

# New Mexico Independent Consumer Support System (NMICSS)



The New Mexico Independent Consumer Support System (NMICSS) links together resources throughout the state to assist Medicaid Centennial Care enrollees receiving long-term services and supports (LTSS).

The NMICSS provides Centennial Care beneficiaries, their advocates and counselors information and referral resources to assist in choosing the appropriate Managed Care Organization.

## New Mexico Centennial Care Special Terms & Conditions (STC) 56

- Directed the New Mexico Human Services Department (HSD) to support the beneficiary's experience receiving medical assistance and long term services and supports (LTSS) in a managed care environment.
- STC 56 required the creation of an independent consumer support system to assist enrollees in understanding Centennial Care.

## NMICSS Implementation

- Held introductory meetings with advocacy organizations, state and local agencies, and MCO providers.
- Formed an advisory team working group seeking suggestions and feedback for the development of an independent consumer support system.
- Hosted regular meetings to develop branding, create the NMICSS website, consumer friendly resource fact sheets and an informational brochure.
- HSD directed MCOs to insert the NMICSS brochure in member packets.

[www.nmicss.com](http://www.nmicss.com)

**Aging & Disability Resource Center (ADRC)**

Assistance for older adults, persons with disabilities and caregivers

Toll free: 1-800-432-2080

TTY: 505-476-4939

[www.nmaging@state.nm.us](mailto:www.nmaging@state.nm.us)

**Center for Development & Disability (CDD)**

Information Network provides disability related information and referrals.

Toll free: 1-800-522-8195

[www.cdd.unm.edu/infonet](http://www.cdd.unm.edu/infonet)

**Medicaid Call Center**

Information about Centennial Care

Toll free: 1-888-997-2583

[www.hsd.state.nm.us/Centennial\\_Care.aspx](http://www.hsd.state.nm.us/Centennial_Care.aspx)

## New Mexico Aging & Long Term Services Department (ALTSD)

ALTSD is a lead partner with the NMICSS. The Department's Aging and Disability Resource Center (ADRC) and its Care Transition Bureau (CTB) help Medicaid beneficiaries, enrolled in Centennial Care receiving long-term services and supports (institutional, residential and community based), navigate and access covered healthcare services and supports.

The ADRC serves as an advocate and assists with linking to both long-term and short-term services and resources within and outside the Medicaid system. The CTB staff monitor to ensure that services identified as a need are provided by the MCO, MCO subcontractors and community provider agencies.

## ADRC Person-Centered Approach

- Offers information services through a telephonic, web-based, and community-based point of entry system.
- Provides options counseling by providing objective information and assistance empowering people to make informed decisions.
- Coordinates New Mexico's aging and disability service systems.

# ADRC Information Services Data CY14

## ADRC Call Profiler Report

## Care Transition Bureau

TOPIC	# of Calls
Home/Community Based Care Waiver Programs	7,653
Long Term Care/Case Management	419
Medicaid Appeals/Complaints	362
Personal Care	210
*State Medicaid Managed Care Enrollment Programs (New Topic 7/1/14)	245
*Medicaid Information/Counseling (New Topic 7/1/14)	2,111

Counseling Services	# of hrs.	# of Nursing Home Residents
Transition Advocacy Support Services		313
Medicaid Education/Outreach	2,553	
Medicaid Options/Enrollment	956	
Pre/Post Transition Follow-up Contact	3,876	



# ADRC Information Services Data CY15

## ADRC Call Profiler Report

TOPIC	# of Calls
Home/Community Based Care Waiver Programs	8,520
Long Term Care/Case Management	623
Medicaid Appeals/Complaints	152
Personal Care	292
State Medicaid Managed Care Enrollment Programs	145
Medicaid Information/Counseling	4,490

## Care Transition Bureau

Counseling Services	# of hrs.	# of Nursing Home Residents
Transition Advocacy Support Services		659
Medicaid Education/Outreach	6,397	
Medicaid Options/Enrollment	484	
Pre/Post Transition Follow-up Contact	7,309	

# ADRC Information Services Data CY16

## ADRC Call Profiler Report

## Care Transition Bureau

TOPIC	# of Calls
Home/Community Based Care Waiver Programs	10,343
Long Term Care/Case Management	508
Medicaid Appeals/Complaints	72
Personal Care	379
State Medicaid Managed Care Enrollment Programs	516
Medicaid Information/Counseling	5,576

Counseling Services	# of hrs.	# of Nursing Home Residents	# of Contacts
Transition Advocacy Support Services		773	
Medicaid Education/Outreach	4730		
Medicaid Options/Enrollment	7,036		
Pre/Post Transition Follow-up Contact	7,036		
LTSS Short-Term Assistance (7/1/16)			567

# ADRC Information Services Data CY17 Jan.-Mar

## ADRC Call Profiler Report

## Care Transition Bureau

TOPIC	# of Calls
Home/Community Based Care Waiver Programs	2,799
Long Term Care/Case Management	98
Medicaid Appeals/Complaints	11
Personal Care	150
State Medicaid Managed Care Enrollment Programs	37
Medicaid Information/Counseling	882

Counseling Services	# of hrs.	# of Nursing Home Residents	# of Contacts
Transition Advocacy Support Services		263	
Medicaid Education/Outreach	395		
Nursing Home Intakes		66	
Pre/Post Transition Follow-up Contact	2,073		
LTSS Short-Term Assistance (7/1/16)			3 <sup>1</sup>

# The Center for Development and Disability (CDD) Information Network

The CDD Information Network provides disability related information and referrals.

- Information Specialists assist in connecting individuals to local, state and national disability related organizations and programs.
- Information Network provides comprehensive library services and community resource connections for individuals with disabilities, their families and advocates.

## Initiated NMICSS LTSS Roundtable Discussions (2014)

- NMICSS partnered with members of the advisory team and HSD in planning and hosting regional LTSS roundtable discussion groups.
- Centennial Care members, provider advocates, executive leadership from each MCO and the Director of the Medical Assistance Division (MAD) met in Farmington, Albuquerque and Las Cruces.
- Discussion topics included Health Risk Assessment (HRA), Comprehensive Needs Assessment (CNA), provider access, behavioral health (BH) and brain injury (BI).

## LTSS Roundtable Discussion Outcomes

- Increase MCO trainings for care coordination and include trainings specific to members with behavioral health issues and brain injury.
- Increase efforts for process improvements between MCOs, HSD and LTSS providers.
- Work on trust building at the community level with MCOs, members and provider advocates.
- Agree to reconvene and report back on the three areas of focus.

## What We Learned

- These discussions proved to be a helpful step in opening lines of communication which led to improvements in the training of care coordinators, changes to the HSD policy manual, the requirement of a Centennial Care Ombudsman within each MCO and a better understanding of Centennial Care member needs.
- Participating organizations gained improved relationships with the MCOs and acknowledged the need for on-going discussions.
- Additional regional LTSS roundtable discussions were held in 2015, 2016 and 2017.

## Medical Assistance Division LTSS Bureau

In response to the growing need for long-term services through Medicaid, MAD established a new bureau in its Division--the Long Term Services and Supports Bureau. The LTSS Bureau has oversight of the managed care long-term care program and works with its partners to implement improvements to the Centennial Care program for its LTSS members.

After gathering feedback from advocacy groups and stakeholders, including the NMICSS roundtable discussions, HSD and the MCOs collaborated to implement policy modifications.



## Improvements to LTSS

- Streamlined the approval process for environmental modifications;
- Allowed Personal Care Services (PCS) agencies to create a flexible individualized schedule for members;
- Clarified PCS agency transfer process;
- Added the purchase of cell phone data as an allowable expense in Self Directed Community Benefit (SDCB) related goods; and
- Increased non-medical transportation mileage limit from 50-75 mile radius in SDCB.

## Improvements to LTSS (cont'd)

- Developed, piloted and implemented the Community Benefits Services Questionnaire (CBSQ)
  - Care Coordinator informs member of available services during the annual Comprehensive Needs Assessment (CNA)
- Developed Community Benefits Brochure
  - Care Coordinators leave information with the member

## Contact Information

### **NMICSS**

Robyn Nardone

505-827-3164 or [robyn.nardone@state.nm.us](mailto:robyn.nardone@state.nm.us)

### **ALTSD/ADRC**

Carlos Moya, Director, Consumer & Elder Rights Division

505- 476-4577 or [carlos.moya@state.nm.us](mailto:carlos.moya@state.nm.us)

### **HSD/MAD**

Tallie Tolen, Bureau Chief, Centennial Care LTSS

505-476-7013 or [tallie.tolen@state.nm.us](mailto:tallie.tolen@state.nm.us)



Thank you!

Questions?