INTERDEPARTMENTAL MEMORANDUM
MAD-GI:  15-02
DATE:    February 9, 2015

TO:      ISD AND MAD STAFF
FROM:    NANCY SMITH-LESLIE, ACTING DIRECTOR, MEDICAL ASSISTANCE DIVISION
THROUGH: ANGELA MEDRANO, BUREAU CHIEF, EXEMPT SERVICES AND PROGRAMS BUREAU
BY:      GINA CAPENER, STAFF MANAGER, EXEMPT SERVICES AND PROGRAMS BUREAU

SUBJECT: MEDICAID UTILIZATION REVIEW (UR) AND THIRD-PARTY ASSESSOR EFFECTIVE MARCH 1, 2015.

Effective March 1, 2015, Qualis Health will become the Medicaid Third Party Assessor (TPA) contractor responsible for Medicaid Fee-For-Service (FFS) Utilization Review (UR) and TPA functions for certain long-term care and home and community-based waiver services (i.e. Developmental Disabilities, Medically Fragile and Mi Via).

The following Medicaid programs and services are included:

- EMSA: utilization review of Emergency Medical Services for Undocumented Aliens.
- FFS: utilization review/prior authorization of Medicaid benefits for recipients accessing services under FFS, including behavioral health and Alternative Benefit Plan.
- Program of All-Inclusive Care for the Elderly (PACE) (COE 081, 083, 084): review of Level of Care (LOC).
- Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF-IID) (COE 081, 083, 084): review of LOC.
- Medically Fragile Waiver (COE 95): review of LOC and Individual Service Plans.
- Mi Via Waiver (COE 95, 96): review of LOC and Service and Support Plans (SSP).

Qualis Health will begin processing TPA/UR documents on Monday, March 2, 2015, that include but are not limited to the following:
- Approved MAD 310 Forms (Notification of Approval of Application for EMSA)
- Long-term care abstracts for PACE, ICF-IID, and waiver recipients
- FFS prior authorization forms
- Any other HSD correspondence such as Client Information Updates (CIUs)

**The following contact information is effective starting March 2, 2015.**
Please **Do Not Send** TPA/UR Requests to or call Qualis Health **prior to March 2, 2015.**

**Mail:**
Qualis Health
One Executive Center
8500 Menaul Boulevard NE, Suite B-250
Albuquerque, NM 87112

**Customer Service Telephone Number for Providers and Recipients (toll-free):**
1-866-962-2180

**Website:**
http://www.qualishealth.org/patients-families/new-mexico-medicaid

Additional information can be found here: [http://www.hsd.state.nm.us/providers/utilization-review.aspx](http://www.hsd.state.nm.us/providers/utilization-review.aspx).

Thank you for your cooperation and assistance during this transition. If you have any questions regarding this announcement, please contact Gina Capener, HSD/MAD TPA/UR Staff Manager at phone number: 505-476-7251 or email: [GinaM.Capener@state.nm.us](mailto:GinaM.Capener@state.nm.us).