

NEW MEXICO DEPARTMENT OF HEALTH
Secretary Alfredo Vigil, MD

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Developmental Disabilities/Home Health Provider to Close in Northwestern New Mexico

Service for clients will not be affected during transition to new providers

(Las Cruces) -- The New Mexico Department of Health and the Aging and Long-Term Services Department announced today that Innovative Health at Home Inc. decided to close because of financial problems and will no longer provide case management and home health services to clients in McKinley, San Juan, Bernalillo, and Rio Arriba counties. The Department of Health and the Aging and Long-Term Services Department require Innovative Health at Home Inc. to continue to provide services until all clients have transitioned to a new provider so there will be no interruption of services.

Innovative Health at Home Inc. provides case management services to 121 people on the Department of Health's Developmental Disabilities Waiver Program and home health services to 142 individuals on the Aging and Long-Term Services Department's Personal Care Option and Coordination of Long-Term Services (CoLTS) C Waiver program. The departments have notified everyone who receives services about the closure, and the departments will help them choose a new provider. Innovative has not provided a definitive date of closure to the departments yet.

"Our number one priority is that people will continue to receive the best care possible during the transition and when they choose their new provider," said Health Secretary Alfredo Vigil, MD. "Our staff will work with Innovative Health at Home Inc. to make sure people receive the services they need from new providers."

Case management for people on the Developmental Disabilities Waiver Program includes ensuring the health and safety of individuals served, developing an individual plan of care and monitoring to ensure everyone is receiving the services he or she needs. Personal Care Option services include assistance with daily living activities such as dressing, bathing, mobility and eating.

"It is vitally important that we ensure that these daily living activity services for elder New Mexicans continue without interruption," said Aging and Long-Term Services Secretary Cindy Padilla. "We will work with Innovative Health at Home Inc. and the Department of Health on a seamless transition to new providers. These frail elders and individuals living with a disability deserve nothing less."

Innovative Health at Home Inc. will provide a transition plan to the departments of Health and Aging and Long-Term Services that will detail how the agency will maintain services for individuals during the transition. Staff from the Department of Health will assist with the transition by conducting site visits to make sure services are being provided, holding transition meetings for people and ensuring all records are properly transferred to the new provider. Services and care for people who are on the CoLTS waiver are handled by a managed care organization, either AMERIGROUP or Evercare. The Aging and Long-Term Services Department will work closely with the managed care organizations to ensure the health and safety of individuals during the transition.

There are two providers in the northwest area of the state that can provide case management to more people. The Department of Health is also advising other case management agencies in the state of the closure and asking if they can serve additional individuals.

Innovative Health at Home Inc. has provided services for more than 20 years. The agency currently provides case management services to 106 people in McKinley County, seven in Cibola County, and eight in San Juan County. They also provide personal care services to 60 people in Rio Arriba County, 42 people in McKinley County and 40 individuals in the Albuquerque Metro area.

The Department of Health's Developmental Disabilities Waiver Program provides community-based vocational, rehabilitative, and other therapy services to improve the quality of life and increase the independence of people with developmental disabilities. Services include respite care to relieve caregivers, job coaching, transportation and employment assistance, as well as supporting people to live in their homes, develop functional and social skills and be involved in their communities.

For more information about the Department of Health's Developmental Disabilities Waiver Program go online to www.nmhealth.org/ddsd/index.htm.

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