


Letter of Direction #59

Date: April 9, 2021

To: Centennial Care 2.0 Managed Care Organizations

From: Nicole Comeaux, Director, Medical Assistance Division 

Subject: CY 21 Performance Improvement Projects (PIPs) Non-Clinical

Title: Non-Clinical PIPs Revision

The purpose of this Letter of Direction (LOD) is to inform the Centennial Care 2.0 Managed Care Organizations (MCOs) that per CMS EQR Protocol 1, Validation of Performance Improvement Projects (PIPs), the State must require that MCOs conduct PIPs, including any PIPs required by CMS, that focus on both clinical and non-clinical areas each year as a part of the MCO's quality assessment and performance improvement (QAPI) program, per 42 C.F.R. § 438.330. At a minimum, a single PIP that focuses on both clinical and non-clinical aspects of care may satisfy this requirement.

Description of Performance Improvement Projects required by HSD:

4.12.4.10 of the MCO Centennial Care Contract, at a minimum the CONTRACTOR shall implement PIPs in the following areas; one (1) Long-Term Care Services, one (1) Prenatal and Postpartum, one (1) Adult Obesity and two (2) State directed PIPs as required by HSD and stated in the Policy Manual include: one (1) Diabetes prevention and management and one (1) Screening and management for clinical depression.

Effective immediately, the MCOs are directed to add a non-clinical component to one (1) of their current PIPs. The non-clinical component will not replace the current clinical components already in place for the PIP.

Please contact Kathy Leyba at Katherine.Leyba@state.nm.us for questions related to this LOD.

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