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## DEVELOPMENTAL DISABILITIES SUPPORTS DIVISION (DDSD) QUARTERLY PROVIDER MEETING 12/16/2025

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# BEFORE WE START...

2

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



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## 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.



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



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



**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
- Division of Health Improvement (DHI) Incident Management Bureau Updates
- Turquoise Claims
- Therap Individual Service Plan (ISP) Implementation
- Community Inclusion
- Technology First Updates
- Decision Consultation Form (DCF) or Exception Request
- Regional Updates
- Access Rule Updates
- Wellness Visits
- Provider Capacity
- Rate Study Updates
- Developmental Disabilities and Medically Fragile Waiver Renewal
- Mi Via Updates
- Service and Support Plan Revision
- Home Studies and In-Home Living Supports
- Centers for Medicare and Medicaid Services Site Visit Follow-up
- Master List of Definitions and Acronyms



# StationMD

Sajani Ramphal, Account Executive & Dr. Maulik Trivedi

DIVISION OF HEALTH IMPROVEMENT (DHI)  
INCIDENT MANAGEMENT BUREAU UPDATES  
TERI COTTER, DEPUTY DIRECTOR  
TERI.COTTER@HCA.NM.GOV



# IF IT'S NOT AN ANE, THEN WHAT??

[TERI.COTTER@HCA.NM.GOV](mailto:TERI.COTTER@HCA.NM.GOV)

- If what you observe does not meet the definition of abuse, neglect, or exploitation (ANE), but needs some attention, here is a list of helpful resources to consider, as appropriate.
- Complete a General Events Report (GER).
- Submit a Regional Office Request for Assistance (RORA).
- Conduct or delegate additional home visits.
- Call a meeting with the person's support network, team, family, etc.
- Provide technical assistance related to the situation.
- Suggest calling 988 or NM Crisis and Access line at 1-855-NMCRISIS (662-7474).
- Contact the case manager for assistance or more information.
- Talk to the waiver participant alone or separate from the other individual(s) involved or in the home.





# IF IT'S NOT AN ANE, THEN WHAT?? (CONTINUED)

TERI.COTTER@HCA.NM.GOV

- Contact the DDSD Office of Constituent Support.
- Contact or refer to the Developmental Disabilities Council, Office of Guardianship.
- Coordinate with Managed Care Organization's Care Coordinator for health care needs.
- Provide information on resources such as food banks, shelters, etc. within their city.
- Monitor the situation to determine if appropriate follow-up is completed, or a change in course of action is needed.



# IF IT'S NOT AN ANE, THEN WHAT?? (CONTINUED)

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- Support caregivers to avoid compassion fatigue.
- Know the waiver service standards and the New Mexico Administrative Code for rules and regulations citations.

\*Respect and accept the decisions of the individual even if they are not the best choices, or the choices you would make. Then, meet them where they are, to provide optimal support and achieve the best outcomes, related to health and safety.



# TURQUOISE CLAIMS STATUS



## Project Overview:

- Turquoise Claims is the new Medicaid claims management system for providers and billers who submit fee-for-service Medicaid claims directly to the State
- The Turquoise Claims launch date has been adjusted to **Spring 2026**
- HCA is conducting more robust testing to stress-test the system, ensuring it performs reliably in every possible scenario
- Providers and MCOs will be included in user acceptance testing (UAT)

## Communications:

- Provider communications will restart mid-December 2025
- Topics covered:
  - What to expect during the transition
  - Live demos
  - Training
  - Office Hours
  - Additional resources
- FAQs will be continuously updated on the HCA website:  
[Turquoise Claims FAQs](#)

## Live Demonstrations:

- Kicks off in February 2026
- For 4-5 weeks, HCA will visit locations throughout the state to demonstrate the new system and answer questions
- Weekly live virtual sessions will also be available
- The full schedule and rsvp instructions will be emailed in early February

## Training:

- Live Instructor-Lead Training (ILT) and Office Hours will begin approx. 3 weeks prior to go-live
- The full schedule and sign-up instructions will be shared mid-February
- Self-paced Computer-Based Training (CBT) will be available after go-live for providers who were unable to attend ILT sessions



# INDIVIDUAL SERVICE PLANS (ISP) IN THERAP: DEVELOPMENTAL DISABILITIES WAIVER ISP

JUSTIN.STEWART@HCA.NM.GOV

## INDIVIDUAL HOME PAGE

- Active Plans will appear in the Plans tab

Justin (DEMO-NM)

Logout

Admitted

Switch Individual

Home

Profile

Plans

Case Status

About Me

Plans

Filter

Name	Provider	Approved Date	Review Date	Start Date	End Date
DDW ISP Beta	Demo Therap: Oversight Provider for New Mexico	09/02/2025		01/15/2026	01/14/2027
Developmental Disabilities Waiver ISP	Demo Therap: Case Management New Mexico	11/04/2025		11/01/2025	10/31/2026

DDSD Individual Plans - New Mexico ([Click Here](#))

## UNIFIED SEARCH

- Must use unified search

To Do	Individual Plans	
Individual	Personal Focus Worksheet	Search   Unified Search
Health	Individual Plan Agenda	Search   Unified Search
Agency	Behavior Support Documentation (Alpha)	Search
Billing	Developmental Disabilities Waiver ISP	Search
Admin	Family Support Plan	Search
Agency Reports	Individual Support Plan	Search
Settings	ISP (MULTI-TH)	Search
	Medically Fragile Waiver Individual Service Plan β	Search
	Treatment Plans	Search
	Individual Plan	Acknowledge   Search   Unified Search



# COMMUNITY INCLUSION QUALITY VISIT INITIATIVE

[ALIX.DEAN@HCA.NM.GOV](mailto:ALIX.DEAN@HCA.NM.GOV)

- Community Inclusion and Employment Unit (CI/E) plans to visit all *provider-operated* buildings where Community Inclusion services occur in a group model.
- Purpose:
  - Encouraging collaboration and partnership
  - Supporting continuous quality improvement, and
  - Enhancing person-centered outcomes
  - Building provider accountability and transparency, and
  - Improving responsiveness to issues



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# COMMUNITY INCLUSION QUALITY VISIT INITIATIVE

14

[ALIX.DEAN@HCA.NM.GOV](mailto:ALIX.DEAN@HCA.NM.GOV)

- All visits will be scheduled in advance to ensure the Regional Community Inclusion Coordinators are able to
  - Observe Community Inclusion services in progress,
  - Speak directly with people receiving services at the provider-operated building, and
  - Speak directly with staff providing services at the provider-operated building.
- Anticipate completion of all visits by March 31<sup>st</sup>, 2026
- Visits are expected to take 30 to 45 minutes.
- If you have questions, please contact: Alix Dean, Statewide Community Inclusion and Employment Lead. 505-819-7346 or [alix.dean@hca.nm.gov](mailto:alix.dean@hca.nm.gov).



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# ENABLING TECHNOLOGY

[AARON.JOPLIN@HCA.NM.GOV](mailto:AARON.JOPLIN@HCA.NM.GOV)

[KATHERINE.JOHNSON@HCA.NM.GOV](mailto:KATHERINE.JOHNSON@HCA.NM.GOV)

## Enabling Technology – New Mexico Health Care Authority

Link for the spotlight series [Click here to join the meeting](#)

Reminder there will not be a Spotlight in January. Spotlights do not occur in January and July.

DDSD is looking for providers that are interested in becoming a purchasing agent for Remote Personal Support Technology (RPST). Please contact Tammy Barth ([tammy.barth@hca.nm.gov](mailto:tammy.barth@hca.nm.gov)) or 505-469-8480) if you are interested in providing this service.

# DECISION CONSULTATION FORM (DCF) OR EXCEPTION REQUEST?

- The Decision Consultation Form (DCF) is used when an individual or guardian decides not to follow all or part of a recommendation from a professional or clinician.
- Exception Requests are submitted to the Regional Office when a provider agency may need to request an exception to the standards. An exception may be based on individual circumstances or extenuating circumstances at the agency.



# DECISION CONSULTATION PROCESS

ANGIE.BROOKS@HCA.NM.GOV

When an individual, guardian, or authorized decision maker needs additional information, has concerns, or decides not to follow recommendations from a professional or clinician fully or partially, the Case Management (CM) coordinates a meeting. During this meeting:

- The Interdisciplinary Team (IDT) informs the individual/guardian of the rationale for the recommendation including risks, benefits and alternatives.
- Alternatives should be presented if the individual/guardian is interested in considering other options.
- The IDT supports the individual/guardian to make an informed decision.
- The decision made by the individual/guardian, or authorized decision maker is documented on a Decision Consultation Form and the IDT honors the decision.
- A Decision Consultation Form cannot be utilized to avoid following Standards.



# EXCEPTION REQUEST PROCESS

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Exception Requests are submitted to the Regional Office when a provider agency or individual may need to request an exception to the standards. An exception may be based on individual circumstances or extenuating circumstances at the agency.

The Exception Authorization Form must be accompanied by a justification letter outlining the details of the situation including why the exception is needed, the current Individual Service Plan or Service and Support Plan, meeting minutes that reflect a discussion of the proposed exception and an explanation of how the agency will come into compliance.

The Regional Office or Subject Matter Expert will review the request and may request additional information. Once the review is completed, the request will either be approved or denied. This decision will be documented on the Exception Authorization Form and will be returned to the submitter.





# DCF OR EXCEPTION EXAMPLES

ANGIE.BROOKS@HCA.NM.GOV

## DCF

- Opting out of Ongoing Adult Nursing Services
- Not having a recommended procedure done
- Not following all or part of a Healthcare Plan or Comprehensive Aspiration Risk Management Plan (CARMP)

## Exception

- Individuals in Supported Living living alone
- Secondary Freedom of Choice (SFOC) while on moratorium
- Face to Face monitoring visits during an illness or emergency conducted remotely



# REGIONAL UPDATES



# METRO REGION

MICHAEL.DRISKELL@HCA.NM.GOV

- Therap is a Health Insurance Portability and Accountability Act (HIPAA) compliant module to facilitate the exchange of information and the use of Scomm to communicate with Interdisciplinary Team's (IDT)etc. to share Protected Health Information (PHI) is mandatory.
- Customized Community Supports services are person centered and need to be available based on the needs and desires of the individual. Agencies should not set specific times for Customized Community Supports (CCS) to be used.



# NORTHEAST REGIONAL OFFICE (NERO)

KIM.HAMSTRA@HCA.NM.GOV

- We ask that each provider, including Case Management and Consultants, please submit an updated census for all individuals served each quarter. This assist the Region when scheduling and completing Wellness Visits.
- When Northeast Regional Office (NERO) is reaching out with follow-up after Health and Wellness Visits, please take a few minutes to respond to the SCOMMs.
- The NERO team thanks all for the invites to meetings. This is very helpful.
- Just a reminder that NERO has a nurse on staff. If there are medical issues or technical assistance is needed, please invite the NERO Registered Nurse, Brenda Martinez ([Brenda.Martinez@HCA.NM.GOV](mailto:Brenda.Martinez@HCA.NM.GOV) or 505-819-1855) to attend the meetings.



# NORTHWEST REGIONAL OFFICE (NWRO)

AARON.JOPLIN@HCA.NM.GOV

- Attending meetings
- Completing Health and Wellness Visits – Thank you to everyone who assists the regional office staff with scheduling visits.
- Reminder that all Secondary Freedom Of Choice (SFOC) exception requests need to be sent on an exception form to Aaron Joplin.
- When there is turnover or staff changes that occur within in your agency as a courtesy, please let families, individuals, other agencies, and the regional office know. It helps everyone feel valued and communicated with.
- NW Regional Office is requesting a call for providers to provide supported living services in the Farmington area.





# SOUTHEAST REGION (SERO)

GUY.IRISH@HCA.NM.GOV

- We appreciate your assistance as our staff wrap up this six-month cohort of Health and Wellness Visits.
- Lori Spicer and Christina Matta have both moved over to Clinical Services Bureau as Mortality Review Nurses. While SERO works to hire a new nurse, you can continue to contact Lori ([Lori.Spicer@HCA.NM.GOV](mailto:Lori.Spicer@HCA.NM.GOV) 575-244-4247) and Christina ([Christina.Matta@HCA.NM.GOV](mailto:Christina.Matta@HCA.NM.GOV) 505-670-9270) for support.



# SOUTHWEST REGIONAL OFFICE (SWRO)

ISABEL.CASAUS@HCA.NM.GOV

- Fatima Renteria, Community Inclusion Coordinator, has received her Association of Community Rehabilitation Educators (ACRE) certification!
- Currently in the Southwest Region there are three Project Search locations: Deming, Gadsden Independent School District, and Holoman Airforce Base.
- Job development services through the Waivers can only be accessed when services are not otherwise available to the beneficiary through special education services or vocational rehabilitation services.
- Health and Wellness Visits continue, and we would like to thank you for all your assistance.



# ACCESS RULE UPDATES

CHRISTINA.HILL@HCA.NM.GOV

## GRIEVANCE SYSTEM

Effective: July 2026

Lead: Claudia Rice, Office of Constituent Support Manager



Purpose: Formal way for beneficiaries to express dissatisfaction

- Mechanism to raise awareness and addresses grievances related to person-centered planning and Home and Community Based Services Settings Rule
- Highlights system-level issues affecting inclusion & employment

Status: Grievance System went live in December 2025

- Policy was finalized in November
- Public notification & implementation ongoing



# ACCESS RULE UPDATES

CHRISTINA.HILL@HCA.NM.GOV

## INTERESTED PARTIES ADVISORY GROUP (IPAG)

Effective: July 2026  
Lead: Christina Hill

Purpose: Provide consultation & recommendations on:

- Direct care worker payment rates
- Home and Community Based Supports payment adequacy data
- Access-to-care metrics

Membership Includes:

- Direct care workers
- Beneficiaries
- Authorized representatives
- Other interested parties



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# NATIONAL CORE INDICATORS (NCI) INTELLECTUAL AND DEVELOPMENTAL DISABILITIES (NCI-IDD) SURVEYS

MELANIE.BUENVIAJE@HCA.NM.GOV

NCI-IDD Surveys focus on critical life areas for people with intellectual and developmental disabilities (IDD) and their families.

- Survey measures outcomes in the following areas:
  - Employment,
  - Community Inclusion
  - Health and Safety
  - Choice and Decision Making
  - Person-Centered Planning
  - Relationships
  - Access to Services
  - Service Coordination/Workforce
- Data is used to as quality assurance helping states identify areas needing improvement
- New Mexico has just completed a Request for Proposals (RFP) and will announce a contractor for NCI –IDD Survey data collection in January 2026
- The Developmental Disabilities Supports Division anticipates data collection activities Spring 2026; additional information to follow





## DDSD Ongoing Wellness Visits CY25

Start Date  
01/01/2025

Deadline  
12/12/2025

Total Visits

15,226

Total RORAs

82

Total ANEs

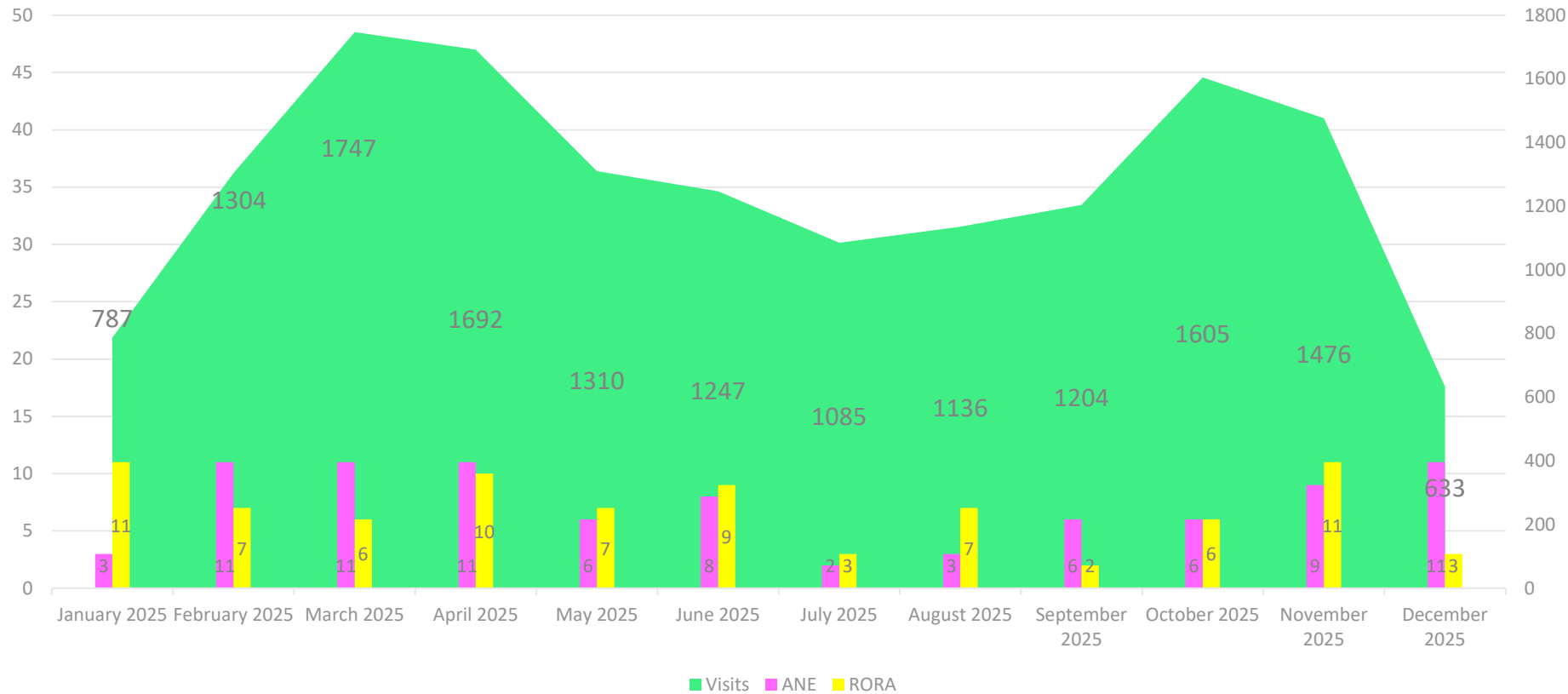
87

Average Visits Per Month

1,268

Average Staff Per Month

81



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## DDSD Ongoing Wellness Visits 2025 Q3

Start Date  
07/01/2025

Deadline  
09/30/2025

Total Visits

3,425

Total RORAs

12

Total ANEs

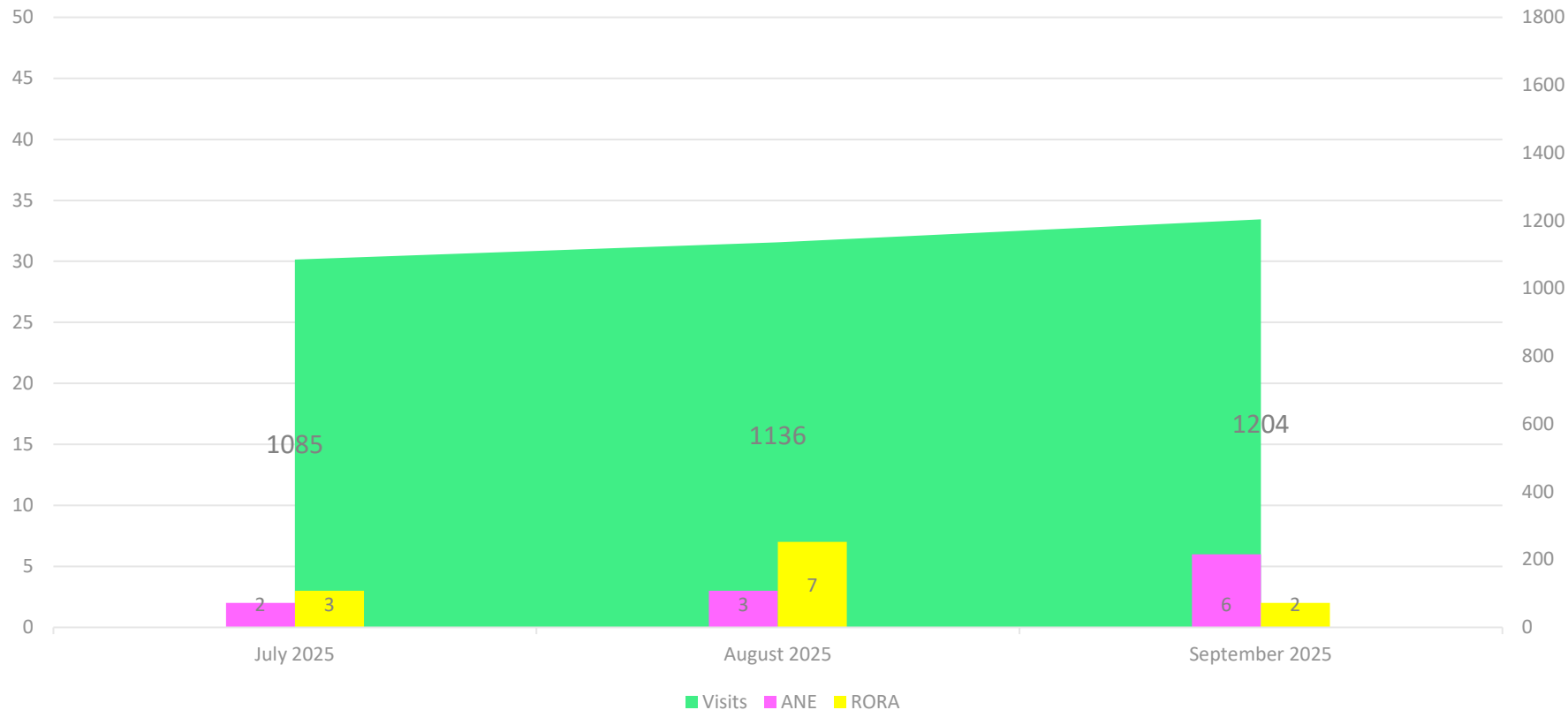
11

Average Visits Per Month

1,142

Average Staff Per Month

78



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Initiative	Visit Count
<b>Governor's Wellness Initiative -</b> Beginning with Governor Lujan-Grisham's press release, DDSD with the assistance of several sister agencies completed visits from March 17, 2023 through April 20, 2023.	<b>6,881</b>
<b>New Allocations Wellness Visits -</b> DDSD visited families of newly allocated people to the waiver supports overseen by DDSD from July 26, 2023 through September 26, 2023.	<b>1,153</b>
<b>QMB FY23 ANE Follow-up Wellness Visits -</b> The Quality Management Bureau (QMB) of the Division of Health Improvement visited all people who experienced a substantiated ANE allegation during the state fiscal year 2023 from July 30, 2023 to September 30, 2023.	<b>321</b>
<b>Ongoing Wellness Visits -</b> DDSD partnered with DHI's community bureaus had been visiting people receiving supports through DDSD's overseen waivers beginning October 1, 2023 through present.	<b>25,559</b>
<b>The grand total of visits since beginning on March 17, 2023</b>	<b>33,914</b>



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# 1915C HOME AND COMMUNITY BASED SERVICES (HCBS) STATUS SUMMARY 11/20/2025

TAMMY.BARTH@HCA.NM.GOV

- Each month, the 1915c HCBS Summary Report is posted on the Health Care Authority website at [DDSD Communications and Information – New Mexico Health Care Authority](#).
- This report outlines the number of providers in each region for all waivers, services and the number of providers in each region on self imposed moratoriums.
- Overall, the data indicates that while New Mexico maintains a robust provider network, certain regions—particularly Northwest, Southeast, and Southwest—struggle with limited provider availability and coverage gaps in specialized services.
- The Provider Enrollment Relations Bureau (PERU) also publishes *Call for Providers* monthly for services where additional providers are needed for a particular service or service area.
  - In November, we issued a call for Non-Medical Transportation Providers and in December we will issue a call for Remote personal Support Technology Providers and Assistive Technology Purchasing Agents.

\*\*If you are interested in being a provider of any of these services, please reach out to Tammy Barth.



# RATE STUDY UPDATES

JOSEPH.TIGHE@HCA.NM.GOV

- DDSD and Health Management Associates (HMA) want to hear from community stakeholders before finalizing payment rate recommendations. HMA-Burns encourages all interested stakeholders to review the proposed rate models and provide written comments.
- A presentation that overviews the rate study, rate study methodology, and rate recommendations was published to the website (<https://www.healthmanagement.com/burns-reports/new-mexico-home-and-community-based-services-hcbs-rate-study>) on Monday, December 8, 2025, and includes a webinar that walks through the presentation, provider survey results, and time study analyses.



# RATE STUDY UPDATES

JOSEPH.TIGHE@HCA.NM.GOV

- Written comments should be submitted to DDSD-Rate-Study@healthmanagement.com. Providers are encouraged to provide detailed feedback and any supplemental information they would like to support their feedback. Please submit your comments no later than end of day on **December 19th, 2025**.
- We sincerely appreciate your time and attention to these materials and hope to hear from you soon.



# DEVELOPMENTAL DISABILITIES WAIVER (DD WAIVER) RENEWAL NEXT STEPS

STEVEN.FERNANDEZ@HCA.NM.GOV

- The Developmental Disabilities Support Division (DDSD) is no longer accepting feedback for the DD Waiver Application.
- Upcoming Dates:
- Tribal Notification- January 2026
- Notice of Public Comment- February 2026
- Public Hearing- March 2026
- Submission of the Waiver Application to Centers for Medicare and Medicaid Services (CMS)-March 2026
- Projected Waiver Application Effective Date-July 1, 2026



# UPDATED DEVELOPMENTAL DISABILITIES (DD) WAIVER NEXT STEPS-CONTINUED

STEVEN.FERNANDEZ@HCA.NM.GOV

- DDSD is updating the DD Waiver Service Standards.
- DDSD is now accepting suggestions regarding the DD Waiver Service Standards.
- To submit DD Waiver Service Standards revision suggestions, please use the link below.

[DD Waiver Standards Revision-2026](#)





# MEDICALLY FRAGILE WAIVER RENEWAL TIMELINES

MELANIE.BUENVIAJE@HCA.NM.GOV

- Key dates for renewal

Activity	Date
Tribal Notification	January 14, 2026
Notice of Public Comment	February 13, 2026
Public Hearing	March 16, 2026
Submission to CMS	April 1, 2026



# MI VIA WAIVER RENEWAL

ELAINE.HILL@HCA.NM.GOV

38

The Centers for Medicare and Medicaid Services (CMS) approved the Mi Via Waiver (NM 0448.R04), for another five-year cycle, effective October 1, 2025.

The waiver approval includes the following key changes:

- **Electronic Visit Verification (EVV) Requirements:** Incorporated language requiring EVV for Homemaker/Direct Support and Respite services to enhance accountability and service tracking.
- **Agency Alignment:** Updated references throughout the waiver to reflect that the operating agency, the Developmental Disabilities Supports Division (DDSD), now operates as part of the single state Medicaid agency, the Health Care Authority.
- **\*No caps on Community Direct Support and Respite services were included!**



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# MI VIA WAIVER RENEWAL

39

ELAINE.HILL@HCA.NM.GOV

At the Centers for Medicare and Medicaid Service's (CMS) request, the following changes were made:

1. Removal of Proposed New Services:

- Employer of Record (as a paid service)
- Socialization and Sexuality Education
- CMS indicated that these services required further review and evaluation. To avoid delays in the Waiver's approval, these services were removed from the current renewal package. DDSD intends to seek approval to include the Employer of Record (EOR) as a service through a future waiver amendment.
- Participants can access Socialization and Sexuality Education through Individual Goods and Services.
- Applications for Employer of Record (EOR) as a waiver service are currently on hold pending the approval of a waiver amendment. The state will issue guidance when applications reopen.



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## 2. Retention of Personal Plan Facilitation:

- The service of Personal Plan Facilitation will remain in the waiver to ensure compliance with Maintenance of Effort (MOE) requirements. MOE refers to the federal mandate that states must maintain a certain level service provision to continue receiving federal funding.



# HB357 IMPLEMENTATION

MELANIE.BUENVIAJE@HCA.NM.GOV

Under HB 357 Gross Receipts Tax (GRT) will no longer be subtracted from a Mi Via Waiver participant's Approved Annual Budget (AAB):

- Implementation is scheduled for January 1, 2026.
- Existing vendor agreements remain valid and do not need to be reestablished.
- Vendor payment processes will continue as usual.
- All vendor invoices must include a separate line for GRT to ensure transparency and accurate tracking.
- GRT should remain included in the cost of each approved service or goal.
- Budget revisions are required to move funds previously earmarked for GRT to additional or new services.
- Participants and Consultants must wait for further direction from DDSD before removing GRT from service goals or submitting revisions that modify service budget amounts.
- See memo issued December 1, 2026 for Frequently Asked Questions (FAQs).



# GRT AND NEW MEXICO ADMINISTRATIVE CODE (NMAC):

MELANIE.BUENVIAJE@HCA.NM.GOV

- DDSD is currently working on updates to the NMAC to incorporate changes that were made in the waiver renewal application as well as the implementation of House Bill (HB) 357.
  - DDSD and the Medical Assistance Division (MAD) will issue notices specifying critical dates and providing formal opportunities for public comment.
- Service Standards:
  - DDSD is currently finalizing updates to the Mi Via Service Standards.
  - Projected release date of Mi Via Service Standards is January 2026.



# SERVICE AND SUPPORT PLAN (SSP) REVISION

CLAUDIA.RICE@HCA.NM.GOV

The Mi Via Waiver SSP is being revised to be more accessible and user-friendly

- Simplify format, reorganize sections, streamline questions

Modifications informed by:

- Centers for Medicare and Medicaid (CMS): Settings requirements, site visit findings
- Best practices from other states and their plan templates
- Feedback from consultants, waiver recipients and their families, DDSD staff, other external stakeholder groups

Next Steps:

- Will send out modified SSP draft for further feedback in coming weeks
- Work with Conduent for programing into FOCosOnline
- Begin rollout of finalized SSP in spring 2026



# HOME STUDIES AND IN-HOME LIVING SUPPORTS

SELINA.LEYBA@HCA.NM.GOV

- The Developmental Disabilities Supports Division is implementing home studies for Mi Via In-Home Living Supports (IHLS.)
- The implementation of the home studies is to ensure that Mi Via Waiver participants have a safe environment to live in.
- IHLS providers, whether individual contractors or vendor agencies, must ensure that the participant's home promotes health, safety, accessibility and independence.
- All homes where IHLS is provided must meet the Home Study Requirements.
- The Home Study must be completed and maintained as part of the Mi Via participant's record.
- All IHLS vendor agencies will be required to complete a home study prior to the Mi Via Waiver participant receiving IHLS supports.
- Training and informational sessions will be conducted in February or March prior to implementation.
- If you have any questions or concerns, please contact Selina Leyba via email at [SelinaT.Leyba@hca.nm.gov](mailto:SelinaT.Leyba@hca.nm.gov) or by phone at 505-372-9624





# CENTERS FOR MEDICARE AND MEDICAID SERVICES SITE VISIT FOLLOW UP SELINA.LEYBA@HCA.NM.GOV

- Centers for Medicare and Medicaid Services(CMS) conducted an on-site visit October of 2024.
- There were 5 different settings that CMS identified needing improvement.
- All areas have been addressed and only two areas remain open:
  - Service and Support Plan (SSP) Sharing: SSP sharing process will be implemented with the new SSP document in March 2026.
  - Home and Community Based Settings Rule Training- Training will be provided for all waiver providers, vendor agencies and participants within the next six months via the University of New Mexico Center for Development and Disability (UNM-CDD) Training Hub.
- Great job everyone!!



# 2025 MASTER LIST OF DEFINITIONS AND ACRONYMS

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DDSD has finalized the [2025 Master List of Definitions](#) and the [2025 Master List of Acronyms](#). These updated documents compile the approved terminology used across DDSD programs.

The updated versions are currently available through the **12/15/25 DDSD Document Distribution** e-blast and on the DDSD webpage:

- [DDSD Programs and Services](#)



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# 2025 MASTER LIST OF DEFINITIONS AND ACRONYMS

ELANA.GONZALES@HCA.NM.GOV

These resources are intended to support consistency and clarity across DDSD materials and communications. They serve as the official source for language used in:

- Documents and presentations
- Policies and standards
- NMAC references
- Other DDSD publications and communications

Providers may also use these resources to ensure alignment with DDSD terminology when developing agency materials, training content, service documentation, or other communications.



# QUESTIONS/ANSWERS/SUGGESTIONS





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THANK YOU

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