

Centennial Care – New Mexico Medicaid

New Mexico

What is New Mexico Centennial Care?

Centennial Care is the New Mexico Medicaid program. Most people who have Centennial Care receive services through one of three managed care organizations (MCOs). Covered services include physical health (medical, dental, and vision), behavioral health (to help with issues such as stress, depression, anxiety, and addictions), long-term care and community benefits (services like adult day health, respite care and personal care services).

Each MCO also offers certain Value Added Services, in addition to what they are required to provide by Medicaid. See *Index of MCO Value Added Services*, at hsd.state.nm.us/LookingForInformation/value-added-services.aspx

What may members receive?

- Centennial Care members receive an initial Health Risk Assessment (HRA) to determine the level of care coordination they may need. Members may need to request a Care Coordinator, or one may be assigned to them.
- A Care Coordinator is someone who looks at physical and/or behavioral health needs and works directly with the member and their family to get the services the member needs.
- The Community Benefit Option is for members who need a nursing facility level of care, meaning they need assistance with activities such as dressing, bathing, brushing teeth, toileting, etc. Services like adult day health and respite care are included in this option.
- The Member Rewards Program allows members to earn credits for healthy behaviors. These credits can be used to order products from a catalog. To sign up for rewards, visit <https://www.centennialrewards.com/reg/>

What about services for Native Americans?

Native Americans who use Medicaid have the option of using Exempt/Fee-for-Service or selecting an MCO. Either way, Indian Health Service (IHS) or Tribal clinics and hospitals may be used. For those with special or complex health needs, it may be helpful to select Centennial Care, as a Care Coordinator is only available through an MCO. For anyone on a waiver or for Community Benefit/Long-Term Care services, such as personal care, assisted living, respite, home health aide, etc., enrolling with an MCO is required.

How does someone qualify for Centennial Care?

The applicant must be a US citizen and meet residency and income requirements. To find out more, visit hsd.state.nm.us/LookingforAssistance/centennial-care-overview.aspx or call the Medicaid Expansion Hotline.

People enrolled in the Developmental Disabilities (DD) and Medically Fragile (MF) waivers also receive medical services through Centennial Care.

To apply:

Go online to www.yes.state.nm.us, call the Medicaid Expansion Hotline listed to the right, or contact the nearest Income Support Division (ISD) office.

Remember:

- If someone is enrolled with an MCO, and has questions or needs help addressing an issue, they can contact their MCO's Customer Service or their care coordinator. If their questions or concerns are still unresolved, they can ask for an Ombudsman, who is available at no cost to review and address concerns regarding services. They may also help members understand policies and connect with appropriate personnel.



Medicaid Expansion Hotline

To apply for Medicaid
1-855-637-6574

Medicaid Call Center

For Medicaid members
1-888-997-2583

Centennial Care Managed Care Information Line

For Medicaid members with questions about MCOs
1-866-251-4591

Liaison for Native Americans

505-827-3122

MCOs:

Blue Cross Blue Shield of NM

1-866-689-1523

Presbyterian Health Plan, Inc.

1-888-977-2333

Western Sky Community Care

1-844-543-8996

Questions?

Call the CDD Information Network

1-800-552-8195

or visit our website at www.cdd.unm.edu/infonet
Informational Tip Sheets:

www.cdd.unm.edu/infonet/tip-sheets.html