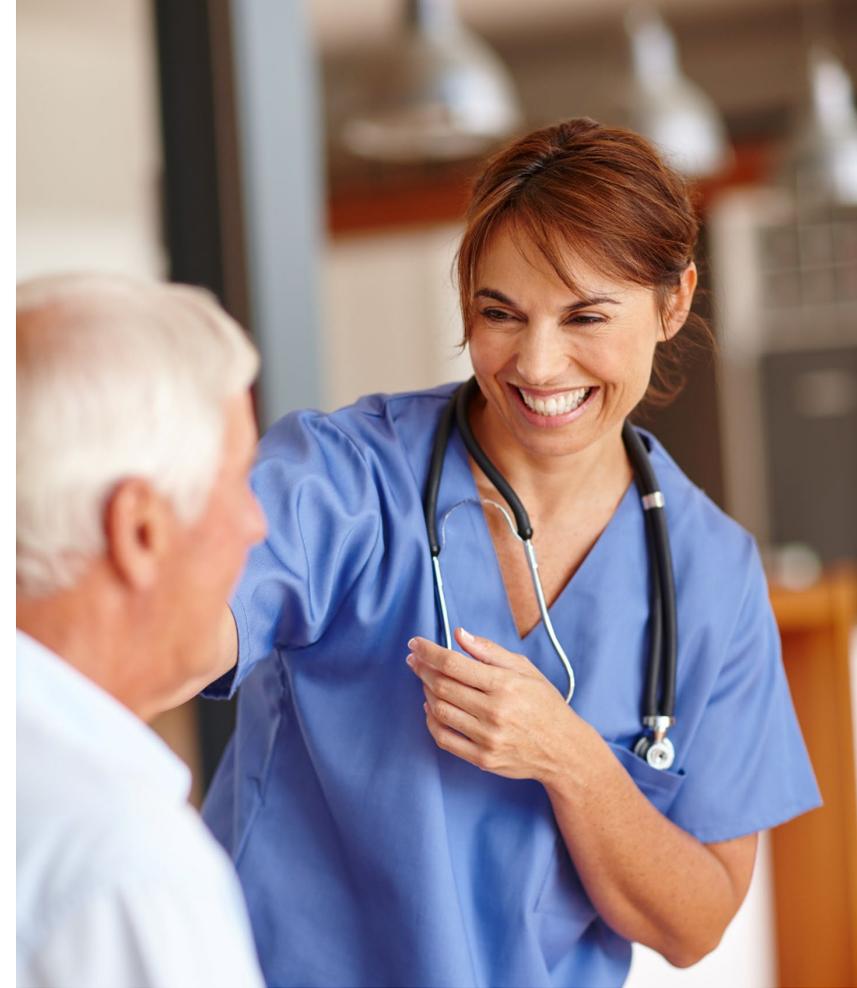




HEALTH CARE
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DEVELOPMENTAL DISABILITIES SUPPORTS DIVISION (DDSD)
QUARTERLY PROVIDER MEETING 6/17/2025

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
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Investing for tomorrow, delivering today.



HEALTH CARE
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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

- Dr. Jason Buckles – Preliminary Risk Screening
- Therap Daily MARs
- DD Waiver ISP 2025
- New Medicaid Claims Management System
- Technology First Updates
- Employment 1st
- Regional Updates
- RORA Submissions
- Electronic Visit Verification
- Access Rule Updates
- Wellness Visits
- Provider Capacity
- Rate Study Updates
- Interpreter Services
- Autism Resources
- Developmental Disabilities Waiver Renewal
- Mi Via Renewal
- Medically Fragile Waiver
- Supports Waiver Update
- Bureau of Behavior Supports
- DHI Updates



PRELIMINARY RISK SCREENING

Dr. Jason Buckles



THERAP DAILY MEDICATION ADMINISTRATION RECORD (MAR)

JULIE.PIERCE@HCA.NM.GOV



DAILY MAR IS NOW LIVE IN PRODUCTION!



MAR Daily Data Approved Today: 10/18/2024 | 12:40 PM T-Notes

Open: [Monthly View](#) | [Configuration Mode](#) | [Scan MAR QR/Barcode](#)

General Information


Individual Name Elizabeth Carter, 1687 Medication Review(s) Allergies Shared Contact
Birth Date 03/09/2000 Medical Diagnosis Dietary Guidelines

Administered Missed/Refused Due Deleted LOA(Leave of absence) On Hold Overdue Unspecified

Manage Your Records

10/18/2024
Starts from 12:00 am
Ends on 11:59 pm

To Do 4
Scheduled 6
PRN 2
Other 0


ATIVAN 2 MG TABLET tablet G-Tube Scheduled (Medication) Count

Drug Details
 Scheduled Time: 12:00 pm | Strength: 2mg | Give Amount / Quantity: 1 MG TABLET Overdue

Instruction/Comments: How it should used, where it is located Detail Entry



LEGACY MAR IS READ-ONLY

Therap | Dashboard | Quick Links | Susan Watson, Training Instructor | Logout

Medication Administration Record Data - February, 2025

Individual Name: Elizabeth Carter, 1687
Birth Date: 03/09/2000
Created By: Susan Watson, Training Instructor on 01/29/2025 02:29 PM
Approved By: Susan Watson, Training Instructor on 02/01/2025 02:08 PM
Form ID: MAR-WEBDECT-NCX4ZLVYZEPLC
Time Zone: US/Eastern

Legend

■ Administered(New)	■ Administered	■ Missed/ Refused	■ Due
■ LOA(Leave of absence)	■ On hold	■ Deleted	*** User with no Initial


Elizabeth Carter, 1687

Add T-Notes

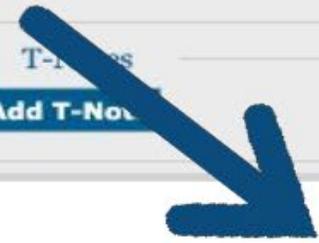
Daily Data | **Generate QR/Barcode(s)** | **Filter Medications** | **Open This Form in Configuration Mode**

i **Read Only mode is enabled from Provider MAR Configuration**

Scheduled Medication(s)

ATIVAN 0.5 MG TABLET - tablet, oral, Scheduled (Medication) Count | Switch to Detail Mode | Jump to

Cannot record new data. This MAR form is read only.



New User Interface



Therap Dashboard Menu Susan (WEBDEMO-US) Logout

MAR Daily Data Approved Open: Monthly View | Configuration Mode | Scan MAR QR/Barcode Today: 11/19/2024 | 01:39 PM T-Notes

General Information


 Individual Name **Brittany Adams, 4598** Medication Review(s) Allergies Shared Contact Medical Diagnosis Dietary Guidelines
 Birth Date **02/15/1993** Administered Missed/Refused Due Deleted LOA(Leave of absence) On Hold Overdue Unspecified

Manage Your Records

Filter 11/19/2024 Starts from 12:00 am Ends on 11:59 pm
Quick Entry QR/Barcode Entry LOA/On Hold Bulk Entry Generate QR/Barcode(s)

To Do 5 Scheduled 8 PRN 4 Other 0

CITALOPRAM HBR 10 MG TABLET tablet oral Scheduled (Medication)

Drug Details

Scheduled Time: 3:00 pm | Strength: 10mg | Frequency: QD | Give Amount / Quantity: ONE Tablet | Due

Instruction/Comments: HOW SHOULD IT BE ADMINISTERED. Detail Entry →

ZOFRAN 4 MG TABLET tablet oral Scheduled (Medication)

Drug Details

Scheduled Time: 4:00 pm | Strength: 4mg | Frequency: 1 TAB QD | Give Amount / Quantity: 1 Tablet | Due

Instruction/Comments: take one tab by mouth prior to the dinner meal. Detail Entry →

The Features:

MAR Daily Data Approved ⓘ

Open: Monthly View | Configuration Mode | Scan MAR QR/Barcode

Today: 10/18/2024 | 12:40 PM T-Notes

General Information

Individual Name: Elizabeth Carter, 1687
 Birth Date: 03/09/2000

Medication Review(s) | Allergies | Shared Contact
 Medical Diagnosis | Dietary Guidelines

Administered | Missed/Refused | Due | Deleted | LOA(Leave of absence) | On Hold | Overdue | Unspecified

Manage Your Records

Filter | 10/18/2024 | Starts from 12:00 am | Ends on 11:59 pm

Quick Entry | QR/Barcode Entry | LOA/On Hold Bulk Entry | Generate QR/Barcode(s)

To Do 4 | **Scheduled** 6 | PRN 2 | Other 0

ATIVAN 2 MG TABLET tablet Q-Tube Scheduled (Medication) Count

Drug Details

Scheduled Time: 12:00 pm | Strength: 2mg | Give Amount / Quantity: 1 MG TABLET | Overdue

Instruction/Comments: How it should used, where it is located

Single Day View

Integrated MAR To Do Tab

Default/Current time
administration

The Features

Quick Entry

MAR Daily Data **Approved** Open: Monthly View | Configuration Mode | Scan MAR QR/Barcode Today: 11/29/2024 | 03:47 PM T-Notes

General Information

Individual Name **Brittany Adams** Medication Review(s) Allergies Shared Contact Medical Diagnosis Dietary Guidelines
 Birth Date **10/06/1961** Administered Missed/Refused Due Deleted LOA(Leave of absence) On Hold Overdue Unspecified

Manage Your Records

Filter 11/29/2024 Starts from 12:00 am

Quick Entry QR/Barcode Entry LO

To Do 2

DEBROX 6.5% EAR DROPS
 Drug Details
 Scheduled Time: **4:00 pm** | Strength: **6.5%**

Quick Entry ×

Select any of the following slot(s) to administer

Selected future slot(s) within administration window will be administered with current time

Select all medications to mark as administered

Action	Drug Image	Medication Details
<input checked="" type="checkbox"/>	 Drug Details	DEBROX 6.5% EAR DROPS drops otic (ear) Scheduled (Medication) Scheduled Time: 4:00 pm Strength: 6.5% Frequency: 2 X DAILY Give Amount / Quantity: 3Drops

Cancel Save

The Features:

Detail Data ✕

*** Record Type**

- Please Select - ▼

*** Administer Date**

10/18/2024 📅

*** Administer Time**

hh:mm a 🕒

Administered By

- Please Select - ▼

Comments

Schedule Followup Schedule PRN Record

PRN Scheduling

The Features

Quick Entry ×

Selected slot(s) will be administered with the given Administer Time

Medication Time From: 08:00 am To: 10:00 am

Administer Time 07:00 am 🕒 Administration Window: 9:00 am - 01:00 pm

Comments required for the highlighted slot(s)

Select all medications to mark as administered

Action	Drug Image	Medication Details
<input checked="" type="checkbox"/>		DESONIDE 0.05% OINTMENT G-Tube Scheduled (Medication) Scheduled Time: 09:00 am
<input checked="" type="checkbox"/>		WARFARIN SODIUM 2.5 MG Tablet Topical Scheduled (Medication) Scheduled Time: 9:11 am
<input checked="" type="checkbox"/>		ASPIRIN-OMEPRAZOLE DR 81-40 MG Topical Scheduled (Treatment) Scheduled Time: 9:11 am
<input checked="" type="checkbox"/>		WARFARIN SODIUM 2.5 MG Tablet Topical Scheduled (Treatment) Scheduled Time: 10:00 am

Cancel Save

Cannot select future date or time slots.

Ok

- Future Time Validation
- Late Entry Validation
 - Forced Comments



The Highlights

For the remainder of 2025, Daily MAR will be activated by Request Only.

Medication creation, approval and configuration will remain unchanged.

To get started, a Super Admin will need to complete the following:

Daily MAR Activation - Request Form

Updated 10/20/2024, 11:15 AM EDT

Here at Therap, we are constantly looking for ways to innovate and optimize our system for enhanced use. We are excited to offer you two distinct versions of our Medication Administration Record (MAR) module, each designed with unique functionalities to cater to your specific needs. However, to ensure the accuracy and reliability of your reporting, we **strongly** recommend that you select and utilize only one version of the MAR. Using both versions concurrently can lead to inconsistencies in your reports. Please note that this will not have any impact on your use of the mobile MAR.

This form must be completed by a super admin from your organization agreeing to the following:

I agree that our organization has elected to use the daily version of the Medication Administration Record (MAR). We will set the monthly version of the MAR to read-only status to prevent concurrent use and ensure the accuracy and reliability of our reporting.

For reference, [here](#) are the instructions on how to make the monthly MAR read only.

* Person Submitting Request

* Submitter Title

Email

* Provider Code



DEVELOPMENTAL DISABILITIES (DD) WAIVER INDIVIDUAL SERVICE PLAN (ISP) REVISION

CLAUDIA.RICE@HCA.NM.GOV

- Modified DD Waiver ISP to be more person-centered, accessible, and user-friendly
- DD Waiver ISP, “ISP 2025,” will go live Monday, September 1st
- DDSD working on finalizing ISP 2025 training for Case Managers, Third Party Assessor (TPA), and other parties. Training will begin June 23rd for the TPA, June 24th, 25th and July 2nd for Case managers. Trainings will be recorded and available for reference.
- A memo with implementation instructions and dates will be distributed on June 18th.



NEW MEDICAID CLAIMS MANAGEMENT SYSTEM IN DEVELOPMENT

- The New Mexico Health Care Authority (HCA) and the Medical Assistance Division (MAD) are actively working on the development of **Turquoise Claims**, a modernized Medicaid claims management system that will eventually replace the current system and the NM Medicaid Provider Web Portal and Omnicaid.
- 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, you will access Turquoise Claims through the YES.NM.GOV portal, the one-stop place for all provider tools including Provider/PED Enrollment. Provider may have the opportunity to test the new system.
- As HCA/MAD moves closer to launching Turquoise Claims, training options will be offered that fit your busy schedules, and dedicated office hours to answer questions. In-person meetings during the Turquoise Claims roadshow, coming to a location near you.
- HCA/MAD would love to hear from you. **Please complete this quick survey:** Provider Survey



TECHNOLOGY FIRST

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

- No Technology Spotlight Meeting in July but meetings will resume in August.
- We are currently working with two agencies to become remote support providers in New Mexico.
- May and June Technology Spotlight Meetings showcased individuals around the state who are utilizing technology. In August, we will be showcasing two more individuals who utilize technology to enhance their lives.
- DDSD will be evaluating Technology/Remote Person Support Technologies(RPST) standards during our current Waiver renewal work.
- What ideas do providers have to increase technology use? What are the barriers?

Who is a qualified provider for Community Integrated Employment on the DD Waiver?

- Employment service provider agencies for DD waiver must ensure at least one staff member holds their Association of Community Rehabilitation Educators or Credentialed Employment Support Professional (ACRE/CESP).
- This ensures providers understand supported employment best practices.
 - Employment services support integration in the workplace
 - Employment services identify opportunities to fade paid supports and increase natural supports at the job.
- If your agency provides DD waiver employment services but does not have qualified staff, you must have a current exception to the standards authorization from the regional office which includes a plan to become and stay qualified as an agency.

Trainings to help get qualified staff

- DDSD is dedicated to increasing the number of qualified staff providers have for services to people on HCBS waivers.
- DDSD co-funds the Partners for Employment College of Employment Services (CES) to provide your staff essential training needed for employment services.
- CES is a comprehensive training for employment support professionals and a pre-requisite for ACRE and CESP.
- CES lasts 16 weeks and takes a total of about 35 hours total to complete
 - 26.4 hours of content
 - 9 hours of zoom meetings
- Partners for Employment is accepting registration for Fall 2025 College of Employment Services. Classes start in July.

College of Employment Services Registration is OPEN!

Register Now for Fall 2025 Sessions of CES

PARTNERS FOR EMPLOYMENT

College of Employment Services

Registration Opens April 10

Fall 2025

Click the button below or scan the QR code to choose one of the three class times that fits your schedule.

- Tuesdays — 2 - 3 P.M.
- Wednesdays — Noon - 1 P.M.
- Thursdays — 5:30 - 6:30 P.M.



Do you need ACRE or CESP to meet a training mandate, or are you deepening your knowledge of Supported Employment?

- Join us for this 16 week course where you will learn and apply best practices in Supported Employment.
- This course consists of 11 modules and 9 one-hour, instructor-facilitated Zoom sessions.
- When you complete College of Employment Services, you are eligible for a scholarship to pursue either the ACRE certificate or CESP credential.
- The semester starts the week of July 28, 2025.

For more information, email:

Deborah Lassiter at DLassiter@salud.unm.edu



CENTER FOR
DEVELOPMENT
& DISABILITY

[Register Here](#)

[Register Here](#)

[Register Here](#)

Partners for Employment

College of Employment Supports –
Fall cohort

[...: Learning Stream :...](#)

REGIONAL UPDATES



METRO REGION

MICHAEL.DRISKELL@HCA.NM.GOV

- We currently have a Nurse, a Case Management Coordinator and a Generalist position open. Please apply if interested.
- Please remember to reach out to our regional office nurses when you need help or support during hospital discharges.
- Thank you all for your support with assisting our staff with setting up Health and Wellness visits.
- Metro has been gathering questions/answers to common questions for a new YES NM chat box function in response to requests from you on what information would be helpful to have on the website.



NORTHEAST REGION

KIM.HAMSTRA@HCA.NM.GOV

- Thanks to all Consultants and CMs for the help with scheduling Wellness Visits
- A HUGE shout out to providers that are including the NERO staff in ISP and IDT meetings.
- Reminder: Per the DD Waiver Standards, all ISPs and supporting documentation must be submitted to the Regional Office no later than 14 days prior to the beginning of the ISP term or the revision starts.



NORTHWEST REGION

AARON.JOPLIN@HCA.NM.GOV

- Please invite NWRO staff to attend IDT meetings when assistance or guidance is needed



SOUTHEAST REGION

GUY.IRISH@HCA.NM.GOV

- We are fully staffed and ready to help. Let us know how we can support you!
- Thank you for your help with coordinating and scheduling visits.
- RORA Reminder: There should be a reasonable attempt to resolve an issue prior to submitting a RORA.



SOUTHWEST REGION

ISABEL.CASAUS@HCA.NM.GOV

- SWRO has two new staff, Bianca Gomez – Case Manager Coordinator & Vanessa Runyan – Administrative Assistant.
- Fatima Renteria, Community Inclusion Coordinator, attending Project Search Conference in July in Austin, TX.
- SW Region is at 88% complete with wellness visits for this 6 month period.
- There is a vacant position in the SWRO for a Provider Supports Coordinator.



REGIONAL OFFICE REQUEST FOR ASSISTANCE (RORA) SUBMISSION²⁸

PROCESS CHANGE

DANIEL.LUCERO@HCA.NM.GOV

STARTING JULY 1: ALL RORA SUBMISSIONS MUST BE ELECTRONIC



Faxed or emailed RORAs will no longer be accepted.



Find the electronic RORA form on the DDSD Website

(<https://www.hca.nm.gov/developmental-disabilities-supports-division/>)



Benefit: Enables quicker and more effective follow-up.



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OVERVIEW OF RORA PROCESS

- RORAs will be assigned to a DDSD staff within 2 business days of submission.
- RORA submitter will receive an automated email when it is assigned to a DDSD RORA Specialist.
- Assigned staff will initiate action on RORA as soon as possible but no later than the required response time.
- RORA Specialist will contact RORA submitter within 5 working days of assignment.
- Most RORAs will be closed within 45-business days.



DDSD REQUIRED RESPONSE TIMES FOR RORAS

Priority 2 : These are non-care issues that do not involve a threat to health, safety or well-being. This category often pertains to documentation issues. Required DDSD response time is no more than 5 business days.

Priority 1 : These are care or human rights issues that if not addressed effectively are likely to result in harm to individuals' health or wellbeing. Required DDSD response time is no more than two business days.

Emergency issues should not be reported via RORA. If you suspect Abuse, Neglect, Exploitation call: 1-866-654-3219.



RORA DO'S & DON'TS

- Do include all relevant information (contact, actions taken).
- Don't submit a RORA before you have attempted to resolve the issue yourself
- Do report issues related to provider capacity
- Do **Not** report Abuse, Neglect or Exploitation (ANE) or emergencies via RORA



IN CASE OF AN EMERGENCY

- **Dial 911** For emergencies such as reporting a crime in progress, a fire, or a medical emergency
- **Adult Abuse, Neglect and Exploitation Hotline at 866-654-3219.**
or [File Report Online](https://www.hca.nm.gov/report-abuse-neglect-exploitation/) (https://www.hca.nm.gov/report-abuse-neglect-exploitation/)
- **The Suicide & Crisis Lifeline Dial 988** offers 24/7 call, text and chat access to trained crisis counselors who can help people experiencing suicidal, substance use, and/or mental health crisis, or any other kind of emotional distress. People can also call this hotline if they are worried about a loved one who may need crisis support.



ELECTRONIC VISIT VERIFICATION (EVV) PROVIDER UPDATE

JENNI.MCNAB@HCA.NM.GOV

Providers should review informational exceptions for unauthorized phone numbers and out of geo fence location. Please review the AuthentiCare user manual Appendix A-2: Claim Exceptions, Informational exceptions, for more information.

The HCA is working towards an Open State model for EVV which will allow providers to either continue to use AuthentiCare for clocking in and out of EVV or utilize the EVV vendor of their choice to submit their EVV data to the AuthentiCare aggregator.

Provider Agencies will still use the AuthentiCare® Web Portal to manage worker data, review exceptions, and to bill claims. More information coming soon.



ACCESS RULE & HCBS WAIVERS – WHAT YOU NEED TO KNOW ³⁴

CHRISTINA.HILL@HCA.NM.GOV

The Access Rule is a federal regulation designed to improve access and transparency in Medicaid programs

Key Focus Areas in Medicaid Waiver Programs

- Create a Medicaid Advisory Committee (MAC) and a Beneficiary Advisory Council (BAC)
- Person-Centered Planning (PCP) reporting
- Grievance System related to PCP and the setting rule
- Incident Management System
- Payment Transparency and Adequacy
- Waitlist & Access Reporting: Track service timeliness and waitlists
- Website Transparency

Focus services include personal care, home health aide, homemaker, and habilitation services—though names may differ by waiver program.



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FY26 DEADLINES – KEY PROVISIONS FOR MI VIA AND DD WAIVER

Due Date	Topic	What's Required	Status
7/9/2025	MAC-BAC Launch	Restructure the current Medical Care Advisory Committee into two distinct bodies: a Medicaid Advisory Committee (MAC) and a Beneficiary Advisory Council (BAC)	Website: https://www.hca.nm.gov/medicaid-beneficiary-advisory-council/
7/1/2026	Grievance System	Implement formal grievance system	Draft in development by Claudia Rice, Office of Constituent Supports
7/1/2026	Rate Transparency	Post rates for key waiver services including: average hourly payment rates (agency vs. self-directed), stratified by population, provider type, and location; number of Medicaid-paid claims; and number of beneficiaries served annually	Data collection and reporting framework in development
7/9/2026	Payment Advisory Group	Launch stakeholder group for rate oversight	Will build on Rate Study Committee



LOOKING AHEAD

- Other Access Rule provisions have staggered compliance dates through July 2030.
- The Developmental Disabilities Supports Division (DDSD) continues to monitor for changes to federal rules and sub regulatory guidance.
- The Centers for Medicare and Medicaid Services (CMS) guidance has been paused since January 2025.

For more information:

Christina Hill

Deputy Bureau Chief, Community Programs Bureau

Christina.Hill@hca.nm.gov



DDSD Ongoing Wellness Visits January to May 2025

Total Visits
6447

Total RORAs
39

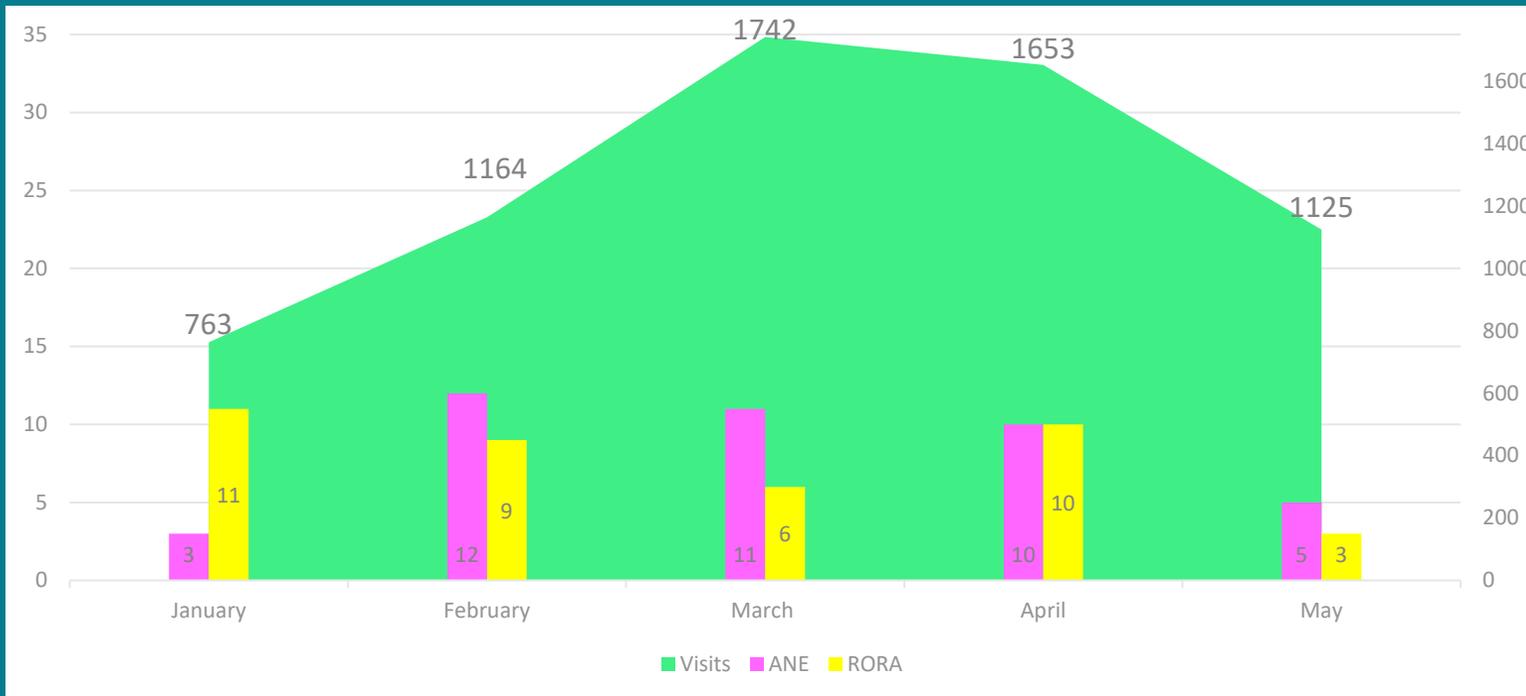
Total ANEs
41

Start Date
01/01/2025

Deadline
05/30/2025

Average Visits Per Month
1,320

Staff Participating
108



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Initiative	Visit Count
<p>Governor's Wellness Initiative - 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.</p>	6,881
<p>New Allocations Wellness Visits - DDSD visited families of newly allocated people to the waiver supports overseen by DDSD from July 26, 2023 through September 26, 2023.</p>	1,153
<p>QMB FY23 ANE Follow-up Wellness Visits - 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.</p>	321
<p>Ongoing Wellness Visits - DDSD partnered with DHI's community bureaus had been visiting people receiving supports through DDSD's overseen waivers beginning October 1, 2023 through present.</p>	21,952
<p>The grand total of visits since beginning on March 17, 2023</p>	30,307



PROVIDER CAPACITY

TAMMY.BARTH@HCA.NM.GOV



METRO PROVIDER CAPACITY

Service	Number of Providers	Number of Providers on Moratorium
Adult Nursing	29	12
Behavioral Support Consultation	18	14
Case Management	7	0
Community Integrated Employment – Group	4	2
Community Integrated Employment – Individual	16	6
Customized Community Supports - Group	25	13
Customized Community Supports- Individual/Small Group	39	17
Customized In-Home Supports	20	8
Living Supports-Family Living	21	5
Living Supports-Intensive Medical Living	5	5
Living Supports-Supported Living	33	21



NERO PROVIDER CAPACITY

Service	Number of Providers	Number of Providers on Moratorium
Adult Nursing	8	0
Behavioral Support Consultation	8	4
Case Management	5	0
Community Integrated Employment – Group	3	1
Community Integrated Employment – Individual	6	2
Customized Community Supports - Group	9	1
Customized Community Supports- Individual/Small Group	14	3
Customized In-Home Supports	13	1
Living Supports-Family Living	14	0
Living Supports-Intensive Medical Living	1	1
Living Supports-Supported Living	6	1



NWRO PROVIDER CAPACITY

Service	Number of Providers	Number of Providers on Moratorium
Adult Nursing	4	3
Behavioral Support Consultation	5	5
Case Management	6	1
Community Integrated Employment – Group	3	1
Community Integrated Employment – Individual	5	2
Customized Community Supports - Group	7	2
Customized Community Supports- Individual/Small Group	12	6
Customized In-Home Supports	5	2
Living Supports-Family Living	10	2
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	3
Behavioral Support Consultation	7	7
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	2
Living Supports-Family Living	13	3
Living Supports-Intensive Medical Living	2	2
Living Supports-Supported Living	5	2



SWRO PROVIDER CAPACITY

Service	Number of Providers	Number of Providers on Moratorium
Adult Nursing	12	5
Behavioral Support Consultation	9	8
Case Management	7	0
Community Integrated Employment – Group	1	0
Community Integrated Employment – Individual	6	1
Customized Community Supports - Group	15	4
Customized Community Supports- Individual/Small Group	21	5
Customized In-Home Supports	17	4
Living Supports-Family Living	17	3
Living Supports-Intensive Medical Living	0	0
Living Supports-Supported Living	13	5



RATE STUDY UPDATES

JOSEPH.TIGHE@HCA.NM.GOV

- Contract awarded to Health Management Associates (HMA)- Burns and Associates on May 9th, 2025.
- Internal Kick-off meeting held June 3rd-June 4th.
- Next Steps:
 - Membership for ACQ Sub-Committee being established.
 - Provider Survey will be shared by the end of June.



INTERPRETER SERVICES: WHO, WHAT, WHEN, WHY

BRANDI.REDE@HCA.NM.GOV

- DDS holds a contract with Lango SW LLC to provide American Sign Language (ASL) Interpreter Services
- Lango SW ASL interpreter services are available to be provided in person or by video
- This service is available for individuals currently on the Developmental Disabilities Waiver and Mi Via Waiver and to assist providers and support staff
- Interpreters can be available for:
 - Annual meetings Interdisciplinary Team (IDT) meetings
 - Dental and Seating Clinic appointments
 - Wellness Visits
 - Assessments, as needed



REQUESTING INTERPRETER SERVICES

- To request an ASL interpreter the Case Manager, Consultant, or Regional Office staff will need to complete the Interpreter Request Form. Please email Brandi.Redde@HCA.NM.GOV to obtain the request form.
- DDS only provides interpreters for an individual's team meetings and special assessments. These events are usually coordinated by the CM or the Consultant. This also streamlines the process to have one person in charge. Providers are required to provide their own interpreters
- When completing the form, you will need to enter the following
 - Individual's first and last name
 - Date of event
 - Time of event start to finish
 - Location of the event
 - Name and phone number of the requester/contact



REQUESTING INTERPRETER SERVICES (CON'T.)

- Event type
 - Number of participants, how many are requiring an interpreter
 - Will the event be face to face or can it be completed by video
 - Special Instructions
-
- Request forms are submitted by email to brandi.rede@hca.nm.gov or by SCOMM to Brandi Rede
 - Requests need to be submitted at least two weeks in advance
 - Once the request has been assigned you will be notified by email



AUTISM RESOURCES

Developmental Disabilities Supports Division (DDSD) contracts with the University of New Mexico (UNM) and New Mexico State University (NMSU) to offer Autism programs to the community.

These Autism programs offer

- Training
- Technical assistance
- Family Support Services
- Diagnostic Evaluations
- Access to National Resources
- Available Statewide



Autism Resources Con't.

Each University has an Autism webpage listing available resources and contacts in your area.

- UNM

<https://unmhealth.org/services/development-disabilities/programs/autism-programs/>

- NMSU

<https://cd.nmsu.edu/autism/autism-diagnostic-center.htm>



DEVELOPMENTAL DISABILITIES WAIVER RENEWAL TIMELINES

STEVEN.FERNANDEZ@HCA.NM.GOV

WAIVER ACTIVITY	TIMELINES
Townhalls and Stakeholder Engagement	June-August 2025
Development of Waiver Application	August-October 2025
Draft Waiver Application Completed	November 2025
Tribal Notification and Public Comment Begins	January 2026
Public Hearing	March 2026
Submission to Centers For Medicare and Medicaid Services	April 2026
Effective Date	July 1, 2026



DD WAIVER PUBLIC INPUT OPPORTUNITIES

IN PERSON TOWN HALLS

Northeast (NE) Region

- Monday, June 23, 2025
- 1:00-3:00 pm
- Harold Runnels Building (Auditorium)
- 1190 S St. Francis Dr, Santa Fe, NM 87505

Southeast (SE) Region

- Monday, June 30, 2025
- 1:00-3:00 pm
- Department of Transportation Training Center
- 132 E. Earl Cummings Loop, Roswell, NM 88203

Northwest (NW) Region

- **Thursday, July 10, 2025**
- 1:00-3:00 pm
- Sycamore Park Community Center
- 1051 Sycamore Street, Farmington, NM 87401

Metro Region

- Monday July 14, 2025
- 1:00-3:00 pm
- Education Building Auditorium at Gateway Center
- 5400 Gibson Blvd SE, Albuquerque, NM 87108

Southwest (SW) Region

- Tuesday July 22, 2025
- 1:00-3:00 pm
- New Mexico Farm and Ranch Heritage Museum
- 4100 Dripping Springs Road, Las Cruces, NM 88011



DD WAIVER PUBLIC INPUT OPPORTUNITIES

VIRTUAL TOWN HALLS

Virtual Townhalls: All Virtual Townhalls Meeting Links are located on the HCA Website.

<https://www.hca.nm.gov/developmental-disabilities-waiver/>

Northeast (NE) Region

- Monday, June 23, 2025
- 5:30-6:30 PM

Southeast (SE) Region

- Monday, June 30, 2025
- 5:30-6:30 pm

Northwest (NW) Region

- Thursday, July 10, 2025
- 5:30-6:30 PM

Metro Region

- Monday July 14, 2025
- 5:30-6:30 pm

Southwest (SW) Region

- Tuesday July 22, 2025
- 5:30-6:30 pm



DEVELOPMENTAL DISABILITIES SUPPORTS DIVISION (DDSD) CONTACTS

Send recommendations or questions for our DD Waiver renewal to:

Steven Fernandez– DD Waiver Program Manager

505-584-1687

Steven.Fernandez@hca.nm.gov



MI VIA WAIVER RENEWAL TIMELINE

ELAINE.HILL@HCA.NM.GOV

WAIVER ACTIVITY	TIMELINES
Public Comment	May 27, 2025-June 26, 2025
Public Hearing	Thursday June 26, 2025, at 9:30 a.m.
Submission to Centers For Medicare and Medicaid Services	July 03, 2025
Effective Date	October 1, 2025



MI VIA WAIVER RENEWAL PUBLIC FEEDBACK

The Mi Via Waiver is being renewed, and we want your input!

The link provided below will take you to the public comment notification and includes instruction on how to submit a public comment:

[Comment Period Open 2025 - New Mexico Health Care Authority](#)

If you have any questions, please reach out to Elaine Hill
@Elaine.Hill@hca.nm.gov

Thank you!



MI VIA WAIVER RENEWAL EOR AS PAID SERVICE EOR AS PAID SERVICE CALL FOR PROVIDERS

- The Mi Via Waiver renewal application includes a proposal for Employer of Record (EOR) as a waiver service.
- EORs act as an employer for self-directed participants
 - Responsibilities include hiring of employee or agency providers; approving timesheets and invoices for payment; oversight of employee/provider training, adherence to service standards
 - Does not have budget authority
 - Currently an unpaid service provided by participant's natural supports
- Proposed service would provide waiver participants who lack natural supports an opportunity to self-direct via a paid EOR agency
- Call for provider agency for this service will be released in the fall of 2025; pending CMS approval of the new proposed service



MEDICALLY FRAGILE WAIVER (MFW) RENEWAL AND UPDATES

JOSH.PARKINS@HCA.NM.GOV

- June 2025: Town Hall stakeholder engagement meetings begin for waiver renewal. Planning town halls and sending out communication and invitations.
- July 2025: Town halls take place.
- On July 1st we will be implementing the revised MFW ISP and instructions . Training will take place on June 18th with the UNM Case Managers.
- Working on updating the MFW Standards now and anticipate an effective date of July 1, 2026



MF WAIVER RENEWAL TIMELINES

WAIVER ACTIVITY	MF WAIVER
Townhalls, Stakeholder Engagement	June-August 2025
Development of Waiver Application	August-October 2025
Draft Waiver Application Completed	November 2025
Tribal Notification and Public Comment Begins	January 2026
Public Hearing	March 2026
Submission to CMS	April 2026
Effective Date	July 1, 2026



SUPPORTS WAIVER (SW) SUNSET

- The SW was approved by CMS and implemented on July 1, 2020 with the goal to ensure that individuals on the Developmental Disabilities (DD) Waiver waitlist could access services while waiting for an allocation to the DD Waiver and the Mi Via Waiver.
- Decision was made to end the Supports Waiver (SW):
 - Participation in the waiver, from the beginning of the waiver, which remained low.
 - In November 2021 the DDSD launched an aggressive strategy to eliminate the DD Waiver waitlist through a “Super Allocation” initiative, offering allocations to DD or Mi Via Waivers for all individuals on the waitlist.
 - The DDSD received continuous allocation funding during the 2025 Legislative Session ensuring ongoing allocations to the comprehensive Developmental Disabilities (DD) and Mi Via waivers.
- In May 2025, allocation offer letters were sent to all SW participants
- The SW expires on June 30, 2025; DDSD has received an extension to September 30, 2025 to allow for transition of SW participants to DD or Mi Via waiver



BUREAU OF BEHAVIORAL SUPPORTS (BBS) UPDATES

MICHELE.REX@HCA.NM.GOV

- Any DD Waiver providers not currently approved to provide Crisis Supports that would like to enroll Direct Support Professionals (DSPs) in Crisis Response training are encouraged to contact Gabriel Vigil, BBS Crisis Supervisor. (Gabriel.Vigil@hca.nm.gov or 505-900-4365)
- DDSD has a new Statewide Clinical Director, Michele Rex. Her contact # is 505-360-0371
- Statewide Clinical Director and Regional Behavior Specialist (RBS,) Melisa Hernandez, will be conducting “office hours” for Behavior Support Consultants (BSC’s) on June 17th from 6:00pm to 7:30pm.
- The BBS Bureau Chief position is currently posted.



BUREAU OF BEHAVIORAL SUPPORTS (BBS) HUMAN RIGHTS COMMITTEE (HRC) APPROVALS

As required by DD Waiver Service Standards, Human Rights Committees must review any plans (e.g. ISPs, PBSPs, BCIPs, and/or PPMPs, RMPs,) with strategies that include a restriction of an individual's rights.

This includes but is not limited to (for a complete list please see 28 of the DD Waiver Service Standards).

- Use of locks on cabinets or refrigerators
- Use of protective devices for behavioral purposes (e.g., helmets for head banging, Posey gloves for biting hand);
- Use of bed rails;
- Use of a device and/or monitoring system through RPST may impact the person's privacy or other rights; or
- Use of any alarms to alert staff to a person's whereabouts.

The Developmental Disabilities Supports Division; Bureau of Behavioral Support will not grant exceptions to HRC approval requirements.



NEWLY APPOINTED DIRECTOR OF THE DIVISION OF HEALTH IMPROVEMENT: NANCY LASTER

- Nancy Laster is an accomplished health care executive with more than three decades of leadership in hospitals and health care systems. Most recently, she served as chief nursing officer at Lovelace Westside Hospital, where she also held roles as administrative director of the One Call Transfer Center and the Market Resource Team.
- “We are thrilled to welcome Nancy to the Health Care Authority,” said **Alex Castillo Smith, deputy secretary of HCA**. “Nancy’s deep experience in clinical operations, system redesign and quality improvement—combined with a clear commitment to patient safety—makes her an ideal leader for this role. As we strive to improve the health and well-being of New Mexicans, she will play a critical role in ensuring high-quality care and access while partnering with providers across the state.”



REPORTING ABUSE, NEGLECT, AND/OR EXPLOITATION

Reminder: If you suspect allegations of abuse, neglect, and/or exploitation for any adult or child receiving Home and Community Based Waiver Services or State General Fund services, immediately report the allegation to the Division of Health Improvement, Incident Management Bureau

24 Hour Reporting Hotline 1-866-654-3219

- For adults receiving waiver or State General Fund services: DHI-IMB will accept the intake call and make the determination to assign for an investigation.
- For children receiving waiver or State General Fund services: DHI-IMB will accept the intake call. DHI-IMB will then refer the allegation to the Children Youth and Families Department (CYFD) via CYFD's Statewide Central Intake (SCI) system.



QUESTIONS/ANSWERS/SUGGESTIONS





HEALTH CARE
AUTHORITY



THANK YOU

INVESTING FOR TOMORROW, DELIVERING TODAY.