



Centennial Care FAQs for Native Americans

What is Centennial Care? Centennial Care is the new name of the New Mexico Medicaid program. Centennial Care began January 1, 2014. Services are 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? A managed care organization (MCO) is an insurance company that contracts with providers and medical facilities to provide healthcare services to its members.

Who is eligible for Centennial Care Medicaid? 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 website at www.yes.state.nm.us or call 1-888-997-2583.

Most Native Americans are not required to be in Centennial Care but can choose to be in Centennial Care if they wish. Native Americans who receive agency based community benefits, such as personal care, are required to be in Centennial Care. In that case you will continue to be in a managed care plan.

How are services different between Fee for Service Medicaid and Centennial Care? Under Fee for Service Medicaid you receive the basic Medicaid benefits package. Under Centennial Care, you will receive additional services such as expanded care coordination and the value added benefits that each MCO offers its members.

What are Value Added Benefits? These are additional health services and items that are not regular Medicaid benefits that MCOs choose to offer to their members. Each MCO offers a different list of Value Added Benefits. Most MCOs offer help paying for some traditional healing services. Ask the MCOs what Value Added Benefits they offer. Value Added Benefits are not available in regular Fee for Service Medicaid.

If I choose to be in Centennial Care can I still see my doctors at IHS or my clinic or will I be assigned to a new doctor? You can keep your doctors at IHS and still be enrolled in an MCO under Centennial Care. The MCO would pay your IHS doctors, lab, pharmacy, etc. If you need

to be referred to a specialist outside of IHS, the MCO would pay for the visit and help arrange and pay for transportation to the visit, if needed.

Are there co-pays for Native Americans in Centennial Care if they see a doctor outside of IHS?

There are no co-pays for Native Americans enrolled in the Medicaid program, whether they are in Centennial Care or Fee for Service.

What if I can't find a dentist or eye doctor near me that accepts my MCO? You can contact your MCO and ask them to help you find a dentist or eye doctor nearby. If there is one far away, your MCO will assist you with transportation to your appointments.

What if I choose an MCO that I don't like? You have the first 90 days you are enrolled with an MCO to change your mind and select another MCO. After those first 90 days, you will be able to switch your MCO once a year.

What if I choose to be in Centennial Care but later I decide I don't like it and want to be in regular Fee for Service Medicaid? Native Americans can choose to leave Centennial Care at any time by notifying the Medicaid program. They will go back to Fee for Service Medicaid the following month.

Will there be people in the Centennial Care who understand my culture, language, traditions and who I can talk to? Each MCO is required to have people who are trained about Native American culture who you can talk to about your specific concerns. Whenever possible, the MCOs will have people who speak your language.

What is Expansion? 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). **Native Americans who qualify for Medicaid under Expansion will not be required to be in Centennial Care, but can choose to be in an MCO or be in Fee for Service Medicaid.**

What else should I know about Centennial Care? In Centennial Care there are 3 MCOs: Blue Cross Blue Shield, Presbyterian and Western Sky Community Care. Long term care services as well as the behavioral health services will be offered by each MCO, not from separate MCOs like it used to be. Each MCO will provide its members with physical health, behavioral health, and long term care services, focusing on the whole person.