

THE MEDICAID PROGRAM

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New Mexico Human Services Department

Medicaid is a state and federal program that pays medical bills for low-income people. People must meet the income limits of the program in order to get **Medicaid**.

WHO CAN GET MEDICAID?

- some families who receive New Mexico Works benefits --
 - most children under age 19 --
 - most pregnant women --
 - most women who desire family planning services --
- people who are aged, blind or disabled and receive SSI --
 - most people who need nursing home care --
 - medicare beneficiaries --
- most non-U.S. citizens who meet certain requirements --

HOW CAN I APPLY FOR MEDICAID?

You can apply for **Medicaid** at the local [Income Support Division Office \(ISD\)](#) in the county where you live. The address and telephone number is listed in the New Mexico State Government section of the telephone book under Human Services Department. You need to give true and complete information about yourself, your family, where you live, how much money you have and what you own when you apply for **Medicaid**. Once you get **Medicaid**, you need to report any changes which may affect your case to your caseworker.

HOW DOES MEDICAID WORK?

Once you get Medicaid, you will get a **Medicaid** card at the beginning of each month. Your card lists the names of all the people in your family who get **Medicaid**, their Social Security numbers, and birth dates. Your card shows when **Medicaid** coverage begins and ends and whether the people in your family have other health insurance. Your card also shows important information and changes in **Medicaid**.

Once you get **Medicaid** you may have the opportunity to enroll in SALUD!, the New Mexico Managed Care Program, and pick a Managed Care Organization (MCO). SALUD! members receive health care services from doctors, pharmacies, hospitals or other health care providers who work with that MCO. Your **Medicaid** card will show if you are enrolled in SALUD!. Once you pick an MCO, you will get an I.D. card from that MCO.

HOW DO I GET HEALTH CARE SERVICES?

If you do not have the opportunity to enroll in SALUD!, you can get health care services from doctors, hospitals, pharmacies, or other health care providers that accept **Medicaid**.

Some doctors, pharmacies, hospitals, or other health care providers may not accept **Medicaid**. You should always ask at the place where you get health care services if they accept **Medicaid**. If a health care provider does not accept **Medicaid**, you may have to get health care services from a different provider that accepts **Medicaid**, or you may have to pay the bill.

If you are enrolled in SALUD!, you must pick a doctor who works with your MCO. That doctor will provide primary health care services to you, and may approve other specialty services you need. You can get your medicines only from a pharmacy who works with your MCO.

Each time you or someone listed on your **Medicaid** card gets health care services, you must show your **Medicaid** card because it gives information that is important to the doctor, pharmacy, hospital, or other health care provider. If you are enrolled in SALUD!, you must also show your MCO I.D. card. If you do not have your cards when you get health care services you may not be able to get services, or you may have to pay the bill.

IS MEDICAID THE SAME AS MEDICARE?

No. **Medicare** is health insurance that pays for medical care for people who get Social Security benefits. Most people on **Medicare** are over age 65. Some younger people can receive **Medicare** if they get Social Security disability payments or if they have kidney disease. Some people who have **Medicare**, may also get **Medicaid**. **Medicaid** may help pay the part of medical bills that **Medicare** does not pay. **Medicaid** may also pay the coinsurance, deductibles and premiums for **Medicare** Part A and Part B. You can contact the Social Security Administration (SSA) Office for information about **Medicare**. The toll-free telephone number is 1-800-771-1213.

HOW DOES MEDICAID WORK IF I HAVE OTHER HEALTH INSURANCE?

If you have **Medicaid** and a private health insurance or **Medicare**, you must show all your I.D. cards when you get health care services. The provider will bill your insurance, MCO, or **Medicare** first, and then bill **Medicaid**. You must follow the rules of your other insurance, and your MCO, as well as **Medicaid's** rules so that your bills for health care services will be paid.

WHAT ARE MY RIGHTS WHEN I RECEIVE MEDICAID?

You have the right to be treated fairly. **Medicaid** cannot refuse to pay for your care because of your race, age, sex, handicap or national origin or because of your political or religious beliefs.

You have the right to timely and proper notice about changes in your **Medicaid** case. You have the right to a hearing if you disagree with a decision made by the Human Services Department. You must ask for a hearing within 90 days of the decision with which you disagree.