

Supports Waiver (SW) Town Halls October 2019



Public questions/comments with state responses, including paraphrasing and clarification added afterward.

Public Attendance

- Southeast(2-Sessions):29
- Northeast (2 Sessions):47
- Northwest (3 Sessions):51
- Southwest (2 Sessions):94
- Metro (3 Sessions):18

Feedback Category	Public Comments & Questions	Region	Responses During Town Hall or Upon Research
1 General person centered	Son is turning 18, need to ask for rights? Why, I am his mother?	Southeast	Once 19, son is his own guardian. There are positions such as Power of Attorney (POA) over medical decisions, legal guardian etc. Find more information at the Office of Guardianship.
2 General person centered	Who determines if a person is able to make decisions?	Southeast	Until 18, parents are legal guardian; as family need to decide what is the best decision for family member as to whether can make their own decisions; in our system only a judge can decide if son/child cannot make decision on their own. It is a legal process.
3 General person centered	Does a Power of Attorney (POA) take over all decisions?	Southeast	POA kicks in when person can no longer make decisions for themselves; POA does not take away a person's rights.
4 General person centered	What happens when we are no longer here for our son, can he go on alone (in waivers)?	Southeast	Yes, he can get residential supports; if something happens to you before son is allocated, he may be eligible for expedited allocation, son can be allocated to waiver.
5 General person centered	If my son goes into a facility and he doesn't like it can he come back home?	Southeast	Yes
6 General person centered	If you're on the DD Waiver, do you need to apply for SW?	Southwest	No, if you have applied for the DD Waiver and are on the waitlist, then you are already on the waitlist SW.
7 General person centered	If you do not have Medicaid, you'd want the family supports program?	Southwest	Yes. It may provide reimbursement for some expenses not covered by your insurance.
8 General person centered	Will a Service Plan be required on the SW? What will it look like?	Metro	Yes. This is a requirement from Centers for Medicare and Medicaid Services.
9 General person centered	Could I stay on the SW the rest of my life?	Metro	Potentially
10 Budget allotment	So the SW is \$10,000 per year?	Southeast	Yes
11 Budget allotment	This budget (10 K) is for this waiver (SW), son has Community Benefit now? Don't want to cut my son off at the legs (by choosing wrong program).	Southeast	Yes, be mindful of services and budget allotments between Community Benefit and SW to make an informed decision.
12 Budget allotment	Personal Care services can eat up the budget right away.	Southeast	Yes, budget based on legislative appropriation. DOH acknowledges that budget could be higher, but can help those that do not have anything.
13 Budget allotment	What determines budget?	Southwest	DOH and HSD propose 10K and will request funding from the legislature.

Feedback Category	Public Comments & Questions	Region	Responses During Town Hall or Upon Research	
14	Budget allotment	Where do the funds come from for the Community Support Coordinator?	Southwest	It is through this program, DDSD will have provider agreements, it will not be part of the \$10,000 budget.
15	Budget allotment	What is the benefit of the separate funds for SW?	Southwest	The SW will provide supports-get everyone on the waitlist something-receiving some services while they are waiting for the larger waiver.
16	Budget allotment	Who determines the budget for allocations?	Northeast	DOH and HSD propose 10K and will request funding from the legislature.
17	Budget allotment	Has it always been \$10,000 Budget?	Northeast	Generally across the United States, it can range from \$2,000 to \$30,000.
18	Budget allotment	Is the budget the same amount, if you live in different parts of New Mexico?	Northeast	Yes
19	Budget allotment	Is there an opportunity for family to get paid?	Northwest	There is potential for a family member to be paid as a direct support personnel.
20	Budget allotment	Is the 10K available to individual on DD Waiver as well?	Metro	No. DD Waiver has its own budget. A person on the DD Waiver will not also be on the SW and vice versa.
21	Budget allotment	How does the 10K get accessed?	Metro	It can be agency based like DD Waiver or self directed like Mi Via.
22	Budget allotment	Is this in addition to another Waiver or instead of?	Metro	You cannot have more than one waiver. A person will select what is most beneficial for him/herself.
23	Service Array	How is SW different than DD Waiver?	Southeast	The biggest difference is the SW does not include 24hr. Residential Supports.
24	Service Array	How were the available services for SW selected?	Southeast	Using several methods including survey, townhall mtgs., and advisory groups. Also looked at what is currently available through State Benefit.
25	Service Array	One participant was concerned about the survey process (related to service array), small sample size & wanted to make sure it was representative of overall statewide needs and not just the Metro area.	Southeast	The survey process was explained and the group was informed that we worked with the Epidemiology Response Division with DOH to develop the survey and process.
26	Service Array	Can you explain what residential services are?	Southeast	Residential Supports typical include 24 hour coverage to live in the community.
27	Service Array	Son going to college next year, will this help with transportation?	Southeast	Yes, it can.
28	Service Array	What does 24 hours supports mean? Does this mean a facility?	Southeast	Usually in a home with housemates, receiving supports in home settings.
29	Service Array	Will therapies be included in the SW?	Southwest	Currently therapies are not included in the service array. however, we can take this back for consideration. One of the reasons therapies were not included is because they are available for a large percentage of individuals on the waitlist through EPSDT, if under age 21, or through Centennial Care.
30	Service Array	Will this cover home or residential services if they are needed for less than 24 hours?	Southwest	No, the SW will not provide residential services. It will provide homemaker and personal care services.
31	Service Array	Since Environmental Modifications can be covered by Medicaid, it is surprising to see it on the list.	Southwest	Thank you for the comment. It is consistent with DD Waiver and Community Benefit.

Feedback Category	Public Comments & Questions	Region	Responses During Town Hall or Upon Research	
32	Service Array	A suggestion was made for the state to consider including stipends for community involvement.	Southwest	Thank you for the suggestion.
33	Service Array	Would this be able to pay for aides for someone to accompany someone to class etc.?	Southwest	Possibly yes. Direct support can be provided through customized community supports. Service definitions would describe exactly how service may be used.
34	Service Array	Are we going to have 2 separate types of community supports?	Southwest	The current plan is to have a 1:1 individual support and group under Customized Community Supports.
35	Service Array	Is the Community Support Coordinator sort of like a case manager?	Southwest	Yes, it is a Case Manager function.
36	Service Array	Will the community supports coordinator be on the phone or actually go to where the person is?	Northeast	Both- but some face to face monitoring will be required.
37	Service Array	Will the SW cover Life Skills?	Northeast	The service array has not been finalized. Proposed services may include some level of life skills training.
38	Service Array	There is nothing for children after school - Transition from school to work is critical phase. Would like to see not just attendance of community events but life skills training and staying active mentally, physically and emotionally.	Northeast	Thank you for comments. person centered planning may assist with this. Customized Community Supports may assist.
39	Service Array	There is no skill building - only leisure - life skills training	Northeast	Thank you for comments.
40	Service Array	Community supports coordinator should come to home	Northeast	Thank you. Home visits are a significant element of the service definition being considered.
41	Service Array	Is there funding for support to attend college, such as an aide to help with school and personal needs?	Northwest	One might use some direct care related services defined in the SW for that.
42	Service Array	Is CCS similar to a life coach?	Northwest	Clarified that a DSP would support someone in the community.
43	Service Array	What is respite?	Metro	Service to relieve an individual/ give a break to an individual who is the primary caregiver.
44	Service Array	Will the SW be subject to Electronic Visit Verification (EVV)?	Metro	Yes - for personal care, respite for example. (when the service scope is defined. defined by provision of Activities of Daily Living/Instrumental Activities of Daily Living (ADLs/IADLs), EVV is required.
45	Service Array	Will nursing be part of Customized Community Supports?	Metro	Not at this time.
46	Service Array	What about people with mental health issues?	Metro	The Waiver Programs are not the Mental Health system for NM. We can support people with mental health issues secondary to their diagnosis and Behavior Support may be a related support but keep in mind we are talking about the IDD system versus the mental health system.
47	Service Array	There is no Physical Therapy, Occupational Therapy, or Speech Therapy even though people may also have physical disabilities. Why is that?	Metro	People on the waitlist may already have access to therapies either through EPSDT or Community Benefit. The SW does not have these therapies nor is it able to address everything.

Feedback Category	Public Comments & Questions	Region	Responses During Town Hall or Upon Research
48	Service Array What about finding people who will provide services ?	Metro	The Direct Support Personnel (DSP) crisis is real. We made commitments to raise rates during recent rate study. All recommendations are subject to funding from legislature.
49	Service Array What is Customized Community Supports ?	Metro	CCS Individual and CCS Group.
50	Service Array Why aren't residential services part of SW?	Metro	This is not typical of a SW. The Budget is also \$10,000.
51	Service Array What is the difference between CCS-G and CCS-I?	Metro	CCS- I is a one on one service while CCS- group may occur in a group or a center based facility
52	Service Array Are Education and Literacy covered as part of the Service Array, e.g. through CCS?	Metro	No.
53	Service Array Does the SW provide ABA? (Applied Behavior Analysis.)	Metro	No.
54	Service Array Can I access Day Programming through the SW?	Metro	Yes.
55	Dual Track Can you transition between self-directed and traditional?	Southeast	Yes.
56	Dual Track Will this be provided by selected providers?	Southeast	Yes, traditional/agency based track will have services provided by approved and selected providers. The community supports coordinator will be assisting.
57	Dual Track If doing self-directed Community Benefit but see that services better than SW, can stay with Community Benefit?	Southeast	Yes, make sure to contact regional office to make sure they have your current contact information, so when the allocation letter is mailed, it goes to your current address; make sure to respond to allocation letters, will close if you do not respond to letter.
58	Dual Track Suggestion to incorporate some type of tool or person-centered planning prior to when someone selects what track they want in order to ensure a better fit. This could also be empowering for families who select the traditional track to be able to go to the agency with a plan of what they want.	Southwest	Thank you
59	Dual Track Can you elaborate on the delivery models-- is this based on the current traditional and self directed models?	Southwest	Yes, these are based on the current traditional and self-directed models.
60	Dual Track With the Community Support Coordinator will they have two types of Community Support Coordinator to do both models?	Southwest	No- the thinking is that they will be knowledgeable in both and will eliminate need to change the Community Support Coordinator if you change delivery models.
61	Dual Track Is there a lock in for how much time you would spend in a track (agency or self-directed) before you could move to the other.	Southwest	Not at this time but we can take this back to consider. It may not make sense for someone to change, say, monthly.
62	Dual Track People do self direction because no providers are available in some areas	Northeast	Thank you for the comment. That is a factor but decision is individualized.
63	Dual Track Like the idea of dual track.	Northeast	Thank you for the comment.

Feedback Category	Public Comments & Questions	Region	Responses During Town Hall or Upon Research	
64	Dual Track	Concern about capacity of provider system.	Northeast	Thank you. This is one reason for self directed and agency based tracks. Self direction can assist with this issue. DDSD will also do a call for providers.
65	Dual Track	Will agencies know whether a person is choosing self-directed or agency based track?	Metro	Yes but state needs to outline further process details.
66	Dual Track	There is an issue of trust for a person outside of the family. Did the state consider the staffing component? Is there some support for families for "being there" because it is difficult to find a person of trust.	Metro	This has been considered and is being addressed through the agency based/self directed option being developed for the SW. The expectation for the SW is that unpaid family will still be there to provide support. Residential (24/7 support model) is not available through the SW.
67	Allocation Plan	How do you know where you are on the waitlist?	Southeast	Based on date of registration. Contact DDSD Intake and Eligibility unit for details (505) 841-5552 The last allocation in SE had registration date of 2008.
68	Allocation Plan	If you go to SW, can you change to DD Waiver later?	Southeast	You will remain on the waitlist for DD Waiver and can choose the DD Waiver as funding becomes available.
69	Allocation Plan	How fast is an expedited allocation?	Southeast	Takes about 2 - 3 months. There is specific criteria reviewed by DDSD.
70	Allocation Plan	If I place my allocation on hold, how long does that last?	Southeast	When the next allocation group comes up, you'll receive a letter offering you services again. There is not a set schedule for allocation groups, so the length of time would depend on funding for new allocations.
71	Allocation Plan	If we are on the SW and get allocated to the DD Waiver, do we have to re-do our medical & financial eligibility?	Southeast	No, the eligibility requirements are the same and the programs will use the same Category of Eligibility (COE) 096.
72	Allocation Plan	16 year old on waitlist? Am I in right place?	Southeast	Yes, this is a waiver for people on the waitlist
73	Allocation Plan	Have son on waitlist since 2009, where did waitlist come from? How is this going to happen when there is no money?	Southeast	Will discuss funding, but funding is dependent on legislative appropriation.
74	Allocation Plan	How many times can you put your allocation on hold?	Southeast	No limit.
75	Allocation Plan	Can my brother be on waitlist and eligible for SW.	Southeast	Yes.
76	Allocation Plan	How do I know if my brother is on the waitlist?	Southeast	Please confirm with regional office and they can confirm on list and date of registration. If received flyer through letter, may be on waitlist because sent to waitlist members, but contact regional office. (505) 841-5552
77	Allocation Plan	People on waitlist can get these services?	Southeast	Yes, if they get SW offer.
78	Allocation Plan	Suggestion made to please make sure to put in the letters that go out that this is not income based, so parents don't disregard the allocation.	Southwest	Thank you for the suggestion.
79	Allocation Plan	If you choose SW, do you lose your spot on the DD Waiver waitlist?	Southwest	You will remain on the waitlist for DD Waiver and can choose the DD Waiver as funding becomes available.

Feedback Category	Public Comments & Questions	Region	Responses During Town Hall or Upon Research	
80	Allocation Plan	How long can a person be on hold if they choose to be placed on hold?	Southwest	There is no expiration hold date.
81	Allocation Plan	Would it be a good idea to have some parent advocates look over the letter to make sure they are clear and readable?	Southwest	We can take this to be considered. Maybe the division can look at the wording on the letters so they're clear and not all govt. lingo.
82	Allocation Plan	If a person refuses the SW allocation will that close the allocation for DD Waiver?	Southwest	Yes, it would impact the DD Waiver allocation. Recommendation that prior to any refusal the individual consider placing the allocation on hold.
83	Allocation Plan	Who can help you know which is better to take the SW or Community Benefit?	Southwest	Talk with MCO Care Coordinator and Community Support Coordinator, Care Coordinator, can contact DOH- cannot advise you which program to select but can provide information so that you can make an informed decision. HSD and DDSD plan to provide more informational materials.
84	Allocation Plan	How are you going to select the 2000 chosen for the SW for the first year?	Southwest	Selection will be based on registration date. Please follow up with intake and eligibility to verify your registration date.
85	Allocation Plan	Can you continue to access Community Benefit until your name comes up for the SW?	Southwest	Yes. If offered the SW, you must think about whether it will be better for you than Community Benefit.
86	Allocation Plan	How will you choose the 2000 for the allocation?	Southwest	It will be based on the individual's registration date.
87	Allocation Plan	Our son is on the waitlist, his name comes up and he's offered the SW, we want the DD Waiver, what does that mean?	Southwest	You do not have to accept the SW, even if you do. he still remains on waitlist for the DD Waiver.
88	Allocation Plan	So if I choose the SW and a month later, we come up on the DD Waiver, I can transition?	Southwest	Yes. But it's the same waitlist? Yes.
89	Allocation Plan	If you're asking 5 million from legislation, how does this effect the traditional DD Waiver?	Southwest	It does not. This is separate.
90	Allocation Plan	If you select ICF/IDD do you lose your allocation?	Southwest	No, but you can't go back to community services until the next allocation group.
91	Allocation Plan	If my son's name comes up for the SW but I don't want that I want the DD Waiver, then what?	Southwest	It is not a choice at that time between SW and DD Waiver. he will/can remain on the waitlist for DD Waiver.
92	Allocation Plan	If he is allocated to the SW and then his name comes up for DD Waiver, he can transition?	Southwest	Yes, when you accept the SW allocation you retain the DD Waiver registration date for allocation.
93	Allocation Plan	How are the 2000 chosen?	Northeast	By registration date on the DD Waiver waitlist.
94	Allocation Plan	Would there have to be separate application for the SW?	Northeast	No the person will be identified from the DD Waiver waitlist.
95	Allocation Plan	How long will it take for the person to start getting the services after July 2020?	Northeast	Ideally within three months. The person must however, go through steps to meet medical and financial eligibility. This means submitting financial and medical paperwork through proper channels. Details will be provided with SW offer.
96	Allocation Plan	How many will be allocated in the first year?	Northeast	Up to 2,000 for the first year.
97	Allocation Plan	Will the first on the list be allocated first?	Northeast	Yes, based on registration date.
98	Allocation Plan	Are the 2,000 slots on SW new slots?	Northeast	Yes, we have a three year plan.

Feedback Category	Public Comments & Questions	Region	Responses During Town Hall or Upon Research
99	Allocation Plan How will it change from Community Benefit?	Northeast	Person must choose which will be better for them. Can be placed on hold and later be asked again if the person decided to be taken off hold. Then based on funding available at that time.
100	Allocation Plan Does the person have to reapply after three years?	Northeast	The person does not have to reapply after three years, but must annually recertify medical and financial eligibility. The state has to reapply to federal government to operate the program after three years.
101	Allocation Plan What is the average time on the waitlist?	Northeast	13 years and 3 months
102	Allocation Plan How many people are on the waitlist?	Northeast	Close to 5,000
103	Allocation Plan Is there a separate application for the SW?	Northeast	No, if your application for DD Waiver has been registered into the waitlist data base.
104	Allocation Plan How long will it take to start services once an allocation has happened?	Northeast	As soon as 90 days.
105	Allocation Plan If you accept the SW can you still keep your slot for DD Waiver based on the registration date?	Northwest	The plan is to remain on the waitlist for the DD Waiver while you are on the SW.
106	Allocation Plan Does SW take place of State General Fund (SGF) for people on waitlist who are getting SGF?	Metro	Yes. If you elect to move to the SW, you will no longer receive SGF.
107	Allocation Plan Will the SW help people currently on waitlist?	Metro	Yes- it creates service options for people who can access them now while waiting for DD Waiver.
108	Allocation Plan If you elect to go onto SW, is it possible you will not need DD Waiver/Mi Via Waiver later on?	Metro	It's possible.
109	Allocation Plan How is allocation based?	Metro	Registration date.
110	Allocation Plan When and how will 2000 people know they have been allocated?	Metro	When funding is secured (and waiver approved) allocation letters will go out.
111	Allocation Plan Problem with public education about what is already available to people and how to find out if you qualify.	Metro	We can do better at this.
112	Allocation Plan Will balance of waitlist have to wait three years to get on waiver?	Metro	Target 2000 new allocations to SW per year.
113	Allocation Plan Could someone on DD Waiver choose the SW ?	Metro	It may be a possibility. Comment will be taken under consideration.
114	Allocation Plan What is plan to deal with not finding people who allocated as happened with new allocation FY 19?	Metro	Intake and Eligibility reaches out. We are already looking at who the 2000 people are and have a plan to start contacting people now.
115	Allocation Plan Are the 2000 people to be allocated the next 2000 on the waitlist?	Metro	Yes.
116	Allocation Plan Can we look at email and text as possibilities to track people down?	Metro	Yes, looking at these options.
117	Allocation Plan What age do you have to be to get SW?	Metro	There is no age restriction. A person must meet DD Eligibility definition. Intake & Eligibility can answer specific eligibility questions.

Feedback Category	Public Comments & Questions	Region	Responses During Town Hall or Upon Research
118	Allocation Plan How does the process to be allocated start?	Metro	The process starts by submitting application to DDSD. You establish a registration date at that time. Visit DDSD Intake and Eligibility webpage. https://nmhealth.org/about/ddsd/intake/
119	Allocation Plan What if the person is on the Sex Offender Registry?	Metro	If they meet the definition and are on the waitlist the SW will serve them (as funding becomes available).
120	Allocation Plan How long can a person put their allocation on "hold" ?	Metro	Currently, a person can put their allocation on hold indefinitely. Once you take allocation off hold, being allocated is dependent upon funding at that time.
121	Allocation Plan If I choose SW now, is it possible I may not need the traditional DD Waiver later?	Metro	It could be a possibility depending on individual need and preferences.
122	Allocation Plan What State agencies is DOH/DDSD working with to track people down?	Metro	HSD.
123	Allocation Plan What if we don't need supports now, but suddenly that changes?	Metro	You can notify Intake and Eligibility of your new status. (505) 841-5552
124	Allocation Plan Can you guarantee we will not be kicked off the DD Waiver waitlist?	Metro	If you were determined a match for services you will not be removed from the waitlist. However, you must keep your contact information current and respond to an allocation letter timely.
125	Allocation Plan What will happen if I choose not to access the SW?	Metro	You can choose to put your allocation offer on hold and take it off hold at a later date should your needs change.
126	Allocation Plan What registration dates cover the first 2,000 people?	Metro	DDSD Intake and Eligibility can provide that information. (505)841-5552
127	Allocation Plan How does SW interact with Community Benefit?	Metro	Can elect the SW or put allocation on hold and continue on Community Benefit. Cannot have Community Benefit and SW at the same time.
128	Family Supports & Reimbursement Family Supports & Reimbursement Program Doesn't apply to those who are eligible for Medicaid?	Southeast	Correct.
129	Family Supports & Reimbursement If the person on the waitlist but has Medicaid, are they not eligible for the Family Supports & Reimbursement program?	Southwest	Correct, this program is intended for those who do not have any other services and individuals who have Medicaid will not be eligible for the reimbursement.
130	Family Supports & Reimbursement The funds in the Family Supports & Reimbursement, for someone without Medicaid is expected to cover the things that would be covered in the SW?	Southwest	No, this is not an exact comparison of services.
131	Family Supports & Reimbursement So, if someone has Medicaid then they are not eligible for the Family Supports & Reimbursement Program but they may be eligible for other waivers?	Southwest	The Family Supports & Reimbursements program is not waiver. This will be a state funded reimbursement program to assist individual not eligible for Medicaid services. Yes, the person may be eligible for the DD Waiver if they meet the IDD definition and medical and financial eligibility.
132	Family Supports & Reimbursement Does the Family Supports & Reimbursement Program stop ?	Metro	We are looking at 4 year program but it is for families not Medicaid Eligible as we know today.
133	Other Is the SW different than the DD Waiver?	Southeast	Yes.

Feedback Category	Public Comments & Questions	Region	Responses During Town Hall or Upon Research
134	Other If we get the SW, they can take away our Medicaid?	Southeast	No, you will not lose Medicaid to pay for medical treatment. Just as is true for all other waivers now, you will need to meet financial eligibility annually.
135	Other Is the resource limit for financial eligibility the same for SW as it is for DD Waiver?	Southeast	Yes, the medical & financial eligibility requirements will be the same for SW as for DD Waiver & Mi Via Waiver.
136	Other Is there an annual recertification?	Southeast	Yes, medical & financial eligibility have to be done annually under all waivers, federal requirement.
137	Other Is this replacing DD Waiver?	Southeast	No, this is a brand new, additional waiver for NM; differences - no 24 hours supports.
138	Other Received a letter that I needed to change MCOs? Is this going to be a regular thing?	Southeast	Every year, there is an open enrollment period where you can change your MCO. you may also have been requested to select a new MCO in past, due to Molina not continuing as an MCO.
139	Other How do I find out what services I can get under MCO?	Southeast	Contact your MCO Care Coordinator
140	Other When is public comment going to happen? How can I give my information? Will it be a townhall like this?	Southeast	Will be a public hearing in Santa Fe but can give comment via letter, email, phone; HSD will send out notice of public hearing; waiver application will be posted on HSD website
141	Other Is this replacing the DD Waiver?	Southeast	No.
142	Other Does this supplement DD Waiver?	Southeast	No, different services and allotment amounts.
143	Other Child in DD Waiver and gets SW? Does this stop if have to go through treatment facility.	Southeast	Waiver will stop when go to facility, waiver will be on hold; however if over 90 days, waiver will close; work with HSD for situation above 90 days stay. SW will be offered to people on the waitlist. A child on DD Waiver will not be offered a slot.
144	Other What processes are needed to go to a facility?	Southeast	Case Manager works with coordinator to complete paperwork/trail for transfers from waiver to facility.
145	Other Is Mi Via for persons not eligible for Medicaid? Is this (SW) for persons not eligible for Medicaid?	Southeast	Mi Via is the self directed waiver. When offered a DD Waiver allocation. People can choose between traditional DD Waiver or Mi Via. The SW is for people on DD Waiver waitlist while waiting.
146	Other Receiving services through DD Waiver but being told they need to move?	Southeast	referred for individualized assistance.
147	Other What is the difference between the DD Waiver and the SW?	Southwest	The most significant difference is that the DD Waiver offers 24 hour supports, therapies, and the budget amount tends to be higher.
148	Other So if my son does not need 24/7 care and doesn't need therapy then I'm ok to just to do the SW?	Southwest	The SW may be a good fit for him if this is the case.
149	Other Who would you direct someone to so that they can get the best information to make an informed decision between community benefit and SW?	Southwest	Not one single person. Talk with MCO care coordinator to really understand the benefits getting and what is available. Talk with Community Support Coordinator about the SW. DOH is also available to answer questions. It is important to make an informed decision . It is likely that Community Benefit may offer more services or may be working for the individual.
150	Other Is this new money?	Southwest	Yes. It is not being taken from DD Waiver money. It is to be approved for reoccurring.

Feedback Category	Public Comments & Questions	Region	Responses During Town Hall or Upon Research
151	Other Is this waiver under Medicaid or Community Benefit?	Southwest	This is a Home and Community Based Waiver. Community Benefit is under state plan Medicaid. One cannot have Community Benefit and SW at the same time.
152	Other How are our suggestions being recorded?	Southwest	Notes are being diligently recorded right now by people in the back, this is to being taken back to senior management and comments will be published.
153	Other Can this presentation be provided in Spanish?	Southwest	Yes, we will take that back and request it be translated. See slide decks posted in English and Spanish: https://nmhealth.org/about/ddsd/pgsv/csw/
154	Other Can this be applied for more than once (Family Supports and Reimbursement Program)?	Southwest	Yes, it can be applied for annually. The benefit cannot be received more often than annually.
155	Other Can a person on Medicare qualify for SW?	Southwest	Eligibility is determined by matching criteria for developmental disability and annual medical and financial eligibility. Some people are also eligible for Medicare.
156	Other So the DD Waiver will still be offered - will the 25 million be deducted from the DD Waiver?	Southwest	No, this is a separate fund.
157	Other When does this funding request go to the legislation?	Southwest	This will be part of the next session.
158	Other What is the point of this waiver?	Southwest	The government wants the individuals on the list to receive something. They are not receiving anything right now, this is so they get something while waiting.
159	Other A perk to the SW is for the individual who does not otherwise qualify for Medicaid, they will receive Medicaid with the SW?	Southwest	Correct.
160	Other Do we perceive that the legislation will approve the amount.	Northeast	Fairly positive.
161	Other Will it be a side by side program with DD Waiver	Northeast	Will be parallel to. Will not lose waitlist spot for DD Waiver. Once on SW can leave and join DD Waiver once you are given a DD Waiver allocation.
162	Other How does a person get on the Medically Fragile Waiver program?	Northeast	Option on application paperwork to registered for Medically Fragile Waiver. There are different eligibility criteria than the DD Waiver. There is no waitlist for the Medically Fragile Waiver.
163	Other Are the requirements of providers still be the same as the DD Waiver?	Northeast	Offer different options for the individual, such as self directed staff. Can use individuals they know.
164	Other Why would the SW be different?	Northeast	Primary reason for SW is for the people on waitlist to receive some sort of services. The SW does not have residential options or a large budget allotment.
165	Other What are the financial requirements?	Northeast	Refer to your local Income Support Division office. Financial eligibility is the same as other waiver programs
166	Other Will there be a new application process for providers?	Northeast	Want to fast track process but the provider will have to have good knowledge of waiver.

Feedback Category	Public Comments & Questions	Region	Responses During Town Hall or Upon Research
167	Other What are the options if the child is under 18 for resources?	Northeast	Early Periodic Screening, Diagnosis and Treatment (EPSDT) services are available to eligible children under 21 through Medicaid. Speak to you MCO Care Coordinator.
168	Other Will the caregivers need to be trained or have particular qualifications?	Northeast	Yes, per CMS.
169	Other What are training requirements? Consider training travel times and online modules	Northeast	Thank you for comment. Training requirements will be developed.
170	Other How do we support natural supports? People don't know what they don't know.	Northeast	Thank you for comment. More outreach and education is needed.
171	Other What can we do to support funding for this waiver?	Northeast	Go to https://nmlegis.gov/ for session calendar and advocacy opportunities and information to legislature and details.
172	Other Increase Direct Support Professional (DSP) rates.	Northeast	Rate increases are due to go into affect July 2020 with legislative approval for funding and CMS approval.
173	Other Need more PR - newsletter	Northeast	Check DDSD website - quarterly newsletters are published: https://nmhealth.org/about/ddsd/
174	Other Question about individual renewal for HSD timeline: medical and financial eligibility.	Northwest	Annual medical and financial recertification of eligibility is a requirement. This is true for all waivers and also a federal requirement.
175	Other How do you get a care coordinator (MCO)?	Northwest	Contact member services. If you are fee for service Medicaid, you will not have a care coordinator. You would need to switch to Centennial Care.
176	Other Do care coordinators live in the same town?	Northwest	Not always, but they are required to make a home visit.
177	Other Question regarding Family Supports and Reimbursement Porgram	Northwest	Clarified this only pertained to people who received no Medicaid.
178	Other Family reimbursement - what if I don't have original receipts?	Metro	Program has not started yet. There is an application and eligibility process.
179	Other Can I use an itemized ABLE account report for Family Reimbursement?	Metro	Application and program description in on DDSD website: https://nmhealth.org/about/ddsd/pgsv/sgf/
180	Other Will budgets on DD Waiver be adjusted because of the implementation of SW?	Metro	DD Waiver will not be affected by SW but rather by the renewal of DD Waiver.
181	Other Need long term benefit for my daughter.	Metro	System is intended to provide long term benefits (various avenues). Individual situations can be reviewed with state staff after presentation.
182	Other Can you access Family Supports & R eimbursement program and SGF at the same time?	Metro	Application details and limitations on webpage: https://nmhealth.org/about/ddsd/pgsv/sgf/
183	Other Which is more sustainable, the SW or DD Waiver ?	Metro	Both are funded by legislature- if we get funding, it is sustainable. Both have challenges in terms of sustainability depending upon the state budget.
184	Other What type of oversight will exist on SW to make sure there is no fraud, exploitation or abuse ?	Metro	We are building in oversight - DD Waiver providers are already familiar with DHI and QMB - We will look at building in process as we have with the other waivers

Feedback Category	Public Comments & Questions	Region	Responses During Town Hall or Upon Research
185	Other Will DD Waiver address health care services?	Metro	No.
186	Other If we fund the SW, does that funding compete with DD Waiver? Will people have to wait longer to get on DD Waiver?	Metro	It is a possibility.
187	Other Do agencies for the SW serve as a Fiscal Intermediary? How do providers enroll?	Metro	Clarified difference between Phase 1 and Phase 2- We are looking at enrollment of providers who are already an approved DD Waiver provider.
188	Other How much in assets can a person have to qualify?	Metro	Same as current - medical and financial eligibility still needs to be met. Income Support Division can provide individualized clarifications.
189	Other Why not bring more people into DD Waiver rather than funding a whole new waiver?	Metro	Not all individuals need a residential option. Cost drivers in DD Waiver are residential supports.
190	Other Does a provider of DD Waiver have to provide services under SW?	Metro	This is an agency decision - a potential opportunity to grow business.
191	Other How much in assets can a person have to qualify?	Metro	Same as current - medical and financial eligibility still needs to be met. Income Support Division can provide individualized clarifications.
192	Other Why not bring more people into DD Waiver rather than funding a whole new waiver?	Metro	Not all individuals need a residential option. Cost drivers in DD Waiver are residential supports.
193	Other Does a provider of DD Waiver have to provide services under SW?	Metro	This is an agency decision - a potential opportunity to grow business.
194	Other What are the training and qualifications that will be required for SW? I think they should be the same as DD Waiver.	Metro	Still under consideration
195	Other Will state still provide free trainings?	Metro	Yes, training unit is developing a plan.
196	Other If on waitlist for many years, please speak about meeting medical eligibility- will Community Support Coordinator help facilitate this?	Metro	Process of determining medical and financial eligibility will look the same as it does for others waivers.- Yes Community Support Coordinator will help facilitate this.
197	Other Will the SW have an Individual Service Plan?	Metro	The person on the SW will be required to have a plan- will look similar and different from current waiver plans (SSP and ISP)
198	Other What is EPSDT?	Metro	Early Periodic Screening, Diagnosis and Treatment. EPSDT is a suite of services available to eligible children under 21.
199	Other Will State General Funds slots slowly be phased out as people move to the SW?	Metro	At this time we are not looking at phasing our State General Funded slots. However, allocations to the SW may reduce the number of people receiving State General Funds depending on the person's choice of programs.
200	Other What will happen to State General Funds money?	Metro	A this time we are not looking at phasing out State General Funded slots. However, allocations to the SW may reduce the number of people receiving State General Funds depending on the person's choice of programs.
201	Other Many people aren't aware of resources and funding opportunities such as Quality of Life grants, etc. - what can be done to increase awareness and communication?	Metro	DOH - DDSD and HSD are working together to increase public understanding. We can do better.

Feedback Category	Public Comments & Questions	Region	Responses During Town Hall or Upon Research
202	Other Is it possible to transfer from the DD Waiver to the SW? Under what circumstances might that be a good choice?	Metro	It may be a possibility. It would be an individualized choice based on person's needs.
203	Other Where can I access information about the waivers online?	Metro	https://nmhealth.org/about/ddsd/
204	Other How will the SW help address the Direct Support crisis?	Metro	No answer at this time.
205	Other How will the Rate Study impact compensation for Providers and Direct Supports?	Metro	We will use the recent rate study as a foundation for parallel services in the SW.
206	Other Will Guardianship work the same way on the SW as on the DD/MV Waivers?	Metro	Yes.
207	Other What about services for elderly and people with mental illness?	Metro	The SW (and DD System) is first for people who meet criteria for Intellectual/ Developmental Disability. That may also include secondarily people who have a mental health diagnosis or the aging population Centennial Care provides behavioral health.
208	Other Can self-pay to Agency for Employment Services be reimbursed?	Metro	No. Employment supports are part of SW Service array
209	Other What will education and outreach look like going forward. More Town Halls?	Metro	We are working on a plan.
210	Other When will these notes be posted?	Metro	ASAP
211	Other Why is there a resource limit of \$2,000?	Metro	This is related to financial eligibility and can be addressed in more detail; by Income Support Division