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Kari Armijo, Acting Secretary
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Letter of Direction #107

Date: September 28, 2023

To: Centennial Care 2.0 Managed Care Organizations

From: Lorelei Kellogg, Acting Director, Medical Assistance Division 
Nick Boukas, Behavioral Health Services Division – JN for NK 

Subject: Implementation of Behavioral Health (BH) Standards for Crisis Now and 988, Certified Community Behavioral Health Centers, and New Standards for Behavioral Health Appointments

Title: BH standards for Crisis Now and 988, CCBHCs, and Appointments

The purpose of this Letter of Direction (LOD) is to provide guidance to the Centennial Care 2.0 Managed Care Organizations (MCOs) for implementation of Crisis Now and 988 networks and Certified Community Behavioral Health Clinics (CCBHC) and identify additional contractual requirements to the Medicaid Managed Care Services Agreement for the remainder of Centennial Care. These additional requirements are effective as of the date of this LOD.

Crisis Now and 988

Managed Care Organizations (MCOs) shall comply with all Crisis Now and 988 network standards as developed and identified in collaboration with HSD, including but not limited to standards for crisis triage centers (CTC), Mobile Crisis Teams (MCT), Children's Mobile Response and Stabilization Services (MRSS), crisis receiving models, and separate pathways to or in an ED.

MCO/Contractor shall make best efforts to contract with Crisis Now and 988 network providers including but limited to 988 call centers, CTC, MCT, MRSS, ED.

Certified Community Behavioral Health Clinics (CCBHC)

The MCO shall support the CCBHC model as directed by HSD and make its best efforts to expand its Provider network by contracting with CCBHCs as they become certified and enrolled providers.

Behavioral Health Appointment Standards

Section 4.8.7.5.4 of the Agreement will be revised to read as follows:

- For non-urgent Behavioral Health care, the request-to-appointment time for an initial assessment shall be no more than seven (7) Calendar Days, unless the Member requests a later time.

A new section 4.8.7.5.4.1 will be added to the Agreement:

- 4.8.7.5.4.1 All non-urgent Behavioral Health care follow-up appointments shall be available within thirty (30) Calendar Days of the request.

Section 4.8.7.5.12 of the Agreement will be revised to read as follows:

- For Behavioral Health crisis services, face-to-face appointments shall be available within ninety (90) minutes of the request.

This LOD will sunset upon inclusion into 8.321.2 NMAC, the Behavioral Health Policy Manual and the NM Medicaid Managed Care Services Agreement.