetinc.com>

What is the MMISR Project?

The Medicaid Management Information Systems Replacement (MMISR) project is replacing outdated software systems that will enable the New Mexico Health Care Authority (HCA) to leverage new technology and information sharing to improve Medicaid access and support for clients and healthcare providers and deliver improved outcomes. Designed to comply with requirements established by the Centers for Medicare and Medicaid Services (CMS), MMISR is funded by a combination of federal and state funds.

What is the FS Module?

The Financial Services (FS) module consolidates the management and oversight of all claims processing for Medicaid and other HCA agencies under a single service provider. FS will utilize the information sharing implemented by MMISR to improve the efficiency and accuracy of billing, payment, and financial management.

Turquoise Claims

The New Mexico Health Care Authority (HCA) and the Medical Assistance Division (MAD) are actively working on the development of **Turquoise Claims**. This modernized Medicaid claims management system will replace the current system (Omnicaid) and the NM Medicaid Provider Web Portal.

This new system is being designed to ensure compliance with federal requirements and create a **single point of entry** for claims processing.

When it launches, providers will access Turquoise Claims through the [YES.NM.GOV](https://yes.nm.gov) portal, the **one-stop shop** for all provider tools, including Provider/PED Enrollment.



While the way claims are submitted won't change very much, Turquoise Claims adds new features, including:

- Custom Templates** for routine services to match an organization's billing needs.

- A user-friendly portal** with user security levels for inquiries and claims submission by employees within an organization.

- Real-time claim status** inquiry and member eligibility inquiry to ensure easy access to the latest information.

Call for Providers

EMPLOYER OF RECORD

EOR RESPONSIBILITIES

- Finding and hiring qualified employees
- Finding and contracting qualified vendors
- Setting employee pay rates
- Training employees and vendors in accordance with Mi Via Waiver Service Standards
- Setting employee work schedules
- Approving employee timesheets and vendor payments
- Registering employees and vendors in the Electronic Visit Verification (EVV) system as applicable

CONTACT US

Provider Questions

- ☎ +1 505.469.8480 or +1505.365.3920
- ✉ Tammy.Barth@hca.nm.gov
Theodore.Jackson@hca.nm.gov

EOR Service Questions

- ☎ +1 505.506.6103
- ✉ Elaine.Hill@hca.nm.gov

AGENCY PROVIDER QUALIFICATIONS

- Hold a current business license issued by the State, county, or city government.
- Be at least 21 years of age.
- Have one (1) year of supervised experience working with people living with disabilities OR
- Have a high school diploma or passed the General Education Development test (GED) and a minimum of six (6) years of direct experience related to the delivery of social services to people living with disabilities.
- Complete all required Mi Via Waiver orientation and training courses.
- Pass a nationwide Caregiver Criminal History Screening pursuant to NMSA 1978, Section 29-17-2 et seq. and 7.1.9 NMAC and an abuse registry screen pursuant to NMSA 1973, Section 27-71-1 et seq. and 8.11.6 NMAC

Mi Via EOR Application



StationMD DSP Spotlight Series

“Care is the first word in caregiver. If you are caring for your clients, getting out of yourself and focusing on what others need, you will succeed.”

Marlo Horton

DSP at Better Life Adult Living in New Mexico



At StationMD, we are proud to highlight the dedication and hard work of Direct Support Professionals (DSPs) who make a lasting impact on the lives of the individuals they care for.

This month, we're proud to highlight Marlo Horton, a Direct Support Professional at Better Life Adult Living. The three words that best describe her are dedicated, creative, and caring — qualities that shine through in everything she does. Whether with staff or clients, Marlo is exemplary in every respect. All clients love and respect her, and she always reciprocates with kindness and compassion.

Marlo says that the clients she supports are what motivate and inspire her most. “The clients definitely motivate me. When they arrive at the center and I see how happy they are to be there, it puts a smile on my face. When we go on outings and they are out having fun and I know that their lives are being enriched every day, it fills me with joy. Their lives are being enriched but so is mine.”

Outside of work, Marlo enjoys crafts as a creative outlet and treasures spending time with her four children and five grandchildren. She is also a huge animal lover with several pets and finds meaning and balance through church and friendships.

Her advice to others in this field is simple but powerful: “Care is the first word in caregiver. If you are caring for your clients, getting out of yourself and focusing on what others need, you will succeed.”

E-BLASTS

Contributor: Tammy Barth, Provider Enrollment & Relations Unit Manager

DDSD Document Distribution – September 2, 2025

Purchasing Agent Memo - Immediate Action Needed – August 22, 2025

Advocacy Partners Meeting Summary from 8.21.2025 – August 22, 2025

Advocacy Partners Meeting - August 21, 2025, Reminder – August 20, 2025

DDSD Document Distribution – August 18, 2025

Start Your Savings Journey This August with NM STABLE! – August 4, 2025

DDSD Document Distribution – August 1, 2025

DDSD Document Distribution – July 15, 2025

ACQ Executive Committee Request for FY'26 Rate Study Sub-Committee – July 10, 2025

DDSD Advocacy Partners Meeting Invite - August 21, 2025 – July 9, 2025

DDSD Document Distribution – July 1, 2025

RELEASE: Governor announces Rural Health Care Delivery Fund applications open July 1 – June 25, 2025

NEW HIRES AND PROMOTIONS

Contributor: Joe Anaya, Human Resources

Miguel Lucero, Training & Development Specialist III, Albuquerque, 10/11/25

Arturo Carrillo, SOC/COM SV COORD-III, Albuquerque, 9/13/25

Patricia Pacheco, Registered Nurse Level III, Albuquerque, 9/13/25

Beverly Estrada, Pre-Service Manager, Staff Manager, Albuquerque, 08/30/25

Veronica Villa-Chavez, Registered Nurse Level III Albuquerque, 8/16/25

Christina Matta, Registered Nurse Level III, Albuquerque, 8/16/25

Jourdan Van Culin, SOC/COM SV COORD-III, Taos NERO, 8/16/25

Gabriel Vigil, Bureau of Behavioral Supports Bureau Chief, A/O II Albuquerque, 8/16/25

Nimsi Olague, SOC/COM SV COORD-III, Albuquerque, 7/19/25

Edna Rodriguez, SOC/COM SV COORD-III Las Cruces, 7/19/25

ABOUT US

New Mexico Developmental Disabilities Supports Division is located at:

2540 Camino Edward Ortiz
Santa Fe, New Mexico 87507
PO Box 26110

Our website: www.hca.nm.gov

For Information Call:

(505) 476-8973 or Toll Free: 1-877-696-1472 or email us at:

ddsd-general@doh.nm.gov

DDSD Newsletter Staff

Editor-in-Chief: Jennifer Rodriguez

Editor & Layout: Peter Michaels

If you would like to write an article for the DDSD Newsletter, have suggestions or comments, contact:

Peter Michaels - DDSD Newsletter at: ddsd-general@doh.nm.gov



HEALTH CARE
AUTHORITY