




Michelle Lujan Grisham, Governor
Kari Armijo, Acting Secretary
Lorelei Kellogg, Acting Medicaid Director

Letter of Direction #96

Date: June 30, 2023

To: Centennial Care 2.0 Managed Care Organizations

From: Lorelei Kellogg, Acting Director, Medical Assistance Division 

Subject: MCO Requirements for Comprehensive Well Child Check Up for Children in State Custody (CISC) Within 30 Days

Title: Comprehensive Well Child Checkups for Children in State Custody (CISC) Within 30 Days

This Letter of Direction (LOD) outlines requirements for the Centennial Care 2.0 Managed Care Organizations (MCOs) to ensure that a comprehensive well child checkup takes place within 30 days of a child coming into state custody. This LOD also outlines reporting requirements regarding the implementation of and ongoing monitoring of comprehensive well child checkups monthly.

The New Mexico Children, Youth and Families Department (CYFD) will be working to establish the CYFD Categories of Eligibility (COE) within 6-8 days of the child being received into state custody to ensure timely eligibility into the New Mexico Medicaid system. MCO's must review the enrollment data file uploaded by the New Mexico Human Services Department (HSD) daily to identify Members having CYFD COEs. (See LOD 69-1, 4.4.18.3.1)

The MCO must contact the Member's assigned CYFD Permanency Planning worker (PPW) within three (3) business days of notification of Member's involvement in CYFD and assign a care coordinator to engage with the Member and/or Member's team. The MCO shall request contact information for the child's caregiver, legal representative, and legal custodian during this contact. (LOD 69-1, 4.4.18.3.2)

The MCO shall utilize the availability of internal resources such as the Member's assigned care coordinator, a community health worker, care worker or tribal liaison to contact the Member's caregiver to ensure that the well child visit is scheduled within the 30 days in collaboration with the child and the child's legal custodian (CYFD PPW), caregiver/resource parent, and parent/guardian (where appropriate) to avoid scheduling conflicts and to ensure that barriers such as transportation and language access have been addressed. The care coordination efforts must be documented.

The MCO must also provide education and assistance with accessing transportation if needed to attend a comprehensive well child checkup, including providing support in scheduling transportation.

The MCO must document that CISC PPW/Care Giver were offered education on the importance of the well child checkup and the specific support provided as well as outcome of support.

The MCO will document when the child and/or caregiver/resource parent is difficult to engage, refuses care coordination, and/or declines assistance with scheduling the appointment and all efforts to engage the child and/or caregiver/resource parent. The MCO and CYFD will also document instances in which the child's caregiver/resource parent is not able to make appointments within 30 days due to a scheduling issue in the household and will document all efforts made to accommodate any such scheduling issue.

When the child and/or the child's caregiver/resource parent declines assistance with scheduling the appointment, the MCO will be required to follow up with the child and/or child's caregiver/resource parent within 10 days of the declination. If the appointment has still not been scheduled, the MCO will once again offer assistance to the child and/or the child's caregiver/resource parent.

The MCOs must utilize available provider resources, including the child's Primary Care Provider (PCP), School Based Health Centers (SBHCs), Federally Qualified Health Centers (FQHCs), Rural Health Clinic (RHCs), and/or tribal providers to schedule the comprehensive Well-Child visit.

MCOs must also provide communication, education, and training to providers to ensure that these visits take place within the 30 days of the Member is taken into custody.

MCOs must submit reporting of how many CISC are identified and what date the comprehensive well child checkup took place on a monthly basis. A template will be provided to the MCOs no later than July 31st. This report will be due on the 15th of the following months with the first report starting with the July report due on August 15, 2023.

This LOD will sunset upon inclusion into the NM Medicaid Managed Care Services Agreement.