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Special COVID-19 Letter of Direction #4

Date: April 30, 2020 (effective March 17, 2020)

To: Centennial Care 2.0 Managed Care Organizations 

From: Nicole Comeaux, Director, Medical Assistance Division

Subject: COVID-19 MCO Guidance for Fair Hearings

Title: COVID-19 Fair Hearings

The purpose of this revised Letter of Direction (LOD) is to provide guidance and directive 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 this change 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 COVID-19 LOD replaces LOD #31 section 8: Fair Hearings

Fair Hearings: HSD is temporarily extending the number of days that a member has to request a state fair hearing resulting from an adverse action determination. For the duration of the emergency, HSD will extend the number of days from the current 90-day requirement to give members up to 120 days to request a fair hearing.

HSD values its continued collaboration and partnership with the MCOs to implement this directive 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 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.