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# Medically Fragile News

A Publication of the Medically Fragile Case Management Program (MFCMP)

University of New Mexico Health Sciences Center

Center for Development and Disability

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Hello Families,

I hope you all enjoyed the summer. Fall is off to a busy start at the MFCMP. This newsletter includes important information that I hope you will read through.

Is your email address up to date with the MFCMP? If you have not been receiving periodic emails from Lori Steward, Family Specialist, please verify or update your email address with your MFCMP case manager or contact Lori Steward (see contact information above right).

Enjoy the changing of the leaves, the crisp mornings and maybe some hot air balloons too!

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*Let's connect!*



Check out our Facebook page and "Like" us! This page is a great way to connect with other families, keep informed of upcoming events and share your tips, successes, challenges and questions. Join us!

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**Centennial Care - Urgent and Important!**

Centennial Care 2.0 - Do you know what this means for you and your family member who is medically fragile?

- As you may know, Centennial Care is "New Mexico Medicaid." Centennial Care 2.0 is the second five-year period of Centennial Care that begins 1/1/2019.
- By 10/15/2018, everyone who receives New Mexico Medicaid (Centennial Care) should have received a large TURQUOISE-colored envelope from NM Medicaid via US Mail. This very important mailing includes instructions for you to select a Managed Care Organization (MCO) for your family member who is Medically Fragile, effective 1/1/2019. Your MCO is the insurance company that provides your Medicaid services. (Note: You will also receive a TURQUOISE envelope for any other Medicaid recipient who lives at the same address).
- The information in your TURQUOISE envelope should include a list of the MCOs from which you can make your choice. MCOs who are contracted with the State beginning 1/1/2019 are:
  - BlueCross/Blue Shield of New Mexico
  - Presbyterian Health Plan
  - Western Sky Community Care
- Note that Molina will no longer be a NM Medicaid MCO provider as of 1/1/2019. If Molina is your current MCO, they will continue to be your MCO only through 12/31/2018. If you currently use Molina and do not select one of the three MCOs listed, you will be auto-assigned to one of the three available MCOs, effective 1/1/2019.
- You can stay with the same MCO if you choose (unless you currently use Molina) or move to one of the others, effective 1/1/2019. However, please make sure you follow the instructions in the TURQUOISE envelope to ensure that you are assigned your choice.
- The open enrollment period is 10/1/2018-11/30/2018. Please make sure you get your questions answered and then respond to the information in the TURQUOISE envelope by 11/30/2018.
- All Centennial Care enrollees who choose or are assigned to an MCO during open enrollment will have 3 months (starting 1/1/2019) to change their MCO.
- If you do not receive a TURQUOISE envelope by 10/15/2018, the State has indicated that you should contact the Medicaid Customer Service Hotline at (888) 997-2583.
- The State recently held presentations on Centennial Care 2.0 around the State. Below is a link to the slides from this presentation:  
[http://www.hsd.state.nm.us/uploads/files/Final%20w%20MCOsBCBS\\_First\(1\).pdf](http://www.hsd.state.nm.us/uploads/files/Final%20w%20MCOsBCBS_First(1).pdf)
- Individuals at the State and MCOs and your MFCMP Case Manager are all available to answer questions during this time of transition.

**Remember: The Open Enrollment Period Ends November 30, 2018!**

## Medically Fragile Waiver Rate Study is Underway

*Yes! It IS important to you!*

Recently the NM Department of Health/Developmental Disabilities Supports Division (DOH/DDSD) contracted with PCG, a consulting firm out of Boston, to perform a rate study on all services for the Medically Fragile Waiver (MFW) and the Developmentally Disabled Waiver (DDW) and certain services for the Mi Via Waiver. In addition, PCG will provide recommendations to DOH/DDSD about how our programs can be improved.

### What is a Rate Study?

A rate study looks at 1) the costs to provide a particular service 2) what others in the market pay for that service and 3) what the State currently pays providers for the service. It is a tool that is used to help the State determine if the rate it pays providers for a service should be adjusted.

### Why is this Rate Study so important?

This study is *very important* to individuals who are medically fragile. For MFW, all categories of services will be studied, including nursing, home health aide, case management, respite, physical therapy, occupational therapy, speech/language pathology, behavioral support consultation, nutrition and specialized medical equipment.

The rate that the State pays for a service has an effect on providers. When rates are too low, fewer providers are willing or able to provide the service.

This study only directly impacts rates for services that are paid by the State through the MFW. However, for those of you whose family member is under 21 or those on Medically Fragile Non-Waiver EPSDT, some services are paid by your MCO, and this rate study is important to you as well. Without going into detail here, it is important to know that the rate for services that are paid through an MCO are sometimes influenced by the MFW rates. Bottom line...this rate study is very important!

### What can you do?

As the facilitator of the Medically Fragile Family Advisory Board (FAB), Lori Steward, Medically Fragile Case Management Program Family Specialist, serves on the subcommittee for the rate study. Lori will be updating you on the rate study as it moves forward. However at this time, she needs your input. The consultants performing the rate study want your input, and Lori will be collecting this input and relaying it to the consultants.

**Provide input (comments, suggestions, concerns, etc.) by contacting Lori Steward, MFCMP Family Specialist via email at [LSteward@salud.unm.edu](mailto:LSteward@salud.unm.edu) or (505) 235-9463 voice or text. We look forward to hearing from you!**





## HME UPDATE



Does Home Medical Equipment Specialists (HME) provide durable medical equipment (DME) or supplies for your child? We know that the process of ordering and delivery of these items can sometimes be difficult. For the last year, HME has been working with the Medically Fragile Family Advisory Board to respond to families' concerns and improve the DME and supply experience for families.

As a result, HME has made some changes and improvements to their processes and communications.

- HME has established a Specialized Care Team (SCT) for clients who have significant DME and supply needs.
- One of the benefits of using the SCT is that each client is assigned an SCT team member. This SCT team member is your primary contact at HME for supplies. You can call this person directly at the number provided to you.
- If needed, you can also call the SCT direct number (505) 449-2101.
- If you have not yet connected with the SCT and would like to, contact Robin Santana, SCT Supervisor at (505) 341-7883.
- HME is currently making some changes to its Complex Rehab Department. This department handles custom wheelchairs and other special equipment. HME plans to “roll-out” these changes in approximately one month.

If you have input or questions on the HME process, you can call Robin Santana, SCT Supervisor (for supplies) at (505) 341-7883 or Ann John, Area VP-Complex Rehab Department (for rehab and custom equipment, such as wheelchairs) at (505) 342-4585. You are also welcome to email or call Lori Steward, MFCMP Family Specialist, with issues, suggestions or other input at [LSteward@salud.unm.edu](mailto:LSteward@salud.unm.edu) or (505) 235-9463 voice and text.

## OPPORTUNITIES TO CONNECT & LEARN



### Farmington & Surrounding Areas

We will be holding a family meeting/get together in Farmington on **Wednesday, November 28, 2018**. This event will be a "Lunch & Learn" and HME representatives will be at this meeting to talk about their Specialized Care Team and Complex Rehab Department. Food will be provided! Location and exact times to be announced. We will hold a lunch time and a dinner time meeting, if requested by families. If you live in the area and would like to attend, email or call Lori Steward, Family Specialist to let her know whether you could attend at lunch or dinner time, or either.

### Albuquerque and Surrounding Areas

Let's have lunch on **Tuesday, November 6, 2018!** We can either do a brown bag lunch where everyone brings their own lunch or we can choose a casual restaurant. If you are interested, contact Lori Steward, Family Specialist.

*Let's Have  
Lunch!*

### Las Cruces and Surrounding Areas

We are planning a meeting in your area in **early January (either January 8, 9 or 10)**. Stay tuned for details!

### Southeastern Mexico

We will be setting a date for a meeting in your area in **springtime**. We will be in touch!

To contribute ideas, ask questions and RSVP for any of the above events, contact:  
[LSteward@salud.unm.edu](mailto:LSteward@salud.unm.edu) or (505) 235-9463 voice or text

### IMPORTANT DATES TO REMEMBER

- 10/15/2018 You should have received your TURQUOISE envelope from NM Centennial Care (Medicaid)
- 10/1/2018 - 11/30/2018 Open Enrollment Period for Centennial Care – Make sure to follow instructions in the TURQUOISE envelope to select your MCO
- 1/1/2019 Centennial Care 2.0 Begins

*For more information on Centennial Care see page 2*

