



HUMAN SERVICES
DEPARTMENT

Susana Martinez, Governor
Brent Earnest, Secretary
Nancy Smith-Leslie, Director

INTERDEPARTMENTAL MEMORANDUM
MAD –MR: 18-12
DATE:

TO: ISD AND MAD STAFF

FROM: *NKL* **NANCY SMITH-LESLIE, DIRECTOR, MEDICAL ASSISTANCE DIVISION**
MB **MARY BROGDON, DIRECTOR, INCOME SUPPORT DIVISION**

BY: *KAR* **KARI ARMIJO, DEPUTY DIRECTOR, MEDICAL ASSISTANCE DIVISION**

SUBJECT: TRANSITION FROM UHC TO PRESBYTERIAN AND REVISED APPLICATION FOR ASSISTANCE FORMS

The purpose of this memorandum is to alert Income Support Division (ISD) and Medical Assistance Division (MAD) staff about a new cover sheet attachment to the HSD 100 and MAD 100 application forms that will go into effect on September 1, 2018. The cover sheet will be attached to new application forms that are distributed to ISD offices and will be included as part of the application forms that are posted and available on HSD's website at www.hsd.state.nm.us/LookingForAssistance/apply-for-benefits.aspx. Existing application forms can still be used as long as the cover sheet has been attached to any copies made available to applicants beginning on September 1.

The cover sheet explains that United Healthcare Community Plan (UHC) is no longer available as a Centennial Care Managed Care Organization (MCO) beginning September 1. The YES-NM application for benefits will also be updated so that UHC cannot be selected by online applicants starting September 1.

Updates are being made in ASPEN to ensure that applicants who selected UHC are assigned to one of the three remaining MCOs when the eligibility determination occurs on or after September 1. The three MCOs available for choice will be BlueCross Community Centennial Plan, Presbyterian Health Plan, and Molina Healthcare of New Mexico. Assignment to one of these three MCOs will take place for all eligibility determinations occurring on or after September 1, including retroactive determinations. If an applicant uses an outdated HSD 100 or MAD 100 to apply for benefits on or after September 1, and selects UHC as their health plan, the application may be processed as normal and the applicant will be automatically assigned to a different MCO. ASPEN will automatically facilitate the MCO assignment process for these applicants.

All existing UHC members as of August 31, 2018, will be transitioned to Presbyterian Health Plan effective September 1. This change will occur automatically and clients are not required to take any action. Current UHC members will receive a notice before September 1 explaining this transition. MAD leadership has been working with UHC and Presbyterian to ensure a successful and seamless transition of members. Many UHC members already receive care through Presbyterian's delivery system and/or from Presbyterian providers, so this transition will enable continuity of care and minimize disruption for members. Additionally, many of UHC's care coordinators and other staff who work directly with members are transferring to employment with Presbyterian to continue to work with these members.

UHC members who transition to Presbyterian may request a for-cause switch to another MCO; however, this

process may not be facilitated by ISD. Please refer all clients who call to ask questions about this transition or to ask to switch to a new MCO to the Conduent call center at 1-888-997-2583.

In addition to alerting applicants to the change in MCO choice options, the HSD 100 and MAD 100 cover sheet also offers updated contact information for the Office of the Secretary of State and for accessing free legal help. The new cover sheet is attached to this MR for your reference.

If you have any questions about the application cover sheet or the transition process for UHC members, please email the MAD Communication and Education Bureau at CCInfo@state.nm.us. Thank you.



Application for Assistance

More Information Before You Apply

The Human Services Department (HSD) has made changes to the application for assistance. They start on September 1, 2018:

- **United Healthcare Community Plan is not a managed care organization (MCO) for Centennial Care anymore.** If you pick United as your MCO in Section 9 of the application, HSD will assign you to a different MCO. This will happen automatically. But you can still pick one of these MCOs:
 - **BlueCross Community Centennial**
 - **Molina Healthcare**
 - **Presbyterian Health Plan**

Once you have signed up with a MCO, you will be able to switch to a different one. You can switch MCOs during the first 3 months after you sign up.

- **The contact information for the Office of the Secretary of State has changed.** It is now 325 Don Gaspar, Suite 300, Santa Fe, NM 87503. The phone number is 1-800-477-3642.
- **The phone number for getting free legal help has changed.** It is now 1-833-LGL-HELP (1-833-545-4357).



Aplicación para asistencia

Más información antes de aplicar

El Departamento de Servicios Humanos (HSD) hizo unos cambios en la aplicación para asistencia. Empiezan el 1 de septiembre de 2018:

- **United Healthcare Community Plan ya no es una organización de administración del cuidado médico (MCO) para Centennial Care.** Si usted eligió United como su MCO en la sección 9 de esta aplicación, el HSD le asignará una MCO diferente. Esto se hará automáticamente. Pero todavía puede elegir una de estas MCO:
 - **BlueCross Community Centennial**
 - **Molina Healthcare**
 - **Presbyterian Health Plan**

Una vez que se haya registrado con una MCO, podrá cambiar a una MCO diferente. Puede cambiar de MCO durante los primeros 3 meses después de registrarse.

- **Ha cambiado la información de contacto de la Oficina del Secretario del estado.** Ahora es 325 Don Gaspar, Suite 300, Santa Fe, NM 87503. El número de teléfono es 1-800-477-3642.
- **Ha cambiado el número para obtener asistencia legal gratuita.** Ahora es 1-833-LGL-HELP (1-833-545-4357).