



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



DATE: JUNE 29, 2017 NUMBER: 17-05

TO: 1. HOME AND COMMUNITY BASED-SERVICES WAIVER CASE MANAGERS AND CONSULTANTS

2. PROGRAM OF ALL-INCLUSIVE CARE FOR THE ELDERLY (PACE)

3. INTERMEDIATE CARE FACILITIES FOR INDIVIDUALS WITH INTELLECTUAL DISABILITIES (ICF-IID)

4. FEE FOR SERVICE (FFS) PROVIDERS RENDERING SERVICES REQUIRING PRIOR AUTHORIZATION

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THROUGH: *SRA* SHARILYN ROANHORSE-AGUILAR, BUREAU CHIEF, EXEMPT SERVICES AND PROGRAMS

SUBJECT: QUALIS HEALTH PROVIDER PORTAL (QHPP) REQUIREMENT FOR LEVEL OF CARE REQUESTS AND PRIOR AUTHORIZATION REQUESTS.

The State of New Mexico, Human Services Department, Medical Assistance Division, is implementing the Qualis Health Provider Portal (QHPP), a secure web-based system for **Fee-For-Service prior authorization and level of care requests**. All Fee-for-Service providers rendering services that require a prior authorization or level of care, and Home and Community-Based Waiver case managers and consultants are required to obtain access to the QHPP to submit prior authorization and level of care requests. Providers will also retrieve prior authorization and level of care correspondence documents through the QHPP. This Supplement does not apply to Centennial Care.

Fee-for-Service providers includes the following Medicaid provider types: Behavioral Health Agencies and providers, Ambulatory Surgical Centers, Optometrists, Dental providers, DME/Prosthetics/Orthotics and Nutritional service providers, Hospitals, Physicians, Home Health Agencies, Therapists, Hearing Aid service providers, Nursing Agencies, Rehab (In/Out patient) providers, Transplant service providers (in state), Residential Treatment Centers, and Treatment Foster Care Agencies.

All affected providers must be registered with the QHPP by **July 15, 2017**. Implementation will be phased in by provider type beginning **July 31, 2017** (see table below). By **September 5, 2017**, all users will be required to submit authorization requests via the QHPP.

### QHPP Implementation Dates

<b>FFS Behavioral Health</b>	<b>7/31/2017</b>
<b>FFS Dental</b>	<b>7/31/2017</b>
<b>PACE</b>	<b>7/31/2017</b>
<b>FFS DME (Prosthetics/Orthotics and Nutritional Service)</b>	<b>8/7/2017</b>
<b>FFS Therapies</b>	<b>8/7/2017</b>
<b>Home Health</b>	<b>8/8/2017</b>
<b>Rehabilitation Services (In/Out Patient)</b>	<b>8/9/2017</b>
<b>FFS Contact Lens</b>	<b>8/10/2017</b>
<b>Hearing Aid Service</b>	<b>8/10/2017</b>
<b>Private Duty Nursing Service</b>	<b>8/11/2017</b>
<b>EPSDT</b>	<b>8/11/2017</b>
<b>Waiver Case Managers</b>	<b>8/14/2017</b>
<b>Hospitals/Physicians</b>	<b>8/15/2017</b>
<b>Mi Via Consultants</b>	<b>8/21/2017</b>
<b>ICF/IID</b>	<b>8/28/2017</b>
<b>Transplant Service (In State)</b>	<b>8/28/2017</b>

Please visit the Qualis Health website for the following QHPP information:

<http://www.qualishealth.org/healthcare-professionals/new-mexico-medicaid/provider-resources>

- Registration packet – registration deadline **July 15, 2017**
- Available training dates by provider type
- Quick start guides and training videos
- Step by step instructions on how to successfully submit a request or retrieve correspondence documents
- Frequently Asked Questions

Onsite training may also be requested for your agency/facility by contacting Kimberley Scott, Qualis Health, at 1-888-962-2180.

By **July 15, 2017**, the QHPP Registration Packet must be completed and submitted to Qualis Health in order for your agency/facility to receive access to the QHPP. Only one registration

packet per agency/facility is needed. Qualis Health will process the packet within 7 business days and a confirmation email will be sent with instructions on how to get started.

Technical assistance is available by calling Qualis Health at 1-866-962-2180. It is highly recommended that providers utilize the resources available on the website prior to calling for technical assistance.

The Human Services Department appreciates your cooperation and support to improve processes by increasing efficiencies using a secure electronic system for Medicaid FFS LOC and prior authorization requests. Questions regarding this Supplement may be directed to La Risa Rodges, TPA UR Staff Manager, by phone: (505) 827-7221 or email: [LaRisa.Rodges@state.nm.us](mailto:LaRisa.Rodges@state.nm.us).