

2025 Master List of Definitions

This list defines common terms used in Developmental Disabilities Supports Division (DDSD) programs and services.

	Term	Definition
1	1915c Waiver Programs	Programs in which the federal government (Centers for Medicare and Medicaid Services (CMS)) has waived certain statutory requirements of the Social Security Act to allow states to provide an array of home and community-based services (HCBS) options through the Health Care Authority's (HCA) Developmental Disabilities Supports Division (DDSD) as an alternative to providing long-term care services in an institutional setting.
2	Abuse	Includes: (1) knowingly, intentionally, and without justifiable cause inflicting physical pain, injury or mental anguish; (2) the intentional deprivation by a caretaker or other person of services necessary to maintain the mental and physical health of a person; or (3) sexual abuse, including criminal sexual contact, incest and criminal sexual penetration.
3	Access Rule	A federal rule governing home and community-based services (HCBS) programs. The rule focuses on improving access to and the quality of HCBS by focusing on the home maker, home health aide, or personal care services. General areas of relevance to HCBS waivers are person-centered planning, HCBS grievance system, incident management systems, HCBS Quality Measure Set, access reporting, payment adequacy and transparency, and standardization of HCBS reporting requirements and transparency.
4	Active Treatment Services (ATS)	A continuous program of training, supervision, and support required in Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IID) that helps individuals develop, maintain, or maximize the functional skills needed for daily life.
5	Activities of Daily Living (ADLs)	Basic personal everyday activities that include bathing, dressing, transferring (e.g., from bed to chair), toileting, mobility and eating.
6	Administration of Medication	The delivery of medication by a licensed or certified healthcare professional.
7	Administrative Actions	Interventions that occur before sanctions are imposed and are intended to address issues early by providing direction or guidance, such as technical assistance, to help an agency resolve concerns and ensure quality services for the person served.
8	Adult	An individual who is eighteen (18) years of age or older.
9	Advisory Council on Quality (ACQ)	A council that advises DDSD on the systems guiding the provision of services and supports that assist people with intellectual and developmental disabilities (IDD) of all ages and their families to be fully included in their communities.
10	Affiliated Agency	A direct service agency providing waiver services that has a marital, domestic partner, blood, business interest or holds financial interest in providing direct care for individuals receiving waiver services.
11	Affinity	A relationship by adoption or marriage.
12	Agency Nurse	The nurse hired or contracted by a provider agency to assist with the health care needs of individuals served.
13	Agency Review Conference (ARC)	An optional conference offered by the Health Care Authority (HCA) to households adversely affected by an HCA action, typically held before a fair hearing to informally resolve the dispute. The ARC is voluntary and does not delay or replace the fair hearing process.

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14	Agency-Based	A description of waiver services that are delivered through a provider agency that holds an approved contract with DDSD.
15	Annual	A twelve (12) month period.
16	Annual Assessments	One or more tools or assessments that are used to obtain information about an individual, including their condition, personal goals, preferences, functional limitations, health status and/or other factors that are relevant to the authorization and provision of services.
17	Apps	The abbreviation for “applications”, which are software programs designed to perform specific tasks and can run on smartphones, tablets, computers, smart televisions, and other devices.
18	Aspiration	The act of drawing fluid, food, or any other substance into the lungs by accident.
19	Assistance with Medication Delivery (AWMD)	Support provided to individuals to assist with medication delivery.
20	Audio Only Technology	Phone calls or voice-over-internet without video.
21	Authorized Annual Budget (AAB)	The total annual amount of Mi Via Waiver (Mi Via) services and goods approved by the Third-Party Assessor (TPA), based on the budget request developed by the eligible recipient and their consultant, which specifies the frequency, amount, duration, and cost of the services and goods included.
22	Authorized Representative	The individual designated, by the eligible recipient or their guardian, as applicable, to represent and act on the recipient's behalf.
23	Aversive Measures	Any device, intervention, consequence, or procedure intended to cause emotional or physical pain or unpleasant sensations for the purpose of mediating behavior.
24	Billable Unit	An increment of time or other measure used to determine duration or amount of a billable service. Billable units may be established in fifteen (15) minutes, daily, or monthly time increments, or per mile, or at a set dollar amount.
25	Budget Authority	A Mi Via Waiver (Mi Via) recipient's authorized control to allocate, manage, and adjust their approved self-directed budget within program rules and the limits of their Individual Budget Allotment (IBA).
26	Call Center	A physical location where staff are based when using remote support technology to engage with individuals. The call center provides the required in-person backup response and serves as the remote support vendor, meaning it conducts the actual remote support interactions from the site it operates.
27	Career Development Plan	A plan that outlines the specific tasks and strategies a job seeker or worker needs to obtain, maintain, or advance in employment, and that is used to guide the fading of paid supports and identify steps for career advancement.
28	Case Manager	An umbrella term for Developmental Disabilities (DD) Waiver Case Managers, Medically Fragile Waiver (MFW) Nurse Case Managers and Mi Via Waiver (Mi Via) Consultants who are responsible for assisting individuals to access services, supports, and resources they need by assessing their needs, developing a person-centered plan, coordinating services, and monitoring their well-being.
29	Category of Eligibility (COE)	The Medicaid eligibility category assigned to an individual based on the program through which they qualify.

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30	Centers for Medicare and Medicaid Services (CMS)	The federal agency within the United States Department of Health and Human Services (HHS) that works in partnership with New Mexico (NM) to administer Medicaid and Medical Assistance Program (MAP) services under the NM Health Care Authority (HCA).
31	Centers for Medicare and Medicaid Services (CMS) Final Rule: Settings Requirements	A federal rule that requires all home and community-based services (HCBS) 1915(c) waiver settings to be integrated in the community and to ensure full access, meaningful choice, autonomy, privacy, dignity, freedom from coercion, opportunities for competitive employment, and choice of services and providers for people receiving HCBS.
32	Centers for Medicare and Medicaid Services (CMS) Performance Measures	As set forth in the Code of Federal Regulations (CFR) 441.301 and 441.302, performance indicators developed and measured by the state in the areas of waiver administrative authority, level of care, qualified providers, service plan, health and welfare, and financial accountability.
33	Challenging Behavior	Any behavior that interferes with a person's pursuit of goals, aspirations or ambitions; opportunity to participate in generic or specialized activities; and opportunity to enjoy a broad range of personal relationships.
34	Change in Condition or Health Status	When a person experiences one or more of the following: a decline in physical, cognitive, or functional ability; a life change; or a new diagnosis or event that requires the creation or revision of a healthcare plan.
35	Chemical Restraint	The administration of medication at a dose and/or frequency to intentionally and exclusively preclude behavior without identifying an underlying anxiety, fear or severe emotional distress or other symptoms of psychiatric/emotional disturbance to be eased, managed, and/or treated.
36	Child	Individuals who are younger than age 18.
37	Chronic Medical Conditions	Frequent or persistent medical diagnoses that require long-term health care management.
38	Civil Monetary Penalty (CMP)	Monetary fines that may be issued to Provider Agencies by DDSD.
39	Code of Federal Regulations (CFR)	A compilation of mandatory laws that have been created by several federal regulatory agencies.
40	Collaborative-Consultative Therapy Model	A therapy design that depends on the implementation (by non-therapists) of strategies developed and taught by a therapist following a professional assessment, trials, and training of those strategies. This model of therapy involves the everyday integration of therapy strategies into a person's life in order to move the person toward fulfilling life visions, enhancing functional abilities, and assuring health and safety.
41	Community Inclusion	The opportunity for people with intellectual and developmental disabilities (IDD) to access and participate in activities and functions of community life, including community integrated employment.
42	Community Inclusion and Supported Employment (CI/SE) Unit	A DDSD unit consisting of Statewide Community Inclusion and Employment staff and Regional Office Community Inclusion Coordinators, functioning as a group of Subject Matter Experts (SME's) responsible for systemically implementing Employment First and Community Life Engagement statewide.
43	Community Life Engagement (CLE)	Support for people in their communities through non-work activities, sometimes used to describe "Meaningful Day" or "Adult Habilitation" activities.

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44	Community-Based Situational Assessment	An assessment conducted in typical employment settings and situations.
45	Competency Based Individual-Specific Training	Individual-specific training that includes all of the following elements: defined performance standards; a curriculum tailored to teach the skills and knowledge needed to meet those standards; and a formal examination or demonstration to verify performance, using the established DDSD training levels of awareness, knowledge, and skill.
46	Competitive Integrated Employment (CIE)	Work performed by an individual on a part-time or full-time basis, including self-employment, in an integrated community setting where the person earns competitive wages and has access to the same benefits, workplace interactions, and opportunities for advancement as workers without disabilities performing similar tasks.
47	Compliance	The fulfillment of all applicable requirements, standards, and obligations established by DDSD and by state and federal regulations, ensuring that services are delivered safely and in alignment with expected quality and performance outcomes.
48	Condition of Participation (CoP)	A fundamental regulation, standard, or policy designed to protect health and welfare of program participants and with which a provider must maintain compliance to participate in the program.
49	Consanguinity	A relationship by blood.
50	Consultant Provider Agency	An agency that delivers case management services to Mi Via Waiver (Mi Via) recipients; these services assist recipients with arranging, coordinating, and monitoring Mi Via Waiver (Mi Via) supports.
51	Continuous Quality Improvement Plan	A strategy that addresses how an agency will collect, analyze, act on data and evaluate results.
52	Corporate Guardian	A private non-profit corporation or unincorporated association that is established to provide guardianship services for individuals age 17 years and 9 months or older who have been determined by a court to be incompetent.
53	Corrective and Preventive Action Plan (CPA)	A written plan of corrective actions, developed by the provider at the conclusion of an investigation by Division of Health Improvement related to a report of abuse, neglect or exploitation (ANE), documenting all reasonable steps taken to prevent further incidents, as well as providing opportunities to improve quality.
54	Crisis Intervention/Prevention Protocol	A comprehensive system of support designed to prevent, deescalate and, as a last resort, intervene physically when the behavior of a person poses a threat of harm to self or others.
55	Crisis Response Staff	Direct Support Professionals (DSPs) who have completed the required additional training (certification from the Bureau of Behavioral Support) and are designated by a provider agency to provide Crisis Supports.
56	Customized Employment	Competitive Integrated Employment (CIE) for an individual with intellectual and developmental disabilities (IDD) that is based on an individualized determination of the person's strengths, needs, and interests, matched with an assessment of the employer's business needs.
57	Data Plan	The cellular data service required for enabling technology that may be included in the provider's service subscription or covered through the individual's existing cellular service plan.
58	Days	Calendar days, unless business days are specified.

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	Term	Definition
59	Decompression/Resolution Protocols	An agency procedure designed to lessen or diminish traumatic emotional responses that a participant may experience after an Emergency Physical Restraint (EPR), applicable only in programs where restraints are permitted.
60	De-Escalation	Verbal and non-verbal interactions intended to lessen the setting factors contributing to a person's distress and/or assist them in reducing distress and regaining emotional balance.
61	Deficiency	A concern or problem found during a Quality Management Bureau (QMB) survey of a waiver provider agency.
62	Department of Vocational Rehabilitation (DVR)	A state and federally funded program designed to help eligible individuals with documented disabilities find suitable employment.
63	Destructive Behavior	Behavior that results in physical injury and/or great emotional harm.
64	Developmental Disabilities Steering Committee for Quality Improvement (DDSQI)	A committee to drive effective management practices at DDSD and the Division of Health Improvement (DHI) that lead to sustained improvement in the programs for people with intellectual and developmental disabilities (IDD).
65	Developmental Disabilities Supports Division (DDSD)	A division of the New Mexico Health Care Authority (HCA) that serves individuals with intellectual and developmental disabilities (IDD) by providing a comprehensive system of person-centered community supports, enabling people to live the lives they prefer in environments where they are respected, empowered, and free from abuse, neglect, and exploitation.
66	Developmental Disabilities Waiver (DD Waiver)	A Medicaid home and community-based services (HCBS) waiver that offers comprehensive supports to eligible children and adults with intellectual and developmental disabilities (IDD) through an agency-based service delivery model, in which participants select approved provider agencies to deliver the services and supports needed to live in their communities as an alternative to institutional care, in accordance with New Mexico Administrative Code (NMAC) 8.314.5 and all other applicable Medicaid requirements.
67	Dignity of Risk	The philosophy that everyone has the freedom to make decisions and choices in their lives that may expose them to a level of risk.
68	Direct Support Professional (DSP)	A skilled member of the direct care workforce who supports people with intellectual and developmental disabilities (IDD) by assisting with activities of daily living (ADLs), instrumental activities of daily living (IADLs), community participation, and employment.
69	Direct Therapy Treatment	The implementation of therapeutic activities, which have been evaluated using professional judgement and determined to be appropriate exclusively for a skilled, licensed therapist to administer.
70	Discovery	A process for examining a person's life and experiences with the person, their family, friends, and others who know them best to discern their interests and preferences.
71	Disruptive Behavior	Behavior that impacts the person's ability to retain a baseline level of independence, that interferes with quality of life, or that involves a health and safety risk needing behavioral recommendations to establish a safety net.

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72	Distracting Behavior	Behavior that others find annoying, “pesky”, negative, or undesirable, that does not imminently cause significant harm, but may occur with enough frequency or intensity that family and peer relationships, as well as staff retention, are compromised.
73	Division of Health Improvement (DHI)	The division of the Health Care Authority (HCA) that serves as the regulatory entity responsible for providing compliance oversight for home and community-based services (HCBS) Medicaid waiver providers.
74	Domestic Partnership	A personal relationship shared between two people who are not legally married.
75	Durable Medical Equipment (DME)	Specialized medical equipment and supplies that (a) can withstand repeated use; (b) are primarily and customarily used to serve a medical purpose; (c) are not typically useful to a recipient in the absence of an illness or injury; and (d) are appropriate for use at home.
76	Early and Periodic Screening, Diagnosis and Treatment (EPSDT)	A set of comprehensive and preventative health care services for children under the age of 21 who are enrolled in Medicaid.
77	Electronic Surveillance	The acquisition of information by an electronic device under circumstances in which a party to the communication has a reasonable expectation of privacy.
78	Electronic Visit Verification (EVV)	A telephone- and computer-based system that electronically verifies the occurrence of selected services by documenting the precise time and location at which each authorized visit begins and ends, as required by the 21st Century CURES Act.
79	Eligible Recipient	An applicant who meets the financial and medical level-of-care (LOC) criteria and is approved to receive services through the Developmental Disabilities (DD) Waiver, Medically Fragile Waiver (MFW), or Mi Via Waiver (Mi Via).
80	Emergency Physical Restraint (EPR)	The use of personal, manual physical force to limit, prohibit, or preclude imminently dangerous behavior by restricting movement through specified and allowed sustained physical contact or holding procedures.
81	Employer of Record (EOR)	The individual responsible for directing the paid supports provided to a Mi Via Waiver (Mi Via) participant, including recruiting, selecting, managing, and ending the working relationship with the people who deliver those supports.
82	Employment First	A national systems-change framework centered on the premise that all individuals, including those individuals with the most significant disabilities, are capable of full participation in competitive integrated employment (CIE) and community life.
83	Enabling Technology	Devices, tools, and technology solutions that support a person with disabilities in living as independently as possible.
84	Environmental Hazard	A condition in the physical environment that creates an immediate threat to health and safety.
85	Exception Authorization Process	A process by which an exception to program service standards that directly impact a person in service can be requested.

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	Term	Definition
86	Exploitation	An unjust or improper use of a person's money or property for another person's profit or advantage, whether financial or otherwise.
87	Extraordinary Care	Care that exceeds the range of activities a legally responsible individual (LRI) would ordinarily perform in the household on behalf of a person without a disability or chronic illness of the same age, and that is necessary to ensure the individual's health and safety and avoid institutionalization.
88	Face-to-Face	A mode of service delivery in which support is provided in the physical presence of the person with intellectual and developmental disabilities (IDD) or, when appropriate, the family of a child with IDD.
89	Fading	The structured process by which intensity and frequency of specialized supports is decreased or transferred to unlicensed or natural supports to support growing independence.
90	Fair Hearing	An evidentiary hearing that is conducted by the Health Care Authority's (HCA) Office of Fair Hearings (OFH) so that evidence may be presented as it relates to an adverse action taken, or intended to be taken, by the HCA Medical Assistance Division (MAD), its utilization review (UR) contractor, or the Managed Care Organization (MCO).
91	Financial Management Agency (FMA)	The Health Care Authority's (HCA) Medical Assistance Division (MAD) contractor that helps self-directed participants implement the Authorized Annual Budget (AAB) by paying the eligible recipient's service providers and tracking expenses.
92	Functional Activity for Therapy	A goal-directed activity that is related to a person's daily life routines in the areas of self-care, home and community living, education, work, leisure, and social participation.
93	General Events Reports (GER)	The Therap module used for incident reporting for events including out of home placements, missing persons or elopement, unplanned and planned use of Emergency Room/Urgent Care/Emergency Medical Services, use of law enforcement, fall without injury, restraint related to behavior, injury, suicide attempts or threats, medication errors, behavior tracking, and use of pro re nata (PRN) psychotropic medication.
94	Generic Supports	Unpaid supports that are not specific to or specifically designed for people with intellectual and developmental disabilities (IDD).
95	Grievance	An expression of dissatisfaction or complaint submitted by a DDSD constituent or stakeholder to the DDSD Office of Constituent Support (OCS) that may relate to, but is not limited to, the state's or a provider's performance of person-centered planning, service plan requirements, or home and community-based services (HCBS) settings requirements, regardless of whether the beneficiary requests remedial action.
96	Grievance System	The processes the DDSD Office of Constituent Support (OCS) implements to collect, track, and address each constituent grievance.
97	Guardian	A person appointed by the court to make certain decisions for an individual who has been determined to lack capacity, or the custodial parent(s) if the individual is a minor.

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98	Habilitation	Services designed to assist participants in acquiring, retaining and improving the self-help, socialization and adaptive skills necessary to reside successfully in home and community-based settings.
99	Health and Wellness Visits	Mandatory in-home visits conducted by trained staff from DDSD and the Division of Health Improvement (DHI) to promote the health, safety, and well-being of all waiver recipients.
100	Health Care Authority (HCA)	The state government department responsible for ensuring that New Mexicans attain their highest level of health by providing whole-person, cost-effective, accessible, and high-quality health care and safety-net services through coordinated coverage, strategic purchasing, partnerships, and data-driven innovation.
101	Health Facility Licensing and Certification Bureau	The Division of Health Improvement (DHI) bureau responsible for establishing, monitoring, and enforcing quality standards for health facilities and laboratories, including Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IID), to assure health, safety, and wellbeing of residents/patients/clients.
102	Health Insurance Portability and Accountability Act (HIPAA)	A federal law that required the creation of national standards to protect sensitive patient health information from being disclosed without the individual's consent or knowledge.
103	Healthcare Coordinator	The designated individual who is responsible for communication, facilitation and monitoring of healthcare services for the recipient.
104	Healthy Relationships	Ongoing connections with friends, family, and significant others that are characterized by a mutual respect and reciprocity of feeling, and are free from physical, sexual, and emotional abuse or financial exploitation.
105	High Medical Necessity	An acute or chronic health status, including brain disorders that result in a dependency on medical care for which daily skilled (nursing) intervention is medically necessary.
106	Higher-Level Deficiency	A problem in service delivery that has caused or may cause harm to an individual with intellectual and developmental disabilities (IDD).
107	Home and Community-Based Services (HCBS)	Types of person-centered services and supports delivered in the home and community.
108	Human Rights Committee (HRC)	A committee designed to protect the rights and freedoms of all Developmental Disabilities (DD) Waiver participants through the review of proposed plans and restrictions to a person's rights based on documented health and safety concerns.
109	Immediate Action and Safety Plan (IASP)	Documentation completed and submitted to the Division of Health Improvement (DHI) with the Abuse, Neglect or Exploitation (ANE) allegation that identifies the immediate steps implemented to ensure the health and safety of a person when there has been a report of abuse, neglect, exploitation, suspicious injury, death or environmental hazard.
110	Immediate Family Member	Includes father (natural, adoptive, foster father, father-in-law, or step-parent) mother (natural, adoptive, foster mother, mother in-law, or step-parent), brother (half-brother or step-brother), sister (half-sister or step-sister), son or daughter, step-son or step-daughter, adoptive or foster son or daughter, natural grandfather, natural grandmother, and spouse relationship to the individual.

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111	Imminent, Serious Physical Harm	Harm certain to result in physical insult great enough to render a person incapable of continuing usual activities regardless of whether medical intervention is needed.
112	Incident Management Bureau (IMB)	The Division of Health Improvement (DHI) bureau responsible for conducting investigations and tracking data related to reported allegations of abuse, neglect, and exploitation (ANE) to improve the quality of services and prevent the abuse, neglect, and exploitation of individuals receiving services from home and community-based services (HCBS) waiver programs.
113	Individual Budgetary Allotment (IBA)	The maximum budget allotment available to an eligible recipient on the Mi Via Waiver (Mi Via), based on age.
114	Individual Case File	A hard copy or electronic file of documents pertaining to eligibility, service delivery, service history and other pertinent information about the person.
115	Individual Program Plan (IPP)	A person-centered plan for Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IID) participants that includes opportunities for individual choice and self-management, identifies discrete and measurable criteria-based objectives for the individual to achieve, and specifies the individualized program of specialized and generic strategies, supports, and techniques to be employed.
116	Individual Service Plan (ISP)	A person-centered plan for a Developmental Disabilities (DD) Waiver, Medically Fragile Waiver (MFW), or State General Fund (SGF) program participant that identifies their needs, functional levels, and intermediate and long-range outcomes, and that specifies the responsibilities for meeting the eligible recipient's support needs.
117	Individuals with Disabilities Education Act (IDEA)	The federal law (20 U.S.C. § 1400 et seq.) that ensures that all children with disabilities have available to them a free appropriate public education that emphasizes special education and related services designed to meet their unique needs and prepare them for further education, employment, and independent living.
118	Informed Choice	Choice based on a person's solid understanding of all available options and the consequences of how each decision may impact their life.
119	In-Home Assessment	Assessment conducted in the participant's current living environment (or a location approved by the State) by the Third-Party Assessor (TPA) to help determine initial and ongoing medical eligibility.
120	Instrumental Activities of Daily Living (IADL)	Activities related to independent living, including meal preparation, money management, grocery or personal shopping, light or heavy housework, and communication.
121	Integrated Work Setting	A work setting where individuals without disabilities are co-workers, or where a person with disabilities has consistent and regular opportunities to interact with individuals without disabilities in non-disability-specific settings.
122	Intellectual and Developmental Disabilities (IDD)	Disability conditions in which an individual either has an intellectual disability with onset before age 18 or has a related condition such as Cerebral Palsy, Autism Spectrum Disorder, Down Syndrome, or Epilepsy, and has significant limitations in at least three major life activities that began before age 22.

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123	Intensive Nursing Care, Clinical Oversight and Health Management	Nursing clinical and health management supports indicated in the "severe" or "significant" category on the Intensive Medical Living Services eligibility parameters tool issued by DDSD.
124	Interdisciplinary Team (IDT)	A group of individuals in the Developmental Disabilities (DD) Waiver, including the person receiving services, their family and/or guardian, and professionals, paraprofessionals, and other support persons, who are responsible for developing and/or implementing the Individual Service Plan (ISP).
125	Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IID)	Facilities that are licensed and certified by the Health Care Authority (HCA) to provide room and board, continuous active treatment and other services for eligible recipients with a primary diagnosis of intellectual disabilities or related conditions. They must hold a current license issued by the HCA.
126	Intermittent Skilled Nursing	Direct skilled nursing provided on an occasional basis or scheduled on a less than daily basis.
127	Intern	An individual holder of an advanced degree or candidate for an advanced degree, participating in a practicum program approved by and under supervision of a university program.
128	Internal Review Committee (IRC)	The committee responsible for reviewing provider performance concerns identified by DDSD, Division of Health Improvement (DHI) or other agencies.
129	Legally Responsible Individual (LRI)	A person who has a duty under state law to care for another person, including the parent (biological, legal, or adoptive) of a minor child, a guardian responsible for the care of an eligible recipient under 18 years of age, or the spouse of an eligible recipient, as defined in 8.314.6.7 NMAC, but not the parent of an adult even if the parent is the legal guardian.
130	Level of Care (LOC)	The specification of the minimum amount of assistance that an individual must require in order to receive services in an institutional setting under the state plan. DDSD 1915(c) home and community-based services (HCBS) waiver recipients must meet an Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID) Level of Care (LOC).
131	Licensed Dietitian	A licensed professional who has met the educational and clinical requirements set forth by the American Dietary Association (ADA) and licensure requirements set forth by the state of New Mexico.
132	Life Change	Circumstances that change someone's daily life, including but not limited to: hospitalization, a significant change in health status, relocation to another city, or loss of employment.
133	Life Threatening Medical Conditions	Medical conditions that can lead to pulmonary or cardiac arrest, such as coronary artery disease, chronic obstructive pulmonary disease, stroke, certain cancers and cirrhosis.
134	Likely Risk of Harm	Clinically significant harm which has not yet occurred but is likely to occur given risk factors identified in the present.
135	Managed Care Organizations (MCO)	Health plans that provide health care services to Medicaid members.
136	Meaningful Day	The individualized set of activities and supports that reflect a person's vision of purposeful daily life, including: meaningful work, opportunities for optimal health, self-empowerment, personalized relationships, safety from abuse or exploitation, skill development or maintenance, and social, educational, and community inclusion activities.

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137	Mechanical Restraint	Any device attached or adjacent to an individual's body that he or she cannot easily remove that restricts freedom of movement or normal access to his or her body.
138	Medical Adverse Events	A negative change in health that is related to a prescribed procedure, treatment or medication.
139	Medical Emergency	A health condition that is life threatening to the person and requires rapid emergency intervention and treatment.
140	Medical Orders for Scope and Treatment (MOST)	An approach to advanced care planning that helps patients get the medical treatments they want and avoid the medical treatments they do not want when they are seriously ill or frail.
141	Medically Fragile (MF)	A chronic physical condition, which results in a prolonged dependency on medical care for which daily skilled (nursing) intervention is medically necessary and is characterized by one or more of the following: a life threatening condition characterized by reasonable frequent periods of acute exacerbation which require frequent medical supervision, or physician consultation and which in the absence of such supervision or consultation would require hospitalization; a condition requiring frequent, time consuming administration of specialized treatments which are medically necessary; or dependence on medical technology such that without the technology a reasonable level of health could not be maintained; examples include but are not limited to ventilators, dialysis machines, enteral or parenteral nutrition support and supplemental oxygen.
142	Medically Fragile Waiver (MFW)	A Medicaid home and community-based services (HCBS) waiver for individuals whose primary eligibility is based on complex medical needs prior to age of 22 and who may also be at risk of developmental disability, delivered through an agency-based model in which participants select approved provider agencies to deliver the services and supports needed to live in their communities as an alternative to institutional care.
143	Medication Delivery	The method by which people take or receive their medication.
144	Medication Error	A mistake in medication administration that includes but is not necessarily limited to the following: (a) wrong medication (an individual receives and take medication which is intended for another person, discontinued, or inappropriately labeled); (b) wrong dose (an individual receives the incorrect amount of medication); (c) wrong time (an individual receives medication dose at an incorrect time interval); and, (d) omission (missed dose) is when an individual does not receive a prescribed dose of medication, not including when an individual refuses to take medication.
145	Medication Route	A method of medication entry into a person's body (e.g., oral, injection, rectal or topical).
146	Mental Anguish	A relatively high degree of mental pain and distress that is more than mere disappointment, anger, resentment, or embarrassment, although it may include all of these, and is objectively manifested by the recipient of care or services by significant behavior or emotional changes or physical symptoms.
147	Mi Via Waiver (Mi Via)	A Medicaid home and community-based services (HCBS) waiver for individuals with intellectual and developmental disabilities (IDD) that uses a self-directed service delivery model in which the participant or their designated Employer of Record (EOR) hires, trains, and manages their own support staff.

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148	Money Network Card (MNC)	An optional payroll card used by Mi Via Waiver (Mi Via) participants and employees to receive payments in place of direct deposit, which is also used to pay for approved services added to the participant's budget and processed through a Vendor Payment Request (VPR).
149	Monitoring Base	The off-site location(s) from which the remote support staff monitor an individual.
150	Mortality Review Committee (MRC)	The committee that collects and analyzes health records to effect system change with the goal of improving the provision of care, reducing mortality and morbidity, and promoting the provision of competent, caring services and supports.
151	Natural Environments (for Therapy Services)	The settings where a person lives their life, irrespective of therapy services.
152	Natural Supports	Unpaid personal associations and relationships typically developed in the community that enhance the quality and security of life for people, including, but not limited to, family relationships; friendships reflecting the diversity of the neighborhood and the community; association with fellow students or employees in regular classrooms and work places; and associations developed through participation in clubs, organizations, and other civic activities.
153	Neglect	The failure of the caretaker to provide basic needs of a person, such as clothing, food, shelter, supervision, and care for the physical and mental health of that person.
154	New Mexico Administrative Code (NMAC)	The official collection of New Mexico's current rules and regulations written and filed by state agencies to clarify and interpret laws passed by the Legislature.
155	New Mexico Consolidated On-Line Registry (NMCOR)	An application that provides a one-stop repository for New Mexico healthcare employers to quickly ascertain employment suitability for new healthcare employees through data from information sources such as: Nurse Aide Registry (NAR), New Mexico Employee Abuse Registry (EAR) and New Mexico Sex Offender information.
156	New Mexico State Plan Services	Health-related benefits available to all New Mexico Medicaid recipients who meet applicable medical necessity criteria.
157	New Therapy Referral	A therapy referral for a person who did not have any previously authorized therapy hours for that specific therapy discipline in their prior service plan or budget under their current program.
158	Non-Ambulatory	Not able to walk independently/without support.
159	Non-Compliance	When a provider undergoes a Quality Management Bureau (QMB) survey, non-compliance indicates a provider is significantly out of compliance with both Standard Level deficiencies and Conditions of Participation (CoP) level deficiencies.
160	Nursing Practice Act	The New Mexico statute (Chapter 61, Article 3 New Mexico Statutes Annotated (NMSA) 1978) which governs the regulations and licensing of nurses or certification of certified medication aides.
161	Orders	Written, electronic, faxed, verbal, or phoned instructions from a healthcare practitioner that provide direction for care or treatment.
162	Parent	The natural or adoptive mother, father, stepmother, or stepfather.

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This list defines common terms used in Developmental Disabilities Supports Division (DDSD) programs and services.

	Term	Definition
163	Partial Compliance	The status assigned when a waiver provider agency undergoes a Quality Management Bureau (QMB) survey and is found to be in compliance with all Condition of Participation (CoP)-level requirements but out of compliance with a specified percentage of Standard-Level requirements
164	Participant	An individual who meets program eligibility requirements and is approved to receive services.
165	Participant-Directed	The provision of opportunities for a waiver participant to exercise choice and control in identifying, accessing, and managing waiver services and other supports in accordance with their needs and personal preferences.
166	Participant-Directed Employee	A person who is employed by and provides services to a Mi Via Waiver (Mi Via) participant.
167	Participatory Approach	The philosophy that asserts that physical and communicative participation in life activities is possible for all people.
168	Performance Improvement Plan (PIP)	A written document developed by the provider agency or DDSD regional office that identifies specific program or program area deficiencies by the provider that need corrective action to comply with policies, standards, or regulations.
169	Performance Measure	A regular measurement of outcomes and results, which generates reliable data on the effectiveness and efficiency of programs and drives better decision making for improvement planning.
170	Person of Trust	A caregiver or other person involved in the life of the individual who bears or has assumed responsibility for protecting the person's interests, or for whom expectations of care or protection arise by law or social convention, including family members and others who are aware of the person's vulnerability and exploit it.
171	Personal Care	A service that provides support for Activities of Daily Living (ADLs) and Instrumental Activities of Daily Living (IADLs).
172	Personal Emergency Response System	An electronic device that enables a person to secure help in an emergency.
173	Personal Representative	An individual selected to act as his or her personal representative for the purpose of offering support and assisting the eligible recipient understand his or her Mi Via Waiver (Mi Via) services.
174	Person-Centered Plan	A written plan directed by the individual, that outlines their goals, preferences, needs, and the specific supports and services they choose to help them live the life they want in the most integrated community setting.
175	Person-Centered Planning (PCP)	A planning process that is directed and led by an individual with intellectual and developmental disabilities (IDD) with assistance as needed or desired from a representative or other persons of the individual's choosing designed to identify the strengths, capacities, preferences, needs, and desired outcomes of the individual.
176	Physical Intervention	The use of touch and/or brief physical redirection with minimal physical force to guide or direct a person from danger or as an adjunct to instruction physical intervention changes the direction of movement rather than stopping or preventing movement.
177	Physical Redirection	The use of touch and/or body position with minimal physical force to redirect attempts by a person to strike or otherwise cause physical insult or harm.

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	Term	Definition
178	Physical Restraint	The use of physical interventions to restrict a participant's capacity for desired or intended movement including movement or normal function of a portion of a participant's body for the exclusive purpose of precluding a challenging behavior.
179	Plan of Correction	A written plan that outlines the actions a service provider agency will take to correct all deficiencies identified during a Division of Health Improvement (DHI) Quality Management Bureau (QMB) review.
180	Practitioner Orders	Medical instructions prescribed by a physician, physician assistant, certified nurse practitioner, or prescribing psychologist.
181	Practitioner Recommendations	Suggested courses of action related to medical symptoms or condition written or discussed by a medical professional including physician, physician assistant, certified nurse practitioner, psychologist, speech language pathologist, occupational therapist, physical therapist, behavior support consultant, dietician, dentist, or pharmacist.
182	Primary Care Practitioner (PCP)	A person's primary medical care provider, usually a Medical Doctor, Physician's Assistant, or Certified Nurse Practitioner.
183	Prior Authorization	The process of obtaining authorization prior to the person receiving services.
184	PRN (Latin term: Pro Re Nata) Psychotropic Medication Plan (PPMP)	A Developmental Disabilities (DD) Waiver plan developed by the Behavior Support Consultant in collaboration with the agency nurse that provides guidance to direct support personnel when the usual interventions and supports included in the Positive Behavior Supports Plan are insufficient to ensure the health and safety of the person or others and/or is an effective alternative to a regularly prescribed psychotropic medication.
185	PRN (Latin term; Pro Re Nata)	Refers to prescribed or over-the-counter medications (including comfort medications) or treatments taken or used only on an as-needed basis at times when particular symptoms occur.
186	Progress Note	Documentation authored by Behavior Support Consultant (BSC), therapy, nursing, professional/clinical services, case managers and direct support providers.
187	Provider Agency	A private entity that has entered into a contract or Provider Agreement with DDSD for the purpose of providing services in accordance with regulations and standards.
188	Provider Data Summary	A list of organized data with information about service providers.
189	Prudent Nursing Practice	Practices that are safe, competent and consistent with current professional standards, evidence-based guidelines, and legal/ethical obligations, ensuring the best outcomes for patients while minimizing risk.
190	Psychoactive Medication	A chemical substance that acts on the central nervous system which results in temporary changes to perception, mood, consciousness, cognition and behavior.
191	Qualified Health Professional	A physician, nurse practitioner, physician assistant or agency nurse.

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This list defines common terms used in Developmental Disabilities Supports Division (DDSD) programs and services.

	Term	Definition
192	Quality Assurance and Quality Improvement (QA/QI)	A process utilized by state and federal governments, programs and providers whereby appropriate oversight and monitoring of home and community-based services (HCBS) waiver programs of waiver assurances and other measures provide information about the health and welfare of participants and the delivery of appropriate services.
193	Quality Improvement Strategy	A strategy to monitor the provision of services to ensure quality outcomes for people receiving services and continual compliance with all applicable program requirements.
194	Quality Management Bureau (QMB)	A bureau of the Division of Health Improvement (DHI) that conducts compliance surveys of providers holding a provider agreement with DDSD to determine compliance with federal and state standards, ensure the health, safety, and welfare of people receiving services through the Developmental Disabilities (DD) Waiver, Medically Fragile Waiver (MFW), and Mi Via Waiver (Mi Via), and identify opportunities for improvement among these providers.
195	Reallocation of Direct Support	The reassignment of direct support staff resources in a technology-first approach, where technology assumes certain tasks so staff can be redirected to support additional individuals or take on new responsibilities.
196	Recipient	An individual receiving services.
197	Reconsideration	A written request submitted on behalf of a participant to request that a review decision made by the Third-Party Assessor be reviewed again.
198	Regional Office Request for Assistance (RORA)	A system for internal or external stakeholders to request assistance from DDSD.
199	Registered Dietitian	A licensed, certified professional who has met the educational and clinical requirements set forth by the American Dietary Association (ADA) and licensure requirements set forth by the State of New Mexico.
200	Registered Nurse (RN)	A nurse who practices professional registered nursing and whose name and pertinent information are entered in the register of licensed registered nurses maintained by the New Mexico Board of Nursing, or a nurse who practices professional registered nursing pursuant to a multi-state licensure privilege as provided in the Nurse Licensure Compact.
201	Relative	An individual that is not considered to be an immediate family member, such as an uncle, aunt, cousin, niece, nephew.
202	Remediation	The process of taking action to remedy specific issues to bring performance up to acceptable levels.
203	Remote Monitoring	Monitoring with cameras or other technology with the purpose of supervision and constant remote observation.
204	Remote Prompting	Prompting delivered through an app or by a Direct Support Professional (DSP) using technology from a remote location, provided in the form of remote cueing or responses.
205	Remote Support	The provision of supports by staff of an agency provider at a remote location who are engaged with an individual through equipment with the capability for live two-way communication.

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This list defines common terms used in Developmental Disabilities Supports Division (DDSD) programs and services.

	Term	Definition
206	Representative Payee	A person or an organization who acts as the receiver of Social Security Disability or Supplemental Security Income for a person who is not fully capable of managing their own benefits, i.e., cannot be their own payee.
207	Restrictive Interventions	The use of interventions that restrict a participant's movement or access to other individuals, locations, or activities, that restrict a participant's rights, or that employ aversive methods to prevent challenging behavior.
208	Risk Management	The activity of calculating and reducing risk.
209	Routine	Activities or services that occur on a predetermined schedule or with some level of expectancy.
210	Sanctions	Penalties against providers.
211	Seclusion and Isolation	The use of coercion or physical force to confine a person alone in a room or limited space that prevents interaction with others.
212	Self-Protective Behavior	Actions taken to assure personal safety during a crisis.
213	Self-Advocacy	A person's ability (with or without support) to understand, express, and assert their own needs, preferences, and rights, especially when directing their care.
214	Self-Determination	The process by which people with intellectual and developmental disabilities (IDD) have control over the planning and delivery of their long-term services and supports, including choices about who provides their services, how services are delivered, and how their service budget is used.
215	Self-Direction	A service delivery model in which the individual receiving services (or their representative) have decision-making authority over certain services and take direct responsibility to manage their services with the assistance of a system of available supports.
216	Self-Imposed Moratorium	A temporary decision by a provider agency to stop accepting new participants into a specified service for a defined period of time, within a specified region and/or specified counties.
217	Self-Referral	The act of a person with decision-making authority selecting themselves as the provider or paid direct support professional (DSP), based on their own interests rather than the participant's best interest or choice.
218	Sensor	Equipment that alerts remote or onsite support staff, or other persons identified in the enabling technology integration plan, to situations that require attention or that indicate deviations from routine activity or potential future needs, including but not limited to seizure mats, door sensors, floor sensors, motion detectors, heat detectors, and smoke detectors.
219	Service and Support Plan (SSP)	A person-centered plan used in the Mi Via Waiver (Mi Via) that includes, but is not limited to, the waiver services chosen by the participant; the projected amount, frequency, and duration of services and goods; the types of supports; who will furnish each service or good; other services and goods the participant will use (regardless of funding source); and the participant's available natural and informal supports that will complement waiver services in meeting their needs.

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This list defines common terms used in Developmental Disabilities Supports Division (DDSD) programs and services.

	Term	Definition
220	Setting Factors	Interpersonal, intrapersonal, environmental, and activity-related considerations that “set the stage” for emotional distress and subsequent behavioral expression, and that serve as broad antecedents or precursors to behavior.
221	Settings Requirements	The specific qualities that home and community-based services (HCBS) settings must demonstrate under the Centers for Medicare & Medicaid Services (CMS) Final Rule to ensure person-centered services, protection of individual rights, meaningful access to the community, and opportunities to receive services in the most integrated setting.
222	Sexual Abuse	The inappropriate touching of a recipient of care or services for a sexual purpose or in a sexual manner, including kissing, touching the genitals, buttocks, or breasts, causing the recipient to touch another for a sexual purpose, or promoting or observing for a sexual purpose any activity or performance involving play, photography, filming, or depiction of acts considered pornographic.
223	Sexually Inappropriate Behavior	Any sexual act that violates social norms regarding appropriate sexual boundaries or that increases the potential for sexual injury to oneself and/or others.
224	Sexually Offending Behavior	Any sexual act that violates existing laws.
225	Shared Household	A private residence (not a group home or other facility) in which two (2) or more waiver recipients live.
226	Significant Change in Personal Life Circumstances	A change in personal circumstances that has been part of a person’s long-term stability and affects their support needs, such as a change in long-term living environment, loss of a job, a significant life transition (e.g., moving from the family home to independent living), or a change in long-term support systems, such as the loss of a parent.
227	Smart Technology	Any electronic device such as a computer, cellular phone, smartphone, digital camera, video camera, audio recording device, or similar equipment, that can create, store, or transmit information in the form of electronic data.
228	Socialization	The process by which people learn what is expected of them in social situations from their family, culture, tribe or nation, school, friends, religious community, and other social or environmental settings.
229	Software as a Service (SaaS)	A software licensing model through which cloud-based applications may be leased on a recurring basis and accessed over the internet.
230	Specialized Medical or Employment Related Appointments	A work-related or clinical visit that is intended to address current concerns.
231	Spouse	An individual who is legally married to another person, married by common law, or whose relationship is otherwise legally recognized, such as through a domestic partnership in jurisdictions where such unions are permitted.
232	Stable	Describes a condition in which a person’s status is unchanged, and their signs or symptoms remain within established ranges, frequencies, or patterns.

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This list defines common terms used in Developmental Disabilities Supports Division (DDSD) programs and services.

	Term	Definition
233	Staffing Ratio to Individual	The number of people an employed staff member or subcontractor is responsible for in terms of caseload, stated as a full-time equivalent in relation to number of people.
234	Standards	The required guidelines and expectations for service delivery that ensure the health, safety, and well-being of individuals served by provider agencies, which all provider agencies must follow as part of their contract with DDSD.
235	State General Fund (SGF)	A program that provides essential supports and services to individuals with intellectual and developmental disabilities (IDD) and children who are at risk of developing IDD who do not have access to Medicaid Waiver programs.
236	State-Imposed Moratorium	A suspension of a provider's ability to accept new individuals into service.
237	Supported Employment	Services provided to support individuals in obtaining and maintaining community integrated employment, including job development, coaching, and ongoing supports.
238	Supports	Paid and unpaid people who assist individuals with intellectual and developmental disabilities (IDD).
239	Surrogate Family Provider	A living support provider that is not related by affinity (adoption or marriage) or consanguinity (blood).
240	Systematic Instruction	A method that enables staff to teach a complex series of tasks to people with significant disabilities.
241	System-wide Alert	An alert that is posted on the Health Care Authority (HCA) website to providers regarding an urgent health risk that has been identified.
242	Technology	The application of scientific knowledge for practical purposes, especially in industry.
243	Technology First	A framework for system changes where technology is considered first in the discussion of support options available to individuals and families through person-centered approaches to promote meaningful participation, social inclusion, self-determination and quality of life.
244	Teleconference	A technology-enabled conference used for non-health-related purposes for a person supported, which may include video-based engagement.
245	Telehealth	The use of technology, through video and audio communication, to support the remote delivery of healthcare services.
246	Therap	A secure, Health Insurance Portability and Accountability Act (HIPAA)–compliant, web-based system for planning, reporting, documentation, communication, and other functions to meet the needs of organizations supporting people with intellectual and developmental disabilities (IDD) in home and community-based services (HCBS) and other settings.
247	Therapy Evaluation	A structured assessment conducted by a licensed therapist to determine a person's functional abilities, needs, limitations, and goals in order to develop an appropriate treatment plan.
248	Third Party Assessor (TPA)	The contracted entity within the Health Care Authority (HCA) that reviews Level of Care (LOC) assessments, determines medical eligibility and approves and enters person-centered plans and budgets into the Medicaid Management Information System to ensure waiver requirements are met.

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This list defines common terms used in Developmental Disabilities Supports Division (DDSD) programs and services.

	Term	Definition
249	Third Party Assessor (TPA)	An entity responsible for performing utilization management duties related to budget requests.
250	Trial Work Opportunities	Short-term, hands-on work experiences that allow an employer and a job candidate to evaluate whether the job is a good match before a final hiring decision is made.
251	Unexpected Death	A death that resulted from a condition that was previously undiagnosed, occurred suddenly, or was unanticipated.
252	Vendor	A business that is employed by, contracted with, and provides services to a Mi Via Waiver (Mi Via) participant.
253	Verbal Abuse	Profane, threatening, derogatory, or demeaning language that is spoken or conveyed with the intent to cause mental anguish.
254	Vineland Adaptive Behavior Scales	A standardized, valid, and reliable assessment tool that measures adaptive behaviors for individuals with intellectual and developmental disabilities (IDD).
255	Volunteer	An unpaid person who carries out service or support activities.
256	Waiver	A program in which the federal government has 'waived' certain statutory requirements of the Social Security Act to allow states to provide an array of home and community-based services (HCBS) options through Medicaid as an alternative to providing long-term care services in an institutional setting.
257	Working Age	The age at which an individual is legally permitted to work, set under state and federal law as 14 years old.
258	Written Direct Support Instructions (WDSI)	Therapy instructions that are created for and implemented by direct support professionals (DSPs) and incorporated into relevant sections of the Individual Service Plan (ISP).
259	Young Adult	An individual between the ages of 18 through 20 years of age.