




New Mexico Human Services Department

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INCOME SUPPORT DIVISION
INTERDEPARTMENTAL
MEMORANDUM
ISD-GI 12 – 34

DATE: June 18, 2012
TO: All ISD and MAD Staff
FROM:  Ted Roth, Director
Income Support Division
SUBJECT: Policy Clarifications

This GI is to remind staff that all formal policy clarifications come from the Medical Assistance Division and Income Support Division Policy and Program Development Bureau and staff should not take guidance from other outside agencies.

The ISD Policy and Program Development Bureau (PPDB) has a drop-box as a mechanism for receiving policy clarifications from designated personnel.

Procedures for submitting a policy clarification to PPDB are as follows:

- Any question regarding any ISD/MAD program should be taken to a supervisor to be answered.
- For program rules needing further clarification, the supervisor should put the question in a Policy Clarification form (ISD 013) and submit the question to the regional trainer in accordance with office regional protocol.
- The regional trainer will attempt to address the question or forward the policy clarification to the PPDB policy clarification drop box.

Policy clarifications will be answered in the order they are received. All efforts will be made to provide a clarification within ten business days of submission. Some questions may be addressed sooner than others because of the complexity of the issue or the urgency of the issue. Regional trainers should note when submitting a Policy Clarification request form the urgency of the pending question.

****Do not include Social Security numbers on Policy Clarification forms (ISD 013). ****

If you have any questions please call Mequella Romero at 827-3142 or mequellam.romero@state.nm.us.