

Quarterly Statewide Case Management Directors Meeting

July 20, 2023

Introductions 10:00-10:05

- DDS
- HSD
- A Step Above Case Management
- Carino Case Management
- Excel Case Management
- Heart of New Mexico Case Management
- J&J Home Care
- New Mexico Quality Case Management
- Peak Developmental Services
- Professional Case Coordination Services
- Rio Puerco Case Management
- Sun Country Care Management Services
- The Columbus Organization
- Unidas Case Management
- Visions Case Management



HSD Updates 10:05-11:00

- LaRisa Rodges
 - TPA- Jiva Upgrade
- Margaret Bost
 - MCO Care Coordination

** Talking points or presentations by guest speakers will be distributed after the meeting*

Staff Updates 11:00- 11:05

- DDS Staff Update
 - Southeast Region
 - Guy Irish
 - Metro
 - Steven Gutierrez
- New Format for Quarterly Meetings
 - PowerPoint in place of meeting minutes



Reminders:

- Agency CM Contact Lists
 - Reminder to send Agency Contact Lists every quarter
 - Previous quarter due July 1
 - Next quarter due October 1
- Discuss Advance Directives
 - Discuss Advance Directives during IDT meetings (i.e., Do Not Resuscitate, Do Not Intubate or other directives or orders)

DDSD Communication 11:05-11:15

- DDW Numbered Memo 2023-03: Regional Office Request for Assistance (RORA)- Provider Shortages
 - If Case Managers cannot add providers to the budget because of provider shortages, they must utilize the RORA process.
 - If providers have any issues that prevent them from providing services, they need to request a Self-Imposed Moratorium from DDSD.
 - If a provider is on a SFOC and an individual selects their agency they are required to provide the service.



DDSD Communication 11:05-11:15 Cont.

- DDW Numbered Memo 2023-04: DDW Budget Transitions from Outside Reviewer (OR) to the Medicaid Third-Party Assessor (TPA)
 - Streamlined budget submission process
 - Transitions starting in January 2024
 - Trainings to Case Managers, TPA and OR In October/November 2023



Rate Study/ Provider Capacity Assessment

11:15-11:25

- Rate Study:
 - Final report on website- <https://www.nmhealth.org/about/ddsd/>
 - Public comment accepted through July 21st
<https://app.smartsheet.com/b/form/724f258f7b3947418871ef4e421cc340>
- Provider Capacity Assessment
 - Surveys closed on 07/05/2023.
 - Provider Capacity Assessment Report will be issued in the fall

Intake and Eligibility Bureau (IEB) 11:25-11:45

- New Application Process (overview)



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Break 11:45-12:00



Program Updates 12:05-12:20

- Budget Worksheet Update
 - DDSD is simplifying the BWS to reduce RFIs and make BWS more timeless.
 - 07-21-23 BWS Beta Testing begins
 - 08-04-23 Beta Testing Feedback Completed
 - October-November 2023- Communication and issue of new BWS to field.
- Standards Update
 - Refer to DDW Webpage:
<https://www.nmhealth.org/about/ddsd/pgsv/ddw/>
- Customized In-Home Supports (CIHS) exception reminder
 - Reminder: CIHS is not a residential service with 24-hour support
 - CIHS requests with more than 11 hours a day need Regional Office Exception Authorization Approval



Bureau of Behavior Supports (BBS) 12:20-1:00

- Preliminary Risk Screenings- Ryan Trujillo
 - Overview of service, when to seek it, how to start, maintain and stop the service.
- BBS Updates and Reminders- Susan Seefeldt
 - Missing BSC Documents
 - Future of BSC Documents
 - BSC Safety Net Services



Station MD 1:00-1:20

- Implementation of Station MD- Angie Brooks



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Technology Task Force 1:20-1:40

- Christina Hill and Angie Brooks
 - Next Phase



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Question and Answer Session- Open

