

**MANAGED CARE PROGRAM
MEMBER REWARDS
Tribal Consultation Version 10.23.13**

**TITLE 8 SOCIAL SERVICES
CHAPTER 308 MANAGED CARE PROGRAM
PART 13 MEMBER REWARDS**

8.308.13.1 ISSUING AGENCY: New Mexico Human Services Department (HSD).
[8.308.13.1 NMAC - N, 1-1-14]

8.308.13.2 SCOPE: This rule applies to the general public.
[8.308.13.2 NMAC - N, 1-1-14]

8.308.13.3 STATUTORY AUTHORITY: The New Mexico medicaid program and other health care programs are administered pursuant to regulations promulgated by the federal department of health and human services under Title XIX of the Social Security Act as amended or by state statute. See NMSA 1978, Section 27-1-12 et seq.
[8.308.13.3 NMAC - N, 1-1-14]

8.308.13.4 DURATION: Permanent.
[8.308.13.4 NMAC - N, 1-1-14]

8.308.13.5 EFFECTIVE DATE: January 1, 2014, unless a later date is cited at the end of a section.
[8.308.13.5 NMAC - N, 1-1-14]

8.308.13.6 OBJECTIVE: The objective of this rule is to provide instructions for the service portion of the New Mexico medical assistance programs.
[8.308.13.6 NMAC - N, 1-1-14]

8.308.13.7 DEFINITIONS: [RESERVED]
[8.308.13.7 NMAC - N, 1-1-14]

8.308.13.8 MISSION STATEMENT: To reduce the impact of poverty on people living in New Mexico by providing support services that help families break the cycle of dependency on public assistance.
[8.308.13.8 NMAC - N, 1-1-14]

8.308.13.9 ELIGIBLE MEMBERS: A member of a HSD contracted managed care organization (MCO) is eligible to participate in his or her MCO's member rewards program.

A. For a native American member who elects to opt out of receiving MAD services through a HSD contracted MCO, and retains medical assistance programs (MAP) eligibility, he or she no longer will earn reward credits as of the last day of enrollment in his or her MCO.

B. Upon losing eligibility for continued enrollment in a HSD contracted MCO, the individual no longer will earn member reward credits.
[8.308.13.9 NMAC - N, 1-1-14]

8.308.13.11 REWARD CREDITS: A member may earn reward credits when engaging in a MCO selected healthy behavioral. Each healthy behavioral receives a one-time reward per calendar year. Reward credits are determined for specific member healthy behaviors. Details on the requirements to earn a healthy behavior reward credit are made available to a member on the medical assistance division's (MAD) website and provided in writing to a member through his or her MCO.

A. **Maximum amount of a member's reward credit balance:** A member is limited to a maximum reward credit balance of \$125.00 at any one time. Each time a member's balance is less than the maximum amount, the member is eligible to earn additional reward credits up to the maximum limit.

B. **Portability of reward credits:** A member may carry his or her reward credits when transitioning from one HSD contracted MCO to another HSD contracted MCO. When a member earns reward credits for a specific healthy behavior, he or she may not earn reward credits for the same healthy behavior within the same calendar year with his or her new MCO.
[8.308.13.11 NMAC - N, 1-1-14]

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C. **Retention of reward credits:** A member's reward credit balance will be accessible for the member's use up to 365 days after he or she loses MAP eligibility. For a native American who was a member of a HSD contracted MCO, and later opts in to fee-for-service (FFS) administration of benefits, the previously earned MCO reward credits are accessible up to 365 days after the close of his or her HSD contracted MCO membership.

D. **Reward credit disputes:** If a member believes there is a discrepancy in the way his or her HSD contracted MCO has determined a reward credit or balance, the member shall contact his or her MCO for resolution.

HISTORY OF 8.308.13 NMAC: [RESERVED]