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Special COVID-19 Letter of Direction #11-1

Date: July 23, 2020

To: Centennial Care 2.0 Managed Care Organizations

From: Nicole Comeaux, Director, Medical Assistance Division

Subject: MCO Reporting Requirements Repeal & Replace Special COVID-19 LOD 11

Title: COVID-19 MCO Reporting Requirements



The purpose of this revised Letter of Direction (LOD) is to provide guidance and directives to the Centennial Care 2.0 Managed Care Organizations (MCOs) for modification of services and program standards related to the national public health emergency associated with the 2019 Novel Coronavirus (COVID-19) outbreak. The purpose of these changes is to assure the continuation of essential services to Medicaid patients without disruption or delay while following Centers for Disease Control and Prevention (CDC) direction to maximize social distancing for the duration of the public health emergency.

This Special COVID-19 LOD Repeals and Replaces Special COVID-19 LOD 11 Reporting Requirements. This LOD reinstates all MCO reporting including and outside of the standard reporting package.

Reporting Requirements:

Due to required reporting to CMS, the LFC, and other state and federal entities, HSD is reinstating all required program and financial reporting submissions. Please submit any reports that were due but not submitted while LOD #31 and Special COVID-19 LOD #11 were in effect, by July 31, 2020. Please submit all reports due after the issuance of this LOD by the required due date. Contact your Contract Manager if extensions are required. HSD will continue to monitor MCO performance and suspend standard reporting penalties through December 31, 2020, however, penalties will apply to the 2019 and 2020 Delivery System Improvement Performance Targets and Performance Measures.

HSD values its continued collaboration and partnership with the MCOs to implement these directives as quickly as possible to help assure the health and safety of Medicaid members and our fellow New Mexicans. Further direction will be provided as guidance and authorities become available.

This Special COVID-19 Letter of Direction will sunset when the Human Services Department determines that the outbreak of the 2019 Novel Coronavirus (COVID-19) associated with the national public health emergency has been contained.