

## Provider Frequently Asked Questions

### 1. What is Centennial Care?

Centennial Care is the new name for New Mexico's Medicaid managed care program. Its design creates a single, comprehensive delivery system through four managed care plans, allowing for greater administrative simplicity. It emphasizes care coordination so that recipients will receive the right care, in the right place at the right time, leading to better health outcomes.

### 2. When will Centennial Care start?

It will start on January 1, 2014.

### 3. What MCOs have been contracted to provide Centennial Care services and who are the contact people for provider issues?

Molina Healthcare of NM:  
Karen Bounds  
(505) 348-0228

Blue Cross and Blue Shield of NM:  
Karen Smoot  
(505) 816-2163

Presbyterian Health Plan:  
Tamara Stevenson  
(505) 923-5421

UnitedHealthcare Community Plan:  
Quinn Glenzinski  
(505) 449-4205

### 4. Who will be the point of contact when an MCO has a subcontractor for services such as dental, transportation, etc.?

Please contact the above named MCO people to find out the names of their subcontractors.

### 5. When will the new MCOs begin to recruit providers?

The Centennial Care MCOs may have already contacted you about the new program. The MCOs began reaching out to providers in May 2013. If you have not been contacted, please call the individuals identified above.

### 6. If I am currently contracted with one of the Centennial Care MCOs, will I have to have a new contract?

Each MCO will discuss with you their contracting process for Centennial Care. In some cases, it may be an amendment to your current contract or in other cases there may be a new contract required.

### 7. Do I need to become a Medicaid Fee For Service Provider to participate in Centennial Care?

No, there are no requirements that you become a FFS provider, however, not all recipients are required to participate in managed care but are fee for service; in order to be reimbursed for services provided to such recipients, you must be enrolled as a fee for service provider. If you are not currently enrolled as a Medicaid Fee for Service provider and would like to enroll, please go to the Human Services Department's website at: [www.hsd.state.nm.us/mad](http://www.hsd.state.nm.us/mad) and click on Provider Information, Enrollment & Program Policy on the left hand side of the website.

### 8. Will all Medicaid recipients be required to be in a Centennial Care MCO?

No, most Native Americans will be able to "opt in" to managed care for their physical health services.



# CENTENNIAL CARE

**9. Will I need to have a contract in place in order to have claims paid beginning January 1, 2014?**

Yes. The MCOs will work diligently with you prior to January 1, 2014 to see that you become credentialed and have a contract in place.

**10. Will there be payment turnaround times for the MCOs?**

Yes. The turnaround time will depend on the specific service provided and can be found in the contract and HSD rules. The turnaround times should be discussed in your contracting discussion.

**11. Will I continue to be paid for seeing my Medicaid clients while I am going through the contracting process?**

Yes. The MCOs will continue to reimburse for care provided during the transition period for up to ninety days if the provider is making good faith efforts to contract.

**12. Will the Centennial Care MCOs be providing services for the Medicaid Expansion?**

Yes, for most expansion recipients. (See item 8 above.)



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DEPARTMENT

P.O. Box 2348 Santa Fe, NM 87504 (505) 827-3103 fax (505) 827-3185

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