

INTERDEPARTMENTAL MEMORANDUM
MAD MR: 16-04
DATE: March 11, 2016

TO: MAD AND ISD STAFF

**FROM: *NS* NANCY SMITH-LESLIE, DIRECTOR, MEDICAL ASSISTANCE DIVISION
(MAD)**

***ML* MARILYN MARTINEZ, DIRECTOR, INCOME SUPPORT DIVISION (ISD)**

**THROUGH: *MS* MAHESH SITA, BUREAU CHIEF, MAD COMMUNICATION & EDUCATION
BUREAU**

BY: *JL* JEANELLE LEROUGE, MAD COMMUNICATION & EDUCATION BUREAU

RE: ISD and Presumptive Eligibility Determiners inquiry

GENERAL INFORMATION

The Medicaid Assistance Division (MAD) Communication and Education Bureau has been receiving several calls from Presumptive Eligibility Determiner (PED) providers who are trying to find out the status of pending Medicaid applications. PEDs play a critical role by helping New Mexico residents apply for, maintain and enroll in Medicaid, especially in remote and rural parts of the state. Due to high staff turnover among PEDs it is common that a new determiner may need to find out the status of Medicaid applications that were submitted by his or her predecessor. To balance our operations with the need to assist these PEDs, please refer to the following solutions that were developed by the Medical Assistance Division (MAD) in coordination with the Income Support Division (ISD).

INSTRUCTIONS

- PEDs may inquire on up to five cases at a time and provide you with their PE determiner number. (Please document the PE determiner number in your case notes so there is a point of reference if needed for any future inquiries.)
- PEDs can be found in ASPEN on the left navigation under Provider Management\Presumptive Eligibility\Search. You can search by PED name, PED number, location and/or organization. This will help you determine if a PED is active or inactive. You may not provide any client information to PEDs who are inactive. If you have questions about the status of a PED, please contact MADs PED email box at HSD.PEDeterminers@state.nm.us or call 505-476-7132.
- PEDs may inquire about Medicaid cases that other PEDs have submitted on an applicant's behalf, but they are not allowed to inquire about eligibility for programs other than Medicaid.

MAD will also instruct all PEDs about these rules and parameters for contacting ISD.

If you have any questions or concerns, please contact Jeanelle LeRouge, PE Program Manager, at Jeanelle.lerouge@state.nm.us or call 505-827-7713.