



INTERDEPARTMENTAL MEMORANDUM

MAD-GI: 15-02

DATE: February 9, 2015

TO: ISD AND MAD STAFF

FROM: NANCY SMITH-LESLIE, ACTING DIRECTOR, MEDICAL ASSISTANCE DIVISION *NLS*

THROUGH: ANGELA MEDRANO, BUREAU CHIEF, EXEMPT SERVICES AND PROGRAMS BUREAU *AM*

BY: GINA CAPENER, STAFF MANAGER, EXEMPT SERVICES AND PROGRAMS BUREAU

SUBJECT: MEDICAID UTILIZATION REVIEW (UR) AND THIRD-PARTY ASSESSOR EFFECTIVE MARCH 1, 2015.

Effective **March 1, 2015**, **Qualis Health** will become the Medicaid Third Party Assessor (TPA) contractor responsible for Medicaid Fee-For-Service (FFS) Utilization Review (UR) and TPA functions for certain long-term care and home and community-based waiver services (i.e. Developmental Disabilities, Medically Fragile and Mi Via).

The following Medicaid programs and services are included:

- EMSA: utilization review of Emergency Medical Services for Undocumented Aliens.
- FFS: utilization review/prior authorization of Medicaid benefits for recipients accessing services under FFS, including behavioral health and Alternative Benefit Plan.
- Program of All-Inclusive Care for the Elderly (PACE) (COE 081, 083, 084): review of Level of Care (LOC).
- Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF-IID) (COE 081, 083, 084): review of LOC.
- Developmental Disabilities Waiver (COE 96): review of LOC and Individual Service Plans (ISP).
- Medically Fragile Waiver (COE 95): review of LOC and Individual Service Plans.
- Mi Via Waiver (COE 95, 96): review of LOC and Service and Support Plans (SSP).

Qualis Health will begin processing TPA/UR documents on Monday, March 2, 2015, that include but are not limited to the following:

- Approved MAD 310 Forms (Notification of Approval of Application for EMSA)
- Long-term care abstracts for PACE, ICF-IID, and waiver recipients
- FFS prior authorization forms
- Any other HSD correspondence such as Client Information Updates (CIUs)

The following contact information is effective starting March 2, 2015.
Please Do Not Send TPA/UR Requests to or call Qualis Health
prior to March 2, 2015.

Mail:

Qualis Health
One Executive Center
8500 Menaul Boulevard NE, Suite B-250
Albuquerque, NM 87112

Customer Service Telephone Number for Providers and Recipients (toll-free):
1-866-962-2180

Website:

<http://www.qualishealth.org/patients-families/new-mexico-medicaid>

Additional information can be found here: <http://www.hsd.state.nm.us/providers/utilization-review.aspx>.

Thank you for your cooperation and assistance during this transition. If you have any questions regarding this announcement, please contact Gina Capener, HSD/MAD TPA/UR Staff Manager at phone number: 505-476-7251 or email: GinaM.Capener@state.nm.us.