



New Mexico Human Services Department

Medical Assistance Division
PO Box 2348
Santa Fe, NM 87504-2348
Phone: (505) 827-3103

Bill Richardson, Governor
Pamela S. Hyde, J.D., Secretary

Announcement of Molina Healthcare as the Medicaid Third Party Assessor (TPA)

July 1, 2009

Dear New Mexico Medicaid Practitioner/Provider:

This letter is to notify you that effective July 1, 2009 Molina Healthcare of New Mexico, Inc. (Molina Healthcare) will now perform Utilization Review (UR) for the New Mexico Medicaid Fee-For-Service program. In addition, third-party assessments for the Personal Care Option (PCO) and Mi Via waiver programs will also be performed by Molina Healthcare.

In the transition of UR and third-party assessments to Molina Healthcare, the Human Services Department/Medical Assistance Division (HSD/MAD), along with the Aging and Long-Term Services Department and Department of Health, are working closely with Molina Healthcare, Blue Cross Blue Shield of New Mexico and Lovelace Health Plan to ensure that there are no disruptions to the care of your patients and that necessary services continue.

Upon HSD/MAD approval, Molina Healthcare will be using nationally recognized criteria including Interqual Clinical Decision Support Criteria, Apollo Managed Care Consultants, and Hayes Technology Assessments to perform utilization reviews.

Molina Healthcare will be offering provider training sessions during the month of July in major areas throughout New Mexico (Albuquerque, Las Cruces, Santa Fe, Roswell & Farmington) to discuss the process, as well as answer questions regarding this transition. They will send you a letter with the provider training dates and locations as well as post this information on their website at www.molinahealthcare.com. In addition to on-site trainings, Molina Healthcare will also offer webinar and telephonic trainings for those practitioners/providers or their office staff members that are unable to attend the on-site meetings.

If you have any questions, please contact Molina Healthcare's customer service number at 505-348-0311 (Albuquerque local) or 1-866-916-3250 (toll-free outside Albuquerque). You may also contact Jean Fuentes, HSD/MAD TPA/UR Contract Manager, at phone number (505) 827-7221 or email JeanN.Fuentes@state.nm.us.

Sincerely,

A handwritten signature in black ink, appearing to read "C. Ingram", is written over a horizontal line.

Carolyn Ingram, Director
Medical Assistance Division