Native American Frequently Asked Questions

What is Centennial Care?
Centennial Care is the new name of the New Mexico Medicaid program. Centennial Care will begin January 1, 2014 and services will be provided by four managed care organizations (MCOs). These services include physical health, behavioral health, long-term care and community benefits.

What is a Managed Care Organization (MCO)?
A managed care organization (MCO) is an insurance company that contracts with providers and medical facilities to provide healthcare services to its members.

Can Native Americans receive services through Centennial Care?
Yes, Medicaid recipients including Native Americans may receive Medicaid services through a Centennial Care MCO.

What if I don’t want to be in a Managed Care Organization (MCO)?
As a Native American, and depending on the type of Medicaid you have, you may not have to enroll with an MCO. However, if you want or need a long-term care service that requires a nursing facility level of care, you will need to select an MCO. Some examples of these long-term care services are adult day health, personal care, assisted living, nursing facility, respite, and home health aide. If you have full coverage Medicare and Medicaid, you will also need to select an MCO.

Who are the Managed Care Organizations (MCOs) offering Centennial Care coverage?

• Blue Cross Blue Shield of New Mexico
• Molina Health Care of New Mexico, Inc.
• Presbyterian Health Plan, Inc.
• United Health Care Community Plan of New Mexico

When does Centennial Care start?
Centennial Care starts on January 1, 2014. You will be able to choose a Centennial Care managed care organization (MCO) starting October 15, 2013.

Is Centennial Care the same as the State’s Medicaid Redesign?
Yes. Medicaid’s different programs—Salud, CoLTS, SCI and Optum—are being combined into one program, called Centennial Care.

Why is New Mexico changing its Medicaid program(s) to Centennial Care?
New Mexico is changing to Centennial Care to make it easier for you. One Managed Care Organization will help coordinate all of your care. Whether you need to see your primary care doctor, a mental health provider or if you have long-term care needs, your Centennial Care managed care organization can help you get the care you need.

Who may be eligible for Centennial Care?
Most people who are currently enrolled in a New Mexico Medicaid program are eligible for Centennial Care. For all Medicaid programs, you have to meet certain federal guidelines. These include citizenship, residency and income requirements. For more information on Centennial Care, please visit our web site at www.CentennialCare.net.
What does the Federal Poverty Level (FPL) have to do with Centennial Care Eligibility?
To be eligible for Centennial Care, you have to be financially eligible. The financial guidelines are set by the US Dept of Health and Human Services and are called the Federal Poverty Levels (FPLs). FPLs are based on your income and your total household size. Different types of coverage in Centennial Care may have different FPL guidelines.

Who will receive services through Centennial Care?
Most, but not all, people who are eligible for New Mexico Medicaid will get their services from a Centennial Care managed care organization (MCO). If you are enrolled in the DD waiver, you will receive acute care services through Centennial Care and continue to receive waiver services as you do now. And, Native Americans who are currently enrolled in CoLTS or who meet a nursing facility level of care will receive services through Centennial Care.

Can Native Americans who are enrolled in Centennial Care, still go to the Indian Hospital or a tribal clinic?
Native American Medicaid recipients can always go to Indian Health Service and tribal clinics and hospitals for healthcare services.

Do I have to be unemployed to get Centennial Care?
No. Most people and families who are eligible for Centennial Care work very hard to support themselves but still meet the financial eligibility guidelines.

Do I have to pay to be enrolled in Centennial Care?
No. There is no cost to enroll in Centennial Care. Some enrollees may pay minimal co-payments for doctor visits, emergency room care and prescriptions.

Do I need to apply for Centennial Care if I am already enrolled in a NM Medicaid program?
No. If you are already enrolled in a New Mexico Medicaid program, you do not need to fill out a new application. But depending on how you want to get your Medicaid services, you may have to pick a managed care organization (MCO). In Centennial Care, most Native Americans can choose to get services through an MCO or through fee-for-service Medicaid. Native Americans who are currently enrolled in CoLTS are the exception to this and must receive their services from an MCO. All other Native Americans enrolled in other types of Medicaid may choose an MCO or be enrolled in Fee-for-service.

My kids are enrolled in New MexiKids. Do I have to switch them to Centennial Care?
With the exception of Native Americans, all children currently enrolled in New MexiKids will be enrolled into Centennial Care starting January 1, 2014.

What services are covered under Centennial Care?
Centennial Care covers physical health, behavioral health, long-term care and community benefits. Depending on your healthcare needs, the managed care organization (MCO) that you choose to provide your care may assign someone to help you coordinate your care so that you receive all of the services you need.

What is a Community Benefit?
The “Community Benefit” is the name given to a set of services that help to keep people in their homes and communities. Some of these services include: adult day health, respite care and personal care services.
How can I get a Centennial Care Care Coordinators that can speak my language and understand my culture?
The Centennial Care MCOs will assign care coordinators to their members. A Native American care coordinator can be requested. Many care coordinators will come from and live in the same communities as recipients so they will know what services are available including language interpreters if needed.

Do I have to have a Care Coordinator?
No, but a care coordinator serves an important role by helping you understand and access your services in Centennial Care. Members who receive the Community Benefit will need to work with a care coordinator to decide what services are needed.

Can I still go to my IHS facility if I want to and see my regular doctor?
Native American Medicaid recipients can always go to Indian Health Service and tribal clinics and hospitals for healthcare services.

I need to see a specialist, what do I need to do?
Your primary care physician (PCP) must request a referral for you to see a specialist. If you would like additional information, you may contact your managed care organization’s member service unit.

If there are services that I cannot get from Indian Health Services and the nearest place to get the service is far away, will Centennial Care pay for the service and do I need a referral for the visit?
If you are a Centennial Care MCO member, your MCO’s care coordination unit can help you find and make an appointment to see their contracted doctors and healthcare providers who may not be available through the Indian Health Service system. The MCO will help with getting referrals or prior authorizations if needed.

Does Centennial Care pay for transportation to doctor appointments that are far away?
The Centennial Care MCO, through care coordination, can assist you with your transportation needs. Transportation to medical appointments is a covered Medicaid benefit.

Will I have to pay a co-pay to see my doctor, get a prescription or go to the emergency room?
Native Americans are exempt from co-pays under Centennial Care.

When do I renew my Centennial Care coverage?
Coverage for most Centennial Care programs must be renewed every 12 months. About 4-6 weeks before your renewal is due, the Human Services Department (HSD) will send you a letter telling you that it’s time for you to renew your coverage. When you renew, you should make sure that the information that HSD has on file for you is up to date and accurate. Any changes you have in address, income, family size or other insurance coverage should be reported to HSD.
When will I be able to choose my Managed Care Organizations (MCOs)?
In the Fall of 2013, you will get a orange envelope from the Human Services Department (HSD) asking you to select a Centennial Care MCO. This letter will let you know how to make your choice on the phone, on-line or through the mail. If the MCO that you have right now is also a Centennial Care MCO, you may be able to re-enroll with them. If you do not choose an MCO, you will automatically be assigned to one. Native Americans who do not need long-term care services are not required to choose and will not be assigned to an MCO since they can remain in fee-for-service.

How can I choose the Centennial Care Managed Care Organization (MCO) that is right for me?
Ask your doctors which Centennial Care MCO(s) they're contracted with. You should also check each of the MCO(s) provider listings to find out which doctors are part of their network. You may also find out what extra benefits each of the MCOs offer. When you get your orange MCO enrollment letter from the Human Services Department (HSD), it will include a phone number and a website for each MCO so that you can get the answers you need to choose the MCO that is best for you.

Once I choose a Managed Care Organization (MCO), will I be able to change to a different MCO?
Yes. You can change your MCO in the first 90 days after choosing or being assigned to one. You also have the chance to change your Centennial Care MCO each year when it's time for you to renew your coverage.

I have heard that I can’t change my Centennial Care Managed Care Organization (MCO) after I am “locked in.” What does this mean?
After you pick or get assigned to an MCO, you have 90 days to switch to a different MCO for any reason. After that 90 day period, you are “locked in” to receive services from that MCO and can only change to a different MCO for certain reasons. To request an MCO switch after you are locked in, you must submit the request in writing. For more information on how to submit a request, you may call the New Mexico Medicaid Call Center at 1-888-997-2583.

Can I still see my same doctors and use my regular pharmacy under Centennial Care?
Your Medicaid doctors and pharmacy need to be contracted with your Centennial Care Managed Care Organization (MCO) for you to get services from them. If you are on Medicare and Medicaid, you can keep seeing your Medicare doctor(s).

I can’t find a doctor (primary care, dental, vision, etc) in my area. What do I do?
You should contact your Managed Care Organization’s (MCO) member service unit and request help in finding providers.

Is Centennial Care the same as the Affordable Care Act?
No. Centennial Care is the new name for the New Mexico Medicaid program. Under the ACA, some people who are not eligible for Medicaid may be able to receive federal subsidies that can help them buy other insurance coverage on the New Mexico Health Insurance Exchange.
Is Centennial Care the same as Medicaid Expansion for Adults?
Medicaid Expansion is part of Centennial Care. The Expansion provides Medicaid eligibility to adults who are at or below 133% of the Federal Poverty Level (FPL). Adults who qualify for this category will receive their Medicaid services through a Centennial Care managed care organization (MCO). Native Americans who are eligible through the Expansion may enroll in Centennial Care or receive services through fee for service.

I still have questions. Where can I get more information?
For more information about Centennial Care, you may go to the Centennial Care web site at www.CentennialCare.net or call the New Mexico Medicaid Call Center at 1-888-997-2583.

Who can I talk to if I get confused about all this?
The New Mexico Medicaid Native American Liaison, Theresa Belanger, can help you with your questions. Feel free to contact Theresa at 505-827-3122; toll-free at 1-888-997-2583 or by e-mail at Theresa.Belanger@state.nm.us.