



New Mexico Human Services Department

Medical Assistance Division
PO Box 2348
Santa Fe, NM 87504-2348
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Bill Richardson, Governor
Pamela S. Hyde, J.D., Secretary

July 1, 2009

IMPORTANT ANNOUNCEMENT FOR MEDICAID PROVIDERS *Fee-For-Service Utilization Review and Third-Party Assessments*

I. Summary

Effective July 1, 2009, **Molina Healthcare of New Mexico (Molina Healthcare)** is the new **Third Party Assessor (TPA)** responsible for Medicaid Fee-For-Service (FFS) Utilization Review (UR) and third-party assessment functions for certain home health, long-term care, and Home and Community-Based waiver services. Medicaid FFS UR and TPA services were formerly contracted to Blue Cross Blue Shield of New Mexico (BCBSNM) and Lovelace Health Plan (LHP), respectively.

II. Transition of UR and TPA Functions to Molina Healthcare TPA

During the initial transition period, BCBSNM and LHP will continue specific services as per direction from the Human Services Department/Medical Assistance Division (HSD/MAD) until all services are transitioned over to Molina Healthcare TPA. Please see the chart below for these details.

Effective Date	Program	Molina Healthcare TPA Functions	Notes
July 1, 2009	Emergency Medical Services for Aliens (EMSA)	Utilization review	As of 7/1/09, BCBSNM is forwarding all EMSA receipts (including Requests For Information or "RFIs") received after 6/30/09 to Molina Healthcare TPA.
	Mi Via Waiver (including Brain Injury)	Level of Care (LOC) initial and annual determination reviews received beginning 7/1/09	LHP will retain responsibility for completing LOC reviews received by 6/30/09; LOC reviews received after 6/30/09 will be forwarded to Molina Healthcare TPA for processing.

Effective Date	Program	Molina Healthcare TPA Functions	Notes
August 1, 2009	Mi Via Waiver (including Brain Injury)	Service and Support Plans (SSPs) and budget reviews received beginning 8/1/09.	Beginning 8/1/09, Consumer Direct Personal Care (CDPC) will send SSPs and budget requests to Molina Healthcare TPA. LHP will retain responsibility for completing SSPs and budget reviews received by 7/31; SSPs and budget reviews received after 7/31 will be forwarded to Molina Healthcare TPA for processing.
	FFS	Utilization review	As of 8/3/09, BCBSNM will forward all FFS, Waiver, PACE, ICF-MR and NF/PASRR/Swing Bed receipts (including RFIs) received after 7/31/09 to Molina Healthcare TPA. FFS programs requiring utilization review include services such as the following: dental, contact lenses, in and out-of-state transplants, inpatient rehabilitation hospital admissions, outpatient rehabilitation, durable medical equipment, acute general hospital inpatient services, in and out-of-state state organ transplants, non-emergency out-of-state services, home health, private duty nursing, hearing aids, and EPSDT personal care services.
	Nursing Facility, Pre-Admission Screening and Resident Review (PASRR), and Hospital Swing Bed	Utilization review	
	Program of All-Inclusive Care (PACE)	Utilization review	
	Intermediate Care Facilities for the Mentally Retarded (ICF-MR)	Utilization Review	
	Developmental Disabilities Waiver	Utilization review	
	Disabled & Elderly/CoLTS "c" Waiver	Utilization review	
	Medically Fragile Waiver	Utilization review	
	AIDS Waiver	Utilization review	
Personal Care Option (PCO)	LOC reviews received beginning 8/1/09	LHP will retain responsibility for processing LOC reviews and assessments received by 7/31/09; LOC reviews received after 7/31/09 will be forwarded to Molina Healthcare TPA for processing. Beginning 8/1/09, the CoLTS MCOs will send LOC reviews to Molina Healthcare TPA.	

III. Contact Information for Molina Healthcare

Mail:

Molina Healthcare – TPA
PO Box 3909
Albuquerque, NM 87190

Utilization Management Fax Numbers (all toll-free):

(866) 553-9268
(866) 553-9272
(866) 553-9359

*An automated sort distribution system is used to ensure that faxes are routed to the correct person/dept.

Customer Service Telephone Numbers for Providers and Recipients

(505) 348-0311 (in Albuquerque)
(866) 916-3250 (toll-free)

IV. Contact Information for HSD/MAD

If you have any questions regarding this notification, please contact Jean Fuentes, HSD/MAD TPA/UR Contract Manager, phone number: 505-827-7221, email: JeanN.Fuentes@state.nm.us