



State of New Mexico  
Medical Assistance Program Manual  
**Supplement**



**DATE:** March 8, 2024

**NUMBER:** 24-02

**TO:** MEDICAID PROVIDERS

**FROM:** DANA FLANNERY, MEDICAL ASSISTANCE DIVISION DIRECTOR 

**THROUGH:** KRESTA OPPERMAN, DEPUTY BUREAU CHIEF, BENEFITS AND REIMBURSEMENT BUREAU

**SUBJECT:** IMPLEMENTATION OF HIGH-FIDELITY WRAPAROUND PROGRAM REVISED

The New Mexico Human Services Department, Medical Assistance Division (HSD/MAD) is issuing a revised Supplement to provide billing and reimbursement guidance for High Fidelity Wraparound (HFW) Services effective July 1, 2023. This guidance is being issued in advance of a rule promulgation of 8.321.2 NMAC and is effective immediately.

**Eligible Recipients**

An individual is eligible to receive HFW if they meet the following criteria:

- a. Children or youth who have a current or historical diagnosis of severe emotional disturbance (SED);
- b. Functional Impairment in two or more domains identified by the Child and Adolescent Needs and Strengths (CANS) tool;
- c. Have current or historical involvement in two or more systems such as special education, behavioral health, protective services or juvenile justice, or at risk for such involvement in the case of children aged 0 to 5; and
- d. At risk or in an out of home placement.

**Benefit Description:**

- a. Intensive Care Coordination: Dedicated full-time care coordinators working with small numbers of children and families. The care coordinator will be required to follow state guidelines for care of children with SED who are eligible for HFW. Care coordinators work in partnership with representatives of key stakeholder groups, including families, agencies, providers, and community representatives to plan, implement, and oversee HFW coordination plans.

- b. Treatment Planning: The individualized care coordination plans are developed by engaging with the beneficiary's family or caretakers and other members of the beneficiary's community. Such plans must be family and youth-driven, team-based, collaborative, individualized, and outcomes-based. The plan of care must address youth and family needs across domains of physical and behavioral health and social services.

### **Eligible Providers:**

Effective July 1, 2023, HFW is no longer restricted to Health Homes and may be provided by any provider who is approved by the HFW Steering Committee. Providers may complete the HFW Provider Application at the following website: <https://centerofinnovationnm.org/nm-wraparound/wrap-provider-application/>.

Approved providers will be issued an approval letter which will be used to complete enrollment in New Mexico Medicaid and for contracting with Managed Care Organizations (MCOs). Eligible providers must maintain the staffing requirements outlined below.

#### **Wraparound Facilitator**

- Complete the requirements of the Facilitator in Training (FIT) track as described in the New Mexico Wraparound CARES Program Manual and Provider Implementation Guide;
- Obtain Wraparound certification from the New Mexico Credentialing Board for Behavioral Health Professionals (NMCBBHP) within six (6) to twelve (12) months of hire and maintain certification thereafter;
- Wraparound Facilitators must be certified or be actively enrolled as a FIT to begin serving families. Wraparound facilitators have up to twelve (12) months to complete their certification once they have successfully completed the "Foundations of Wraparound Practice" training; and
- Must have a Bachelor's or Master's Degree in social services, human services, or an equivalent field with a minimum of two (2) years lived and/or paid experience working with the target population. Facilitators may have a high school diploma or General Educational Development (GED) with a minimum of six (6) years lived and/or paid experience working with the target population. Facilitators may have an Associate's Degree in social services, human services, or an equivalent field with a minimum of four (4) years lived and/or paid experience working with the target population.

#### **Wraparound Supervisor-Coach**

A Wraparound Supervisor-Coach will provide coaching/technical assistance to Wraparound Facilitators in their implementation of the New Mexico Wraparound model.

- Complete the requirements of the FIT track as described in HFW Program Manual and Provider Implementation Guide;
- Obtain Wraparound certification from the NMCBBHP within six (6) to twelve (12) months of hire and maintain certification thereafter;
- Complete the requirements of the Coach in Training (CIT) track as described HFW Program Manual and Provider Implementation Guide;
- Obtain Coaching Endorsement from CYFD-Behavioral Health Services (BHS) within six (6) months of being accepted in CIT track; and

- Must have a bachelor's degree in social services, human services, or an equivalent field with a minimum of four (4) years' experience working with the target population and/or HFW program and supervision. Lived experience can count for two (2) of the four (4) years required experience; or a master's degree in social services, human services, or an equivalent field with a minimum of two (2) years' experience working with the target population and/or HFW program and supervision. Lived experience can count for one (1) of the two (2) years of experience.

#### Family Peer Support Worker

- Complete Parent Peer Support Provider Module Trainings;
- Take and pass the Certified Family Peer Support Worker (CFPSW) certification exam through NMCBBHP;
- Complete the forty (40) hour required work/volunteer experience within ninety (90) days of passing the CFPSW certification exam;
- Maintain CFPSW certification;
- Be at least eighteen (18) years of age or older;
- Have a valid Driver's License;
- Have a high school diploma or GED; and
- Must have been or is a parent or primary caregiver of a child or youth who: 1) Received a mental health diagnosis or developmental disability diagnosis with a co-occurring mental health diagnosis before the age of eighteen (18); and 2) Navigated child serving systems on behalf of the child.

#### Program Director or Administrator

- Have demonstrated working knowledge of clinical assessments, determination of admission criteria, clinical oversight for all rounds, and crisis safety planning;
- Have prior work experience in various community settings dealing with SED identified youth; and
- Must meet agency's requirements for Program Director or equivalent.

#### Clinical Director

- Link Wraparound to agencies internal and external processes for referral and coordination;
- Clinically oversee patient care;
- Be an Independently Licensed Clinician pursuant to NM Regulations/Boards (Licensed Clinical Social Worker (LCSW) or Licensed Professional Clinical Counselor (LPCC));
- Meet all experience, training, and other requirements as defined by the provider agency; and complete Foundational Wraparound Training for administrators within three (3) months of hire.

Providers are required to abide by the program guidelines established in the HFW Program Manual available at the following website: <https://centerofinnovationnm.org/nm-wraparound/manual-tools-forms/>.

## **Coordination with Managed Care Organizations**

HFW is not being implemented as delegated care coordination model. The MCO care coordinators will be required to participate as a member of the HFW team when requested by the member, or their guardian, and actively participate in the team meetings. If the MCO care coordinator is not invited to be part of the team, the HFW provider will give the action plan to the MCO care coordinator as outlined in the HFW Provider Manual. MCO care coordinators will be invited to be a team member at the discretion of the youth/family. All decisions including referrals, authorizations and transitions to care are made through the team decision making process, therefore the MCO care coordinator and the HFW facilitator must communicate after each team meeting or when there is a change in the action plan. It is expected that the Care Coordinator will receive documentation including assessments and service documentation from the HFW facilitator to avoid duplicate assessments. The care coordinator must ensure they receive a copy of the HFW action plan from the HFW facilitator. The care coordinator shall consult with the HFW facilitator to ensure the member's comprehensive care plan includes the HFW team decision for planning, support and least restrictive service and setting options.

## **Billing and Reimbursement**

- The facility National Provider Identifier (NPI) may be used in the rendering provider field as well as in the billing provider field.
- The member must meet eligibility criteria identified above.
- No additional code will need to be billed in conjunction to the G9003 code.
- Federally Qualified Health Center (FQHC): Use the CMS 1500 claim form for reimbursement.
- For FQHC, Indian Health Services (IHS), and Tribal 638: Contact the MAD Benefits and Reimbursement Bureau if preference is to utilize the fee schedule rates

<b>CPT Code</b>	<b>Description</b>	<b>Units</b>	<b>Claim Form</b>	<b>Medicaid FFS Rate</b>
G9003	COORDINATED CARE FEE, RISK ADJUSTED HIGH, INITIAL	1	CMS-1500	\$1,995.41

This Supplement will sunset upon inclusion into the Behavioral Health Policy Manual and NMAC.

If you have any questions regarding this Supplement, contact Erica Leyba at [erica.leyba@hsd.nm.gov](mailto:erica.leyba@hsd.nm.gov).