

DEVELOPMENTAL DISABILITIES HOME & COMMUNITY-BASED SERVICES WAIVER

INDEX

**8.314.5 DEVELOPMENTAL DISABILITIES HOME AND COMMUNITY-BASED SERVICES WAIVER**

8.314.5.1 ISSUING AGENCY .....1

8.314.5.2 SCOPE .....1

8.314.5.3 STATUTORY AUTHORITY.....1

8.314.5.4 DURATION.....1

8.314.5.5 EFFECTIVE DATE.....1

8.314.5.6 OBJECTIVE .....1

8.314.5.7 DEFINITIONS.....1

8.314.5.8 MISSION STATEMENT .....1

8.314.5.9 DEVELOPMENTAL DISABILITIES HOME AND COMMUNITY-BASED SERVICES WAIVER.....1

8.314.5.10 ELIGIBLE PROVIDERS .....1

8.314.5.11 PROVIDER RESPONSIBILITIES.....3

8.314.5.12 ELIGIBLE RECIPIENTS .....3

8.314.5.13 COVERED WAIVER SERVICES .....4

8.314.5.14 NON-COVERED SERVICES .....15

8.314.5.15 INDIVIDUALIZED SERVICE PLAN (ISP).....15

8.314.5.16 PRIOR AUTHORIZATION AND UTILIZATION REVIEW .....16

8.314.5.17 REIMBURSEMENT .....16

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**DEVELOPMENTAL DISABILITIES HOME & COMMUNITY-BASED SERVICES WAIVER**

**8.314.5.1 ISSUING AGENCY:** New Mexico Human Services Department (HSD).

[8.314.5.1 NMAC - Rp, 8.314.5.1 NMAC, 11-1-12]

**8.314.5.2 SCOPE:** The rule applies to the general public.

[8.314.5.2 NMAC - Rp, 8.314.5.2 NMAC, 11-1-12]

**8.314.5.3 STATUTORY AUTHORITY:** The New Mexico medicaid program is administered pursuant to regulations promulgated by the federal department of health and human services under Title XIX of the Social Security Act, as amended and by the state human services department pursuant to state statute. See NMSA 1978, Section 27-2-12 et seq.

[8.314.5.3 NMAC - Rp, 8.314.5.3 NMAC, 11-1-12]

**8.314.5.4 DURATION:** Permanent.

[8.314.5.4 NMAC - Rp, 8.314.5.4 NMAC, Repealed, 11-1-12]

**8.314.5.5 EFFECTIVE DATE:** November 1, 2012, unless a later date is cited at the end of a section.

[8.314.5.5 NMAC - Rp, 8.314.5.5 NMAC, 11-1-12]

**8.314.5.6 OBJECTIVE:** The objective of this rule is to govern the service portion of the New Mexico medicaid program. These policies describe eligible providers, covered services, noncovered services, utilization review, and provider reimbursement.

[8.314.5.6 NMAC - Rp, 8.314.5.6 NMAC, 11-1-12]

**8.314.5.7 DEFINITIONS:**

A. **Activities of daily living (ADLs):** Those activities associated with a person's daily functioning.

B. **Individual service plan (ISP):** A treatment plan for an eligible recipient that includes the eligible recipient's needs, functional level, intermediate and long range goals, statement for achieving the goals and specifies responsibilities for the care needs. The plan determines the services allocated to the eligible recipient within program allowances.

C. **Supports intensity scale (SIS):** A standardized assessment tool that provides a reliable framework to quantify the support needs of individuals with developmental disabilities.

D. **Waiver:** Permission from the centers for medicaid and medicare services (CMS) to cover a particular population or service not ordinarily allowed.

[8.314.5.7 NMAC - N, 11-1-12]

**8.314.5.8 MISSION STATEMENT:** To reduce the impact of poverty on people living in New Mexico by providing support services that help families break the cycle of dependency on public assistance.

[8.314.5.8 NMAC - Rp, 8.314.5.8 NMAC, 11-1-12]

**8.314.5.9 DEVELOPMENTAL DISABILITIES HOME AND COMMUNITY-BASED SERVICES**

**WAIVER:** To help New Mexicans who have a developmental disability, intellectual disability (ID) or a specified related condition to receive services in a cost-effective manner, the New Mexico medical assistance division (MAD) has obtained a waiver of certain federal regulations to provide home and community-based services waiver (HCBSW) programs to eligible recipients as an alternative to institutionalization.

[8.314.5.9 NMAC - Rp, 8.314.5.9 NMAC, 11-1-12]

**8.314.5.10 ELIGIBLE PROVIDERS:**

A. Health care to New Mexico MAD eligible recipients is furnished by a variety of providers and provider groups. The reimbursement for these services is administered by MAD. Upon approval of a New Mexico MAD provider participation agreement by MAD or its designee, providers of services that meet applicable requirements are eligible to be reimbursed for furnishing covered services to eligible recipients. A provider must be enrolled before submitting a claim for payment to the MAD claims processing contractors. MAD makes available on the HSD/MAD website, on other program-specific websites, or in hard copy format, information necessary to participate in health care programs administered by HSD or its authorized agents, including program rules, billing instructions, utilization review instructions, and other pertinent materials. When enrolled, a provider receives instruction on how to access these documents. It is the provider's responsibility to access these instructions, to

**DEVELOPMENTAL DISABILITIES HOME & COMMUNITY-BASED SERVICES WAIVER**

understand the information provided and to comply with the requirements. The provider must contact HSD or its authorized agents to obtain answers to questions related to the material or not covered by the material. To be eligible for reimbursement, a provider must adhere to the provisions of the MAD provider participation agreement and all applicable statutes, regulations, and executive orders. MAD or its selected claims processing contractor issues payments to a provider using electronic funds transfer (EFT) only.

B. Eligible providers must be approved by the department of health/developmental disabilities support division (DOH/DDSD) or its designee and have an approved MAD provider participation agreement (PPA) as a DDW provider.

C. MAD through its designee, DOH/DDSD, follows a subcontractor model for certain DDW services. A provider agency, following the DOH/DDSD model, must ensure the subcontractors or employees meet all required qualifications. Provider agencies must provide oversight of subcontractors and employees to ensure subcontractors or employees meet all required MAD and DOH/DDSD qualifications. There must be oversight of subcontractors and employees by the provider agency to ensure the services are delivered in accordance with the all requirements set forth by DOH/DDSD DDW service definition, all requirements outlined in the DDW services standards and the MAD rules. Pursuant to federal regulations, an agency may not employ or subcontract with the spouse or the parent of a minor child receiving services to provide direct care services for the their spouse or minor child.

D. **Qualifications of case management agency providers:** Case management providers must comply with all accreditation policies and requirements set forth by the DOH/DDSD, DDW service definition, all requirements outlined in the DDW service standards and the MAD rules. Case management providers must ensure that all case managers, whether subcontractors or employees, meet all qualifications set forth by DOH/DDSD and its DDW service standards and the MAD rules. Case management providers must ensure that case managers meet the following qualifications:

- (1) one year clinical experience, related to the target population; and
- (2) one of the following:
  - (a) social worker licensure as defined by the NM board of social work examiners; or
  - (b) registered nurse licensure as defined by the NM board of nursing; or
  - (c) bachelor's or master's degree in social work, psychology, counseling, nursing, special education, or closely related field;
- (3) training requirements as specified by DDSD/DOH; and
- (4) have written notification from DOH that he or she does not have a disqualifying conviction after submitting to the caregiver criminal history screening (CCHS).

E. **Qualifications of respite provider agencies:** Respite provider agencies must comply with DOH/DDSD accreditation policy and all requirements set forth by the DOH/DDSD service definition, all requirements outlined in the DDW service standards, and the MAD rules. Respite provider agencies must ensure that all direct support personnel, whether subcontractors or employees, meet all qualifications set forth by DOH/DDSD and in its DDW service standards and the MAD. Respite provider agencies and direct support personnel must:

- (1) comply with all training requirements as specified by DOH/DDSD;
- (2) have and maintain documentation of current CPR and first aid certification; and
- (3) have written notification from DOH that he or she does not have a disqualifying conviction after submitting to the caregiver criminal history screening (CCHS).

F. **Qualifications of adult nursing provider agencies:** Adult nursing provider agencies must comply with all requirements set forth by DOH/DDSD, DDW service standards and all applicable state and federal laws and all medicaid rules. Adult nursing provider agencies must ensure that all nurses, whether subcontractors or employees, meet all qualifications set forth by the DOH/DDSD, and its DDW service standards and MAD rules. Adult nursing provider agencies must ensure that all nurses, whether subcontractors or employees meet all qualifications set forth by the DOH/DSD service definition, all requirements outlined in the DDW service standards and the MAD rules. Direct nursing services are provided by registered or practical nurses licensed by the New Mexico state board of nursing. Nurses must have a minimum of one year of supervised nursing experience, in accordance with the New Mexico Nursing Practice Act and must comply with all aspects of the New Mexico Nursing Practice Act, including requirements regarding delegation of specific nursing functions.

G. **Qualifications of therapy provider agencies:** Therapy provider agencies must comply with all requirements set forth by DOH/DDSD DDW service definition, all requirements outlined in the DDW service standards and the MAD rules. Therapy provider agencies must ensure that all therapists including physical, occupational, and speech therapists, physical therapy assistants (PTAs) and certified occupational therapy assistants

**DEVELOPMENTAL DISABILITIES HOME & COMMUNITY-BASED SERVICES WAIVER**

(COTAs) whether subcontractors or employees, meet all qualifications set forth by DOH/DDSD and the MAD rules and DDW service standards including relevant licensure or certification in their respective discipline from the New Mexico regulation and licensing department.

**H. Qualifications for community living supports provider agencies:** Living supports consist of family living and supported living. Living supports provider agencies must comply with accreditation policy and all requirements set forth by the DOH/DDSD, DDW service definition, all requirements outlined in the DDW service standards and the MAD rules. Living supports provider agencies must ensure that all direct support personnel meet all qualifications set forth by DOH/DDSD and its DDW service standards and MAD rules. Living supports provider agencies and direct support personnel must: (a) comply with all training requirements as specified by DOH/DDSD; (b) have and maintain documentation of current CPR and first aid certification; and (c) have written notification from DOH that he or she does not have a disqualifying conviction after submitting to the caregiver criminal history screening (CCHS).

(1) Family living provider agencies must ensure that all direct support personnel, whether subcontractors or employees, meet all qualifications set forth by DOH/DDSD and its DDW service standards and the MAD rules. The direct support personnel employed by or subcontracting with the provider agency must be approved through a home study completed prior to provision of services and conducted at subsequent intervals required of the provider agency.

(2) Supported living provider agencies must ensure that all direct support personnel meet all qualifications set forth by DOH/DDSD and the MAD rules and its DDW service standards. Supported living provider agencies must employ or subcontract with at least one licensed registered nurse and comply with the New Mexico Nurse Practicing Act.

**I. Qualifications of customized community supports provider agencies:** Customized community supports provider agencies must comply with accreditation policy and all requirements set forth by the DOH/DDSD, DDW service definition, all requirements outlined in the DDW service standards and the MAD rules. Customized community supports providers must comply with all provisions of the performance based measure requirements. Customized community supports provider agencies must ensure that all direct support personnel meet all qualifications set forth by DOH/DDSD DDW service definition, all requirements outlined in the DDW service standards and the MAD rules. Customized community supports provider agencies and direct support personnel must:

(1) comply with all training requirements as specified by DOH/DDSD;  
 (2) have and maintain documentation of current CPR and first aid certification; and  
 (3) have written notification from DOH that he or she does not have a disqualifying conviction after submitting to the caregiver criminal history screening (CCHS).

**J. Qualifications of community integrated employment provider agencies:** Community integrated employment provider agencies must comply with the DOH/DDSD accreditation policy and all requirements set forth by the DOH/DDSD DDW service definition, all requirements outlined in the DDW services standards and the MAD rules. Community integrated employment provider agencies must comply with all provisions of the performance based measure requirements. Community integrated employment provider agencies must ensure that all direct support personnel meet all qualifications set forth by DOH/DDSD and the DDW service standards and MAD rules. Community integrated employment provider agencies and direct support personnel must:

(1) comply with all training requirements as specified by DOH/DDSD;  
 (2) have and maintain documentation of current CPR and first aid certification; and  
 (3) have written notification from DOH that he or she does not have a disqualifying conviction after submitting to the caregiver criminal history screening (CCHS).

**K. Qualifications of behavioral support consultation provider agencies:** Behavioral support consultation provider agencies must comply with all requirements set forth by the DOH/DDSD, DDW service standards and MAD rules. Behavioral support consultation provider agencies must ensure that all behavioral support consultants, whether subcontractors or employees, meet all qualifications set forth by DOH/DDSD DDW service definition, all requirements outlined in the DDW service standards and the MAD rules.

(1) Providers of behavioral support consultation services must be currently licensed in one of the following professions and maintain that licensure by the NM appropriate board or licensing authority:

- (a) a licensed mental health counselor (LMHC), or
- (b) a licensed psychiatrist; or
- (c) a licensed clinical psychologist; or
- (d) a licensed psychologist associate, (masters or Ph.D. level); or
- (e) a licensed independent social worker (LISW); or

**DEVELOPMENTAL DISABILITIES HOME & COMMUNITY-BASED SERVICES WAIVER**

- (f) a licensed master social worker (LMSW); or
- (g) a licensed professional clinical counselor (LPCC); or
- (h) a licensed professional counselor (LPC); or
- (i) a licensed psychiatric nurse (MSN/RNCS); or
- (j) a licensed marriage and family therapist (LMFT); or
- (k) a licensed practicing art therapist (LPAT); or
- (l) other related licenses and qualifications may be considered with DOH/DDSD prior written approval.

(2) Providers of behavioral support consultation must have a minimum of one year of experience working with persons with developmental disabilities.

(3) Behavioral support consultation providers must receive training in accordance with DDSD training policy.

L. **Qualifications of nutritional counseling provider agencies:** Nutritional counseling provider agencies must comply with all requirements set forth by DOH/DDSD DDW service definitions, all requirements outlined in the DDW service standards and MAD rules. Nutritional counseling provider agencies must ensure that all nutritional counseling providers, whether subcontractors or employees, meet all qualifications set forth by DOH/DDSD DDW service definition, all requirements outlined in the DDW service standards and the MAD rules. Nutritional counseling providers must be registered as dietitians by the commission on dietetic registration of the American dietetic association and licensed in New Mexico as a nutrition counselor.

M. **Qualifications of environmental modification provider agencies:** Environmental modification contractors must be bonded, licensed by the state of New Mexico and authorized to complete the specified project. Environmental modification provider agencies must comply with all requirements set forth by DOH/DDSD DDW service definition, all requirements outlined in the DDW service standards and the MAD rules. Environmental modification provider agencies must meet all qualifications set forth by the DOH/DDSD DDW service definition, all requirements outlined in the DDW service standards and the MAD rules. All services shall be provided in accordance with applicable federal, state and local building codes.

N. **Qualifications of crisis supports provider agencies:** Crisis supports provider agencies must comply with all requirements set forth by the DOH/DDSD DDW service definition, all requirements outlined in the DDW service standards and the MAD rules. Crisis supports provider agencies must ensure that direct support personnel, whether subcontractors or employees, meet all qualifications set forth by the DOH/DDSD and the DDW service standards. Crisis supports provider agencies and direct support personnel must:

- (1) comply with all training requirements as specified by DOH/DDSD;
- (2) have and maintain documentation of current CPR and first aid certification; and
- (3) have written notification from DOH that he or she does not have a disqualifying conviction after submitting to the caregiver criminal history screening (CCHS).

O. **Qualifications for non-medical transportation provider agencies:** Non-medical transportation provider agencies must comply with all requirements set forth by DOH/DDSD DDW service definition, all requirements outlined in the DDW service standards and the MAD rules. Non-medical transportation provider agencies must ensure that all transportation provider agencies meet all qualifications set forth by DOH/DDSD DDW definition, all requirements outlined in the DDW service standards and MAD rules. Non-medical transportation provider agencies and direct support personnel must:

- (1) comply with all training requirements as specified by DOH/DDSD;
- (2) have and maintain documentation of current CPR and first aid certification; and
- (3) have written notification from DOH that he or she does not have a disqualifying conviction after submitting to the caregiver criminal history screening (CCHS).

P. **Qualifications of supplemental dental care provider agencies:** Supplemental dental care provider agencies must comply with all requirements set forth by the DOH/DDSD, DDW service standards and all applicable state and federal laws. Supplemental dental care providers must contract with New Mexico licensed dentists and dental hygienists who are licensed as per New Mexico regulation and licensing department, 61-5A-1 et seq., NMSA 1978. The supplemental dental care provider will ensure that a licensed dentist per New Mexico regulation and licensing provides the oral examination; ensure that a dental hygienist certified by the New Mexico board of dental health care provides the routine dental cleaning services; demonstrate fiscal solvency; and will function as a payee for the service.

Q. **Qualifications of assistive technology purchasing agent providers and agencies:** Assistive technology purchasing agent providers and agencies must comply with all requirements set forth by the DOH/DDSD DDW service definition, all requirements outlined in the DDW service standards and the MAD rules.

**DEVELOPMENTAL DISABILITIES HOME & COMMUNITY-BASED SERVICES WAIVER**

**R. Qualifications of independent living transition service provider agencies:** Independent living transition service provider agencies must comply with all requirements and must meet all qualifications set forth by DOH/DDSD DDW service definition, all requirements outlined in the DDW service standards and the MAD rules.

**S. Qualifications of personal support technology/on-site response service provider agencies:** Personal support technology/on-site response service provider agencies must comply and must meet all qualifications with all requirements set forth by DOH/DDSD DDW service definition and all requirements outlined in the DDW service standards and the MAD rules. Personal support technology/on-site response service provider agencies must comply with all laws, rules, and regulations from the federal communications commission (FCC) for telecommunications.

**T. Qualifications of preliminary risk screening and consultation related to inappropriate sexual behavior provider agencies:** Preliminary risk screening and consultation related to inappropriate sexual behavior provider agencies must comply with all requirements set forth by the DOH/DDSD, DDW service standards and all applicable state and federal laws. Preliminary risk screening and consultation related to inappropriate sexual behavior provider agencies must meet all qualifications set forth by the DOH/DDSD and the DDW service standards. Preliminary risk screening and consultation related to inappropriate sexual behavior provider agencies must have a current independent practice license through a board of the New Mexico regulation and licensing department in a counseling or counseling-related field (e.g., counseling and therapy practice, psychologist examiners, social work examiners), and a master's or doctoral degree in a counseling or counseling-related field from an accredited college or university. Preliminary risk screening and consultation related to inappropriate sexual behavior provider agencies must comply with all training requirements as specified by DOH/DDSD.

**U. Qualifications of socialization and sexuality education provider agencies:** Socialization and sexuality education provider agencies must comply with all requirements set forth by the DOH/DDSD DDW service definition, all requirements outlined in the DDW service standards and the MAD rules. Socialization and sexuality education provider agencies must meet all qualifications set forth by DOH/DDSD DDW service definition, all requirements outlined in the DDW service standards and the MAD rules. Socialization and sexuality education provider agencies must have one of the following providers rendering the service:

- (1) a master's degree or higher in psychology;
- (2) a master's degree or higher in counseling;
- (3) a master's degree or higher in special education;
- (4) a master's degree or higher in social work;
- (5) a master's degree or higher in a related field;
- (6) a New Mexico registered nurse or as a licensed practical nurse;
- (7) a bachelor's degree in special education;
- (8) hold a certification in special education; and
- (9) been approved by the DDS office of behavioral services as a socialization and sexuality education provider; and
- (10) must meet training requirements as specified by DDSD.

**V. Qualifications of customized in-home supports provider agencies:** The customized in-home supports provider agencies must comply with DOH/DDSD accreditation policy and all requirements set forth by DOH/DDSD DDW service definition, all requirements outlined in the DDW service standards and the MAD rules. Customized in-home supports provider agencies must ensure that all direct support personnel, whether subcontractors or employees, meet all qualifications set forth by DOH/DDSD DDW service definition, all requirements outlined in the DDW service standards and the MAD rules. Customized in-home supports provider agencies and direct support personnel must:

- (1) comply with all training requirements as specified by DOH/DDSD;
- (2) have and maintain documentation of current CPR and first aid certification; and
- (3) have written notification from DOH that he or she does not have a disqualifying conviction after submitting to the caregiver criminal history screening (CCHS).

**W. Qualifications of intense medical living supports provider agencies:** Intense medical living supports provider agencies must comply with the accreditation policy and all requirements set forth by DOH/DDSD DDW service definition, all requirements outlined in the DDW service standards and the MAD rules. Intense medical living supports provider agencies must employ or subcontract with at least one licensed registered nurse by the New Mexico state board of Nursing. Nurses must have a minimum of one year of supervised nursing experience, in accordance with the New Mexico Nursing Practice Act. Intense medical living supports provider agencies must ensure that all direct support personnel meet all qualifications set forth by the DOH/DDSD, DDW

**DEVELOPMENTAL DISABILITIES HOME & COMMUNITY-BASED SERVICES WAIVER**

service standards and MAD rules. Intense medical living supports provider agencies and direct support personnel must:

- (1) comply with all training requirements as specified by DOH/DDSD; and
- (2) have and maintain documentation of current CPR and first aid certification; and
- (3) have written notification from DOH that he or she does not have a disqualifying conviction after

submitting to the caregiver criminal history screening (CCHS).

[8.314.5.10 NMAC - Rp, 8.314.5.10 NMAC, 11-1-12]

**8.314.5.11 PROVIDER RESPONSIBILITIES:**

A. A provider who furnishes services to a medicaid or other health care programs eligible recipient must comply with all federal and state laws, regulations, and executive orders relevant to the provision of services as specified in the MAD provider participation agreement. A provider also must conform to MAD program rules and instructions as specified in the provider rules manual and its appendices, and program directions and billing instructions, as updated. A provider is also responsible for following coding manual guidelines and CMS correct coding initiatives, including not improperly unbundling or upcoding services.

B. A provider must verify that an individual is eligible for a specific health care program administered by the HSD and its authorized agents, and must verify the eligible recipient's enrollment status at the time services are furnished. A provider must determine if an eligible recipient has other health insurance. A provider must maintain records that are sufficient to fully disclose the extent and nature of the services provided to an eligible recipient.

C. When services are billed to and paid by a MAD fee-for-service coordinated services contractor authorized by HSD, under an administrative services contract, the provider must also enroll as a provider with the coordinated services contractor and follow that contractor's instructions for billing and for authorization of services. See 8.302.1 NMAC, *General Provider Policies*.

[8.314.5.11 NMAC - Rp, 8.314.5.11 NMAC, 11-1-12]

**8.314.5.12 ELIGIBLE RECIPIENTS:** DD waiver services are intended for individuals who have developmental disabilities limited to intellectual disability (ID) or a specific related condition. Eligibility criteria is located at Subsection B of 8.290.400.10 NMAC

[8.314.5.12 NMAC - Rp, 8.314.5.12 NMAC, 11-1-12]

**8.314.5.13 COVERED WAIVER SERVICES:** The program is limited to the number of federally authorized unduplicated recipient (UDR) positions and program funding. All covered services in an individual service plan (ISP) must be authorized and cannot exceed the allowable amount associated with the assigned service package. Covered services must be provided in accordance with all requirements set forth by DOH/DDSD DDW service definition, all requirements outlined in the DDW service standards and the MAD rules. MAD covers the following services for a specified and limited number of waiver eligible recipients as a cost effective alternative to institutionalization in an ICF-IID.

A. Assessment: DOH/DDSD utilizes the supports intensity scale (SIS) as its standardized assessment tool that is conducted for all recipients transitioning into the new waiver, new allocations into the waiver, and at least ever three years thereafter. The SIS assessment is applied to eligible recipients that are 18 years of age or older. The SIS provides a reliable framework to quantify the support needs of an eligible recipient with developmental disabilities. The SIS assessment obtains information about the needs of each eligible recipient, which may include an exceptional behavioral needs assessment and medical support needs assessment, as appropriate. A standardized algorithm (calculation) for home and community-based waivers is applied to the SIS score to determine the NM SIS group. The results of the NM SIS group may be reviewed by a DOH verification team for quality assurance purposes.

(1) There are seven NM SIS groups, each has a benefit service package known as the service package. The service package consists of a base budget a professional service budget, other services budget that make up the total funding authorized in the eligible recipient's ISP. Services included in the service package for each NM SIS group are specified in the DDW service standards. The service package for each NM SIS group allows an eligible recipient flexibility to choose services to meet his/her needs within the maximum amount allowed in the service package assigned to the corresponding NM SIS group.

(2) An eligible recipient may request a subsequent SIS assessment (prior to three year schedule) based on a change of circumstances or condition that results in a significant change to the amount of supports and

## DEVELOPMENTAL DISABILITIES HOME &amp; COMMUNITY-BASED SERVICES WAIVER

services needed to maintain the health and safety of the eligible recipient. A subsequent SIS will not be conducted unless approved by DOH/DDSD.

(3) Administration of the SIS assessments shall be reviewed by DOH/DDSD for the purpose of quality assurance.

B. Services available in service packages:

(1) **Case management services:** Case management services assist eligible recipients to access medicaid waiver services and medicaid state plan services. Case managers also link the eligible recipient to needed medical, social, educational and other services, regardless of funding source. Waiver services are intended to enhance, not replace existing natural supports and other available community resources. Services will emphasize and promote the use of natural and generic supports to address the eligible recipient's assessed needs in addition to paid supports. Case managers facilitate and assist in assessment activities, as appropriate. Case management services are person-centered and intended to support eligible recipients in pursuing his or her desired life outcomes while gaining independence, and access to services and supports. Case management is a set of interrelated activities that are implemented in a collaborative manner involving the active participation of the eligible recipient, his or her designated representative/guardian, and the entire interdisciplinary team. The case manager is an advocate for the eligible recipient they serve, is responsible for developing the individualized service plan (ISP) and for ongoing monitoring of the provision of services included in the ISP. Case management services include but are not limited to activities such as: assessing needs; facilitating eligibility determination for persons with developmental disabilities; directing the service planning process; advocating on behalf of the eligible recipient; coordinating service delivery; assuring services are delivered as described in the individualized service plan (ISP); and maintaining a complete current central eligible recipient record (e.g. ISP, ISP budget, level of care documentation, assessments).

(a) Cost-effectiveness is a waiver program requirement mandated by federal policy; the fiscal responsibilities of the case manager include assuring cost containment by preventing the expense of waiver services from exceeding a maximum cost established by DOH and by exploring other options to address expressed needs.

(b) Case managers must evaluate and monitor direct service through face-to-face visits with the eligible recipient to ensure the health and welfare of the eligible recipient, and to monitor the implementation of the ISP.

(c) Case management services must be provided in accordance with the accreditation policy and with all requirements set forth by DOH/DDSD DDW service definition, all requirements outlined in the DDW service standards and MAD rules.

(2) **Respite services:** Respite is a flexible family support service. The primary purpose of respite is to provide support to the eligible recipient and give the primary, unpaid caregiver relief and time away from their duties. Respite services include assistance with routine activities of daily living (e.g., bathing, toileting, preparing or assisting with meal preparation and eating), enhancing self-help skills and providing opportunities for play and other recreational activities; community and social awareness; providing opportunities for community and neighborhood integration and involvement; and providing opportunities for the eligible recipient to make his/her own choices with regard to daily activities. Respite will be scheduled as determined by the primary caregiver. An eligible recipient receiving living supports and customized in-home supports (not living with a family member), may not access respite. Respite may be provided in the eligible recipient's own home, in a provider's home or in a community setting of the family's choice. Respite services must be provided in accordance with the accreditation policy and all requirements set forth by DOH/DDSD DDW service definition, all requirements outlined in the DDW service standards and the MAD rules.

(3) **Adult nursing services:** Adult nursing services are provided by licensed registered nurses or licensed practical nurses to an eligible adult recipient. Adult nursing services are intended to support the highest practicable level of health, functioning and independence for a DDW eligible recipient age 21 and older with a variety of health conditions, except for an eligible recipient receiving nursing supports through supported living and intensive medical living services, where such nursing supports are included as part of the living service and addressed within those respective services standards. Any adult nursing service provided during the hours of customized community supports cannot be billed as a separate rate because nursing is included in the customized community supports rate. There are two categories of adult nursing services: (a) assessment and consultation services which include a comprehensive health assessment and basic nurse consultation of and with an eligible recipient; and (b) ongoing services, which require prior authorization and are tied to the eligible recipient's specific health needs revealed in the comprehensive health assessment.

(a) Adult nursing services support the delivery of professional nursing services in compliance with the New Mexico Nurse Practice Act and in accordance with professional standards of practice.

## DEVELOPMENTAL DISABILITIES HOME &amp; COMMUNITY-BASED SERVICES WAIVER

(b) Eligible children and youth recipients receive medically necessary nursing services through the medicaid state plan early periodic screening, diagnostic and treatment (EPSDT) program and are, therefore, not eligible for this service through the waiver.

(c) Adult nursing services for eligible recipients must be provided in accordance with the accreditation policy and all requirements set forth by DOH/DDSD DDW service definition, all requirements outlined in the DDW service standards and the MAD rules.

(4) **Therapy services:** Therapy services are to be delivered consistent with the participatory approach philosophy and two models of therapy services (collaborative-consultative and direct treatment). These models support and emphasize increased participation, independence and community inclusion in combination with health and safety. Therapy services are designed to support achievement of ISP outcomes and prioritized areas of need identified through therapeutic assessment. Physical therapy (PT), occupational therapy (OT) and speech-language pathology (SLP) are skilled therapies that are recommended by an eligible recipient's interdisciplinary team (IDT) members and a clinical assessment that demonstrates the need for therapy services. Therapy services for eligible adult recipients require a prior authorization except for an initial assessment. A licensed practitioner, as specified by applicable state laws and standards, provides the skilled therapy services. Therapy services for eligible adult recipients must be provided in accordance with all requirements set forth by DOH/DDSD DDW service definition, all requirements outlined in the DDW service standards and the MAD rules. For therapy services, eligible children and youth recipients receive medically necessary nursing services through the medicaid state plan EPSDT benefits.

(a) **Physical therapy:** Physical therapy is a skilled licensed therapy service involving the diagnosis and management of movement dysfunction and the enhancement of physical and functional abilities. Physical therapy addresses the restoration, maintenance, and promotion of optimal physical function, wellness and quality of life related to movement and health. Physical therapy prevents the onset, symptoms and progression of impairments, functional limitations, and disability that may result from diseases, disorders, conditions or injuries. Licensed physical therapy assistant (PTA) may perform physical therapy procedures and related tasks pursuant to a plan of care/therapy intervention plan written by the supervising physical therapist

(b) **Occupational therapy:** Occupational therapy is a skilled, licensed therapy service involving the use of everyday life activities (occupations) for the purpose of evaluation, treatment, and management of functional limitations. Occupational therapy addresses physical, cognitive, psychosocial, sensory, and other aspects of performance in a variety of contexts to support engagement in everyday life activities that affect health, well-being and quality of life. Certified occupational therapy assistants (COTAs) may perform occupational therapy procedures and related tasks pursuant to a therapy intervention plan written by the supervising occupational therapist (OT) and in accordance with the current NM Occupational Therapy Act. Occupational therapy services typically include:

(i) evaluation and customized treatment programs to improve the eligible recipient's ability to engage in daily activities;

(ii) evaluation and treatment for enhancement of performance skills;

(iii) health and wellness promotion;

(iv) environmental access and assistive technology evaluation and treatment; and

(v) training/consultation to eligible recipient's family members and direct support personnel.

(c) **Speech-language pathology:** Speech-language pathology service, also known as speech therapy, is a skilled therapy service, provided by a speech-language pathologist that involves the non-medical application of principles, methods and procedures for the diagnosis, counseling, and instruction related to the development of and disorders of communication including speech, fluency, voice, verbal and written language, auditory comprehension, cognition, swallowing dysfunction and sensory-motor competencies. Speech-language pathology services are also used when an eligible recipient requires the use of an augmentative communication device. For example, speech-language pathology services are intended to:

(i) improve or maintain the eligible recipient's capacity for successful communication or to lessen the effects of an eligible recipient's loss of communication skills; or

(ii) treat a specific condition clinically related to an intellectual developmental disability; or

(iii) improve or maintain the eligible recipient's ability to safely eat foods, drink liquids or manage oral secretions while minimizing the risk of aspiration or other potential injuries or illness related to swallowing disorders.

## DEVELOPMENTAL DISABILITIES HOME &amp; COMMUNITY-BASED SERVICES WAIVER

(5) **Living supports:** Living supports are residential habilitation services that are individually tailored to assist an eligible recipient 18 years or older who is assessed to need daily support or supervision with the acquisition, retention, or improvement of skills related to living in the community to prevent institutionalization. Living supports include residential instruction intended to increase and promote independence and to support an eligible recipient to live as independently as possible in the community in a setting of his or her own choice. Living support services assist and encourage an eligible recipient to grow and develop, to gain autonomy, become self-governing and pursue their own interests and goals. Living support providers take positive steps to protect and promote the dignity, privacy, legal rights, autonomy and individuality of each eligible recipient who receives services. Services promote inclusion in the community and eligible recipients are afforded the opportunity to be involved in the community and actively participate using the same resources and doing the same activities as other community members. Living supports will assist an eligible recipient to access generic and natural supports and opportunities to establish or maintain meaningful relationships throughout the community. Living supports providers are responsible for providing an appropriate level of services and supports up to 24 hours per day, seven days per week. Room and board costs are reimbursed through the eligible recipient's SSI or other personal accounts and cannot be paid through the medicaid waiver. Living supports services must be provided in accordance with all requirements set forth by DOH/DDSD DDW service definition, all requirements outlined in the DDW service standards and the MAD rules. Living supports consists of family living and supported living as follows:

(a) **Family Living:** Family living is intended for an eligible recipient who is assessed to need residential habilitation to ensure health and safety while providing the opportunity to live in a typical family setting. Family living is a residential habilitation service that is intended to increase and promote independence and to provide the skills necessary to prepare an eligible recipient to live on his or her own in a non-residential setting. Family living services are designed to address assessed needs and identified individual eligible recipient outcomes. Family living is direct support and assistance to no more than two eligible recipients furnished by a natural or host family member, or companion who meets the requirements and is approved to provide family living services in the eligible recipient's home or the home of the family living direct care personnel. The eligible recipient lives with the paid direct support personnel. The provider agency is responsible for substitute coverage for the primary direct support personnel to receive sick leave and time off as needed. Home studies: The family living services provider agency shall complete all DOH/DDSD requirements for approval of each direct support personnel, including completion of an approved home study and training prior to placement. After the initial home study, an updated home study shall be completed annually. The home study must also be updated each time there is a change in family composition or when the family moves to a new home. The content and procedures used by the provider agency to conduct home studies shall be approved by DDSD. Family living services: Family living can be provided to no more than two eligible recipients with developmental disabilities at a time. An exception may be granted by DOH/DDSD if three eligible recipients are in the residence, but only two of the three are on the waiver and the arrangement is approved by DOH/DDSD based on the home study documenting the ability of the family living services provider agency to serve more than two eligible recipients in the residence; or there is documentation that identifies the eligible recipients as siblings or there is documentation of the longevity of a relationship (e.g., copies of birth certificates or social history summary); documentation shall include a statement of justification from a social worker, psychologist, and any other pertinent professionals working with the eligible recipients. Family living services cannot be provided in conjunction with any other living supports service, respite, or nutritional counseling.

(b) **Supported living:** Supported living is intended for an eligible recipient who is assessed to need residential habilitation to ensure health and safety. Supported living is a residential habilitation service that is intended to increase and promote independence and to provide the skills necessary to prepare an eligible recipient to live on his or her own in a non-residential setting. Supported living services are designed to address assessed needs and identified individual eligible recipient outcomes. The service is provided to two to four eligible recipients in a community residence. Prior authorization is required from DOH/DDSD for an eligible recipient to receive this service when living alone. When DOH/DDSD approves an eligible recipient utilizing the supports intensity scale (SIS) group G, the supported living providers will ensure that agency's direct support personnel receive individualized, eligible recipient specific behavior training and access ongoing behavior support from the behavior support consultant. The provider agency will provide the necessary levels of staffing for the eligible recipient during times of increased risk of harm to self or others. The support will return to a typical staffing pattern once the circumstance associated with the increased risk has ended. Supported living services cannot be provided in conjunction with any other living supports service, respite, or nutritional counseling.

(6) **Customized community supports:** Customized community supports consist of individualized services and supports that enable an eligible recipient to acquire, maintain, and improve opportunities for independence, community integration and employment. Customized community supports services are designed

## DEVELOPMENTAL DISABILITIES HOME &amp; COMMUNITY-BASED SERVICES WAIVER

around the preferences and choices of each eligible recipient and offer skill training and supports to include: adaptive skill development; adult educational supports; citizenship skills; communication; social skills, socially appropriate behaviors; self advocacy, informed choice; community integration and relationship building. This service provides the necessary support to develop social networks with community organizations to increase the eligible recipient's opportunity to expand valued social relationships and build connections within local communities. This service helps to promote self-determination, increases independence and enhances the eligible recipient's ability to interact with and contribute to his or her community.

(a) Customized community supports services will include based on assessed need, personal support, nursing oversight, medication assistance/administration, and integration of strategies in the therapy and healthcare plans into the eligible recipient's daily activities.

(b) The customized community supports provider will act as a fiscal management agency for the payment of adult education opportunities as determined necessary for the eligible recipient.

(c) Customized community supports services may be provided regularly or intermittently based on the needs of the eligible recipient and are provided during the day, evenings and weekends.

(d) Customized community supports may be provided in a variety of settings to include the community, classroom, and site-based locations. Services provided in any location are required to provide opportunities that lead to participation and integration in the community or support the eligible recipient to increase his/her growth and development.

(e) Pre-vocational and vocational services are not covered under customized community supports.

(f) Customized community supports services must be provided in accordance with all requirements set forth by DOH/DDSD DDW service definition, all requirements outlined in the DDW service standards and the MAD rules.

(7) **Community integrated employment:** Community integrated employment provides supports that achieve employment in jobs of the eligible recipient's choice in his or her community to increase his or her economic independence, self-reliance, social connections and ability to grow within a career. Community integrated employment results in employment alongside non-disabled coworkers within the general workforce or in business ownership. This service may also include small group employment including mobile work crews or enclaves. An eligible recipient is supported to explore and seek opportunity for career advancement through growth in wages, hours, experience or movement from group to individual employment. Each of these activities is reflected in individual career plans. Community integrated employment services must not duplicate services covered under the Rehabilitation Act or the Individuals with Disabilities Education Act (IDEA). Compensation shall comply with state and federal laws including the Fair Labor Standards Act. Medicaid funds (e.g., the provider agency's reimbursement) may not be used to pay the eligible recipient for work. Community integrated employment services must be provided in accordance with the DOH/DDSD DDW service definitions and standards. Community integrated employment consists of job development, self-employment, individual community integrated employment and group community integrated employment models.

(a) **Self-employment:** The community integrated employment provider provides the necessary assistance to develop a business plan, conduct a market analysis of the product or service and establish necessary infrastructure to support a successful business. Self-employment does not preclude employment in the other models. Self-employment may include but is not limited to the following: complete a market analysis of product/business viability; creation of a business plan including development of a business infrastructure to sustain the business over time, including marketing plans; referral to and coordination with the division of vocational rehabilitation (DVR) for possible funds for business start up; assist in obtaining required licenses necessary tax IDs, incorporation documents and completing any other business paperwork required by local and state codes; support the eligible recipient to develop and implement a system for bookkeeping and records management.; provide effective job coaching and on-the-job training and skill development; and arrange transportation or public transportation during self-employment services.

(b) **Individual community integrated employment:** Job coaching for employed eligible recipients in integrated community based settings. The amount and type of individual support needed will be determined through vocational assessment including on-the-job analysis. Individual community integrated employment may include, but is not limited to the following: provide effective job coaching and on-the-job training as needed to assist the eligible recipient to maintain the job placement and enhance skill development; and arrange transportation or public transportation during individual community integrated employment services.

(c) **Group community integrated employment:** More than one eligible recipient works in an integrated setting with staff supports on site. Regular and daily contact with non-disabled coworkers or the public

## DEVELOPMENTAL DISABILITIES HOME &amp; COMMUNITY-BASED SERVICES WAIVER

occurs. Group community integrated employment may include but is not limited to the following: participate with the interdisciplinary team (IDT) to develop a plan to assist an eligible recipient who desires to move from group employment to individual employment; and provide effective job coaching and on-the-job training as needed to assist the eligible recipient to maintain the job placement and enhance skill development.

(8) **Behavioral support consultation services:** Behavioral support consultation services guide the IDT to enhance the eligible recipient's quality of life by providing positive behavioral supports for the development of functional and relational skills. Behavioral support consultation services also identify distracting, disruptive, or destructive behavior that could compromise quality of life and provide specific prevention and intervention strategies to manage and lessen the risks this behavior presents. Behavioral support consultation services do not include individual or group therapy, or any other behavioral services that would typically be provided through the behavioral health system.

(a) Behavioral support consultation services are intended to augment functional skills and positive behaviors that contribute to quality of life and reduce the impact of interfering behaviors that compromise quality of life. This service is provided by an authorized behavioral support consultant and includes an assessment and positive behavior support plan development; IDT training and technical assistance; and monitoring of an eligible recipient's behavioral support services.

(b) Behavioral support consultation services must be provided in accordance with the accreditation policy and all requirements set forth by DOH/DDSD DDW service definition, all requirements outlined in the DDW service standards and the MAD rules.

(9) **Nutritional counseling services:** Nutritional counseling services include the assessment, evaluation, collaboration, planning, teaching, consultation and implementation and monitoring of a nutritional plan that supports the eligible recipient to attain or maintain the highest practicable level of health. Nutritional counseling services are in addition to those nutritional or dietary services allowed in the eligible recipient's medicaid state plan benefit, or other funding source. This service does not include oral-motor skill development services, such as those services provided by a speech pathologist. Because nutritional counseling is included in the reimbursement rate for living supports, nutritional counseling cannot be billed as a separate service during the hours of living supports. Nutritional counseling services must be provided in accordance with the DOH/DDSD DDW service definitions and standards.

(10) **Environmental modification services:** Environmental modifications services include the purchase and installation of equipment or making physical adaptations to an eligible recipient's residence that are necessary to ensure the health, welfare and safety of the individual or enhance the eligible recipient's access to the home environment and increase the eligible recipient's ability to act independently.

(a) Adaptations, instillations and modifications include:

- (i) heating and cooling adaptations;
- (ii) fire safety adaptations;
- (iii) turnaround space adaptations;
- (iv) specialized accessibility, safety adaptations or additions;
- (v) installation of specialized electric and plumbing systems to accommodate medical equipment and supplies;
- (vi) installation of trapeze and mobility tracks for home ceilings;
- (vii) installation of ramps and grab-bars;
- (viii) widening of doorways or hallways;
- (ix) modification of bathroom facilities (roll-in showers, sink, bathtub and toilet modification, water faucet controls, floor urinals and bidet adaptations and plumbing);
- (x) purchase or installation of air filtering devices;
- (xi) purchase or installation of lifts or elevators;
- (xii) purchase and installation of glass substitute for windows and doors; purchase and installation of modified switches, outlets or environmental controls for home devices; and
- (xiii) purchase and installation of alarm and alert systems or signaling devices.

(b) Excluded are those adaptations or improvements to the home that are of general utility and are not of direct medical or remedial benefit to the eligible recipient. Adaptations that add to the total square footage of the home are excluded from this benefit except when necessary to complete an adaptation (e.g., in order to improve entrance/egress to a residence or to configure a bathroom to accommodate a wheelchair).

(c) Environmental modification services must be provided in accordance with applicable federal, state and local building codes.

## DEVELOPMENTAL DISABILITIES HOME &amp; COMMUNITY-BASED SERVICES WAIVER

(d) Environmental modification services must be provided in accordance with all requirements set forth by DOH/DDSD DDW service definition, all requirements outlined in the DDW service standards and the MAD rules.

(11) **Crisis supports:** Crisis supports are services that provide intensive supports by appropriately trained staff to an eligible recipient experiencing a behavioral or medical crisis either within the eligible recipient's present residence or in an alternate residential setting. Crisis support must be provided in accordance with the DOH/DDSD DDW service definitions and standards.

(a) **Crisis supports in the eligible recipient's residence:** These services provide crisis response staff to assist in supporting and stabilizing the eligible recipient while also training and mentoring staff or family members, who normally support the eligible recipient, in order to remediate the crisis and minimize or prevent recurrence.

(b) **Crisis supports in an alternate residential setting:** These services arrange an alternative residential setting and provide crisis response staff to support the eligible recipient in that setting, to stabilize and prepare the eligible recipient to return home or to move into another permanent location. In addition, staff will arrange to train and mentor staff or family members who will support the eligible recipient long term once the crisis has stabilized, in order to minimize or prevent recurrence.  
all requirements set forth by DOH/DDSD DDW service definition.

(c) Crisis support staff will deliver such support in a way that maintains the eligible recipient's normal routine to the maximum extent possible. This includes support during attendance at employment or customized community supports services, which may be billed on the same dates and times of service as crisis supports.

(d) This service requires prior written approval and referral from the office of behavioral services (OBS). Crisis supports are designed to be a short-term response (two to 90 calendar days).

(e) The timeline may exceed 90 calendar days under extraordinary circumstances, with approval from office of behavioral services (OBS), in which case duration and intensity of the crisis intervention will be assessed weekly by OBS staff.

(12) **Non-medical transportation:** Non-medical transportation services assists the eligible recipient in accessing other waiver supports and non-waiver activities identified in the individual service plan (ISP). Non-medical transportation enables eligible recipient to gain physical access to non-medical community services and resources promoting the eligible recipient opportunity and responsibility in carrying out ISP activities. This service is to be considered only when transportation is not available through the state medicaid state plan or when other arrangements cannot be made. Non-medical transportation includes funding to purchase a pass for public transportation for the eligible recipient. Non-medical transportation provider services must be provided in accordance with all requirements set forth by DOH/DDSD DDW service definition.

(13) **Supplemental dental care:** Supplemental dental care provides one routine oral examination and cleaning to eligible recipients on the waiver for the purpose of preserving or maintaining oral health. Supplemental dental care provided on the waiver is for eligible recipients that require routine cleaning more frequently than covered under the medicaid state plan. The supplemental dental care service must be provided in accordance with the DOH/DDSD DDW service definition, all requirements outlined in the DW service standards and the MAD rules.

(14) **Assistive technology purchasing agent service:** Assistive technology purchasing agent service is intended to increase the eligible recipient's physical and communicative participation in functional activities at home and in the community. Items purchased through the assistive technology service assist the eligible recipient to meet outcomes outlined in the ISP, increase functional participation in employment, community activities, activities of daily living, personal interactions, or leisure activities, or increase the eligible recipient's safety during participation of the functional activity.

(a) Assistive technology services allows an eligible recipient to purchase needed items to develop low-tech augmentative communication, environmental access, mobility systems and other functional assistive technology, not covered through the eligible recipient's medicaid state plan benefits.

(b) Assistive technology purchasing agent providers act as a fiscal agent to either directly purchase, or reimburse team members who purchase devices or materials which have been prior authorized by the DOH/DDSD on behalf of an eligible recipient.

(c) Assistive technology purchasing agent services must be provided in accordance with all requirements set forth by DOH/DDSD DDW service definition, all requirements outlined in the DDW service standards and the MAD rules.

## DEVELOPMENTAL DISABILITIES HOME &amp; COMMUNITY-BASED SERVICES WAIVER

(15) **Independent living transition services:** Independent living transition services are one-time set-up expenses for an eligible recipient who transitions from a 24 hour living supports setting into a home or apartment of their own with intermittent support that allows his or her to live more independently in the community. The service covers expenses associated with security deposits that are required to obtain a lease on an apartment or home, set-up fees or deposits for utilities (telephone, electricity, heating, etc.), furnishings to establish safe and healthy living arrangements: bed, chair, dining table and chairs, eating utensils and food preparation items, and a telephone. The service also covers services necessary for the eligible recipient's health and safety such as initial or one-time fees associated with the cost of paying for pest control, allergen control or cleaning services prior to occupancy. Independent living transition services must be provided in accordance with all requirements set forth by DOH/DDSD DDW service definition, all requirements outlined in the DDW service standards and the MAD rules.

(16) **Personal support technology/on-site response service:** Personal support technology/on-site response service is an electronic device or monitoring system that supports the eligible recipients to be independent in the community or in their place of residence with limited assistance or supervision of paid staff. This service provides 24-hour response capability or prompting through the use of electronic notification and monitoring technologies to ensure the health and safety of the eligible recipient in services. Personal support technology/on-site response service is available to eligible recipients who have a demonstrated need for timely response due to health or safety concerns. Personal support technology/on-site response service includes the installation of the rented electronic device, monthly maintenance fee for the electronic device, and hourly response funding for staff that support the eligible recipient when the device is activated. Personal support technology/on-site response services must be provided in accordance with the DOH/DDSD DDW service definitions and standards.

(17) **Preliminary risk screening and consultation related to inappropriate sexual behavior:** Preliminary risk screening and consultation related to inappropriate sexual behavior (PRSC) identifies, screens, and provides periodic technical assistance and crisis intervention when needed to the IDTs supporting eligible recipients with risk factors for sexually inappropriate or offending behavior, as defined in the DDW standards. This service is part of a continuum of behavior support services (including behavior support consultation and socialization and sexuality services) that promote community safety and reduce the impact of interfering behaviors that compromise quality of life.

(a) The key functions of preliminary risk screening and consultation related to inappropriate sexual behavior services are:

- (i) provide a structured screening of behaviors that may be sexually inappropriate;
- (ii) develop and document recommendations in the form of a report or consultation

notes;

- (iii) development and periodic revisions of risk management plans, when recommended;

and

(iv) consultation regarding the management and reduction of sexually inappropriate behavioral incidents that may pose a health and safety risk to the eligible recipient or others.

(b) Preliminary risk screening and consultation related to inappropriate sexual behavior services must be provided in accordance with all requirements set forth by DOH/DDSD DDW service definition, all requirements outlined in the DDW service standards and the MAD rules.

(18) **Socialization and sexuality education service:** Socialization and sexuality education service is carried out through a series of classes intended to provide a proactive educational program about the values and critical thinking skills needed to form and maintain meaningful relationships, and about healthy sexuality and sexual expression. Social skills learning objectives include positive self-image, communication skills, doing things independently and with others, and using paid and natural supports. Sexuality learning objectives include reproductive anatomy, conception and fetal development, safe sex and health awareness. Positive outcomes for the eligible recipient include safety from negative consequences of being sexual, assertiveness about setting boundaries and reporting violations, expressing physical affection in a manner that is appropriate and making informed choices about the relationships in his/her life. Independent living skills are enhanced and improved work outcomes result from better understanding of interpersonal boundaries, and improved communication, critical thinking and self-reliance skills. Socialization and sexuality education services must be provided in accordance with all requirements set forth by DOH/DDSD DDW service definition, all requirements outlined in the DDW service standards and the MAD rules.

(19) **Customized in-home supports:** Customized in-home support services is not a residential habilitation service and is intended for an eligible recipient that does not require the level of support provided under living supports services. Customized in-home supports provide an eligible recipient the opportunity to design and manage the supports needed to live in their own home or their family home. Customized in-home supports includes

**DEVELOPMENTAL DISABILITIES HOME & COMMUNITY-BASED SERVICES WAIVER**

a combination of instruction and personal support activities provided intermittently as he or she would normally occur to assist the eligible recipient with ADLs, meal preparation, household services, and money management. The services and supports are individually designed to instruct or enhance home living skills, community skills and to address health and safety as needed. This service provides assistance with the acquisition, improvement or retention of skills that provides the necessary support to achieve personal outcomes that enhance the eligible recipient's ability to live independently in the community. Customized in-home support services must be provided in accordance with policy and all requirements set forth by DOH/DDSD DDW service definition, all requirements outlined in the DDW service standards and the MAD rules.

(20) **Intense medical living supports:** Intense medical living supports agencies provide community living supports for an eligible recipient who requires daily direct skilled nursing, in conjunction with community living supports that promote health and assist the eligible recipient to acquire, retain or improve skills necessary to live in the community and prevent institutionalization, consistent with each eligible recipient's ISP. An eligible recipients must meet criteria for intense medical living supports according to eligibility parameters in the standards for this service and require nursing care, ongoing assessment, clinical oversight and health management that must be provided directly by a registered nurse or a licensed practical nurse in accordance with the New Mexico Nursing Practice Act at least once per day.

(a) These medical needs include:

- (i) skilled nursing interventions;
- (ii) delivery of treatment;
- (iii) monitoring for change of condition; and
- (iv) adjustment of interventions and revision of services and plans based on assessed

clinical needs.

(b) In addition to providing support to an eligible recipient with chronic health conditions, intense medical living supports are available to an eligible recipient who meets a high level of medical acuity and require short-term transitional support due to recent illness or hospitalization. This service will afford the core living support provider the time to update health status information and health care plans, train staff on new or exacerbated conditions and assure that the home environment is appropriate to meet the needs of the eligible recipient. Short-term stay in this model may also be utilized by an eligible recipient who meets the criteria that are living in a family setting when the family needs a substantial break from providing direct service. Both types of short-term placements require prior approval of DOH/DDSD. In order to accommodate referrals for short-term stays, each approved intense medical living provider must maintain at least one bed available for such short-term placements. If the short-term stay bed is occupied, additional requests for short-term stay will be referred to other providers of this service.

(c) The intense medical living provider will be responsible for providing the appropriate level of supports, 24 hours per day seven days a week, including necessary levels of skilled nursing based on assessed need. Daily nursing visits are required, however a nurse is not required to be present in the home during periods of time when skilled nursing services are not required or when an eligible recipient is out in the community. An on-call nurse must be available to staff during periods when a nurse is not present. Intense medical living supports require supervision by a registered nurse in compliance with all requirements set forth by DOH/DDSD DDW service definition, all requirements outlined in the DDW service standards and the MAD rules.

(d) Direct support personnel will provide services that include training and assistance with ADLs such as bathing, dressing, grooming, oral care, eating, transferring, mobility and toileting. These services also include training and assistance with instrumental activities of daily living (IADLs) including housework, meal preparation, medication assistance, medication administration, shopping, and money management.

(e) The intense medical living supports provider will be responsible for providing access to customized community support and employment as outlined in the eligible recipient's ISP. This includes any skilled nursing needed by the eligible recipient to participate in customized community support and development and employment services. This service must arrange transportation for all medical appointments, household functions and activities, and to-and-from day services and other meaningful community options.

(f) Intense medical services must be provided in accordance with all requirements set forth by DOH/DDSD DDW service definition, all requirements outlined in the DDW service standards and the MAD rules. [8.314.5.13 NMAC - Rp, 8.314.5.13 NMAC, 11-1-12]

**8.314.5.14 NON-COVERED SERVICES:** Only the services listed as covered waiver services are covered under the MAD DDW program. Medicaid non-waiver services may also be available to an eligible waiver recipient

## DEVELOPMENTAL DISABILITIES HOME &amp; COMMUNITY-BASED SERVICES WAIVER

through state plan Medicaid services. Medicaid does not cover room and board as waiver service or ancillary services.

[8.314.5.14 NMAC - Rp, 8.314.5.14 NMAC, 11-1-12]

**8.314.5.15 INDIVIDUALIZED SERVICE PLAN (ISP):** An ISP must be developed by an interdisciplinary team (IDT) of professionals in consultation with the eligible recipient and others involved in the eligible recipient's care. The ISP is developed using information relevant to the care of the individual. The ISP will be developed utilizing the service package available with the individual's NM SIS group. The ISP must be in accordance with ~~the~~ policy and all requirements set forth by DOH/DDSD DDW services definition, all requirements outlined in the DDW service standards and the MAD rules. The ISP is submitted to DOH/DDSD or its designee for final approval. DOH/DDSD or its designee must approve any changes to the ISP. See 7.26.5 NMAC.

A. The IDT must review the treatment plan every 12 months or more often if indicated.

B. The ISP must contain the following information:

- (1) statement of the nature of the specific needs of the eligible recipient;
- (2) description of the functional level of the eligible recipient;
- (3) statement of the least restrictive conditions necessary to achieve the purposes of treatment;
- (4) description of intermediate and long-range goals, with a projected timetable for eligible recipient's attainment and the duration and scope of services;

(5) statement and rationale of the treatment plan for achieving these intermediate and long-range goals, including provision for review and modification of the plan; and

(6) specification of responsibilities for areas of care, description of needs, and orders for medications, treatments, restorative and rehabilitative services, activities, therapies, social services, diet and special procedures recommended for the health and safety of the eligible recipient.

C. All services must be provided as specified in the ISP.

[8.314.5.15 NMAC - Rp, 8.314.5.15 NMAC, 11-1-12]

**8.314.5.16 PRIOR AUTHORIZATION AND UTILIZATION REVIEW:** All MAD services, including services covered under this Medicaid waiver, are subject to utilization review for medical necessity and program compliance. Reviews may be performed before services are furnished, after services are furnished and before payment is made, or after payment is made. See 8.302.5 NMAC, *Prior Authorization and Utilization Review*. Once enrolled, providers receive instructions and documentation forms necessary for prior authorization and claims processing.

A. **Prior authorization:** To be eligible for DDW program services, a MAD eligible recipient must require the level of care (LOC) of services provided in an ICF-IID. LOC determinations are made by MAD or its designee. The ISP must specify the type, amount and duration of services. Certain procedures and services specified in the ISP may require prior authorization from MAD or its designee. Services for which prior authorization was obtained remain subject to utilization review at any point in the payment process.

B. **Eligibility determination:** Prior authorization of services does not guarantee that individuals are eligible for MAD services. Providers must verify that individuals are eligible for MAD, DDW services or other health insurance prior to the time services are furnished. An eligible recipient may not be institutionalized, hospitalized, or receive personal care option (PCO) services or other HCBS waiver services at the time DDW services are provided, except for certain case management services that are required to coordinate discharge plans or transition of services to DDW services.

C. **Reconsideration:** Providers who disagree with the denial of a prior authorization request or other review decisions may request a reconsideration. See 8.350.2 NMAC, *Reconsideration of Utilization Review Decisions*.

[8.314.5.16 NMAC - Rp, 8.314.5.16 NMAC, 11-1-12]

**8.314.5.17 REIMBURSEMENT:** Waiver service providers must submit claims for reimbursement to the MAD Medicaid management information system (MMIS) contractor for processing. Claims must be filed per the billing instructions in the Medicaid policy manual. Providers must follow all Medicaid billing instructions. See 8.302.2 NMAC, *Billing for Medicaid Services*. Once enrolled, providers receive instructions on documentation, billing, and claims processing. Reimbursement to providers of waiver services is made at a predetermined reimbursement rate.

[8.314.5.17 NMAC - Rp, 8.314.5.17 NMAC, 11-1-12]

**DEVELOPMENTAL DISABILITIES HOME & COMMUNITY-BASED SERVICES WAIVER**

**8.314.5.18 RIGHT TO A HEARING:** The HSD/MAD must grant an opportunity for an administrative hearing as described in this section on the following circumstances and pursuant to 8.352.2.10 NMAC, *Recipient Hearings*. This rule is meant to be more specific than 8.352.2 NMAC and will be the controlling rule for any conflicts with 8.352.2 NMAC.

- A. DDW eligible recipients may request a fair hearing when:
- (1) a DDW eligible recipient has been determined not to meet the LOC requirement for waiver services;
  - (2) a DDW eligible recipient alleges that the SIS interviewer did not substantially follow the standard procedures (as found in the DD waiver service standards) for conducting a SIS assessment; or
  - (3) the service package does not adequately meet the health and safety needs of the eligible recipient; the DDW eligible recipient must develop and submit a budget within the NM SIS group placement and will receive a notice of fair hearing rights along with the decision regarding the proposed budget.
- B. Notification of fair hearing rights: DDW eligible recipients are notified of their right to a fair hearing:
- (1) when the SIS assessment is completed and the NM SIS group is sent to the DDW eligible recipient; and
  - (2) when a submitted budget is approved, partially approved, or denied.
- C. Agency conference
- (1) At the eligible recipient's request, or upon initiation by DOH/DDSD, an agency conference may be scheduled at any time prior to the date of the hearing to discuss the issues that are the subject of the fair hearing. The agency conference is optional and does not delay or replace the hearing process.
  - (2) The conference may include the eligible recipient and the eligible recipient's authorized representative, if applicable and DOH/DDSD staff. The purpose of the conference is to informally review the agency action and to determine whether the issues can be resolved by mutual agreement. The issues to be decided at the hearing may also be clarified or further defined. Regardless of the outcome of the agency conference, the hearing shall still be held as scheduled, unless the eligible recipient makes an oral or written withdrawal of the request for the hearing. An oral withdrawal shall be confirmed by the agency or designee in writing, sent to the eligible recipient, and allow for the eligible recipient to change his/her mind within ten days of the date of the confirmation letter.

[8.314.5.18 NMAC - N, 11-1-12]

**8.314.5.19 CONTINUATION OF BENEFITS PURSUANT TO TIMELY APPEAL:**

- A. Continuation of benefits may be provided to an eligible recipient who requests a hearing and continuation of benefits within 13 calendar days of the date on the notice of fair hearing. The notice will include information on the right to continued benefits and on the eligible recipient's potential responsibility for repayment if the hearing decision is not in the eligible recipient's favor. Repayment of benefits shall be in accordance with 8.352.2.16 NMAC.
- B. Once the eligible recipient requests a continuation of benefits, his/her budget that is in place at the time of the request is termed a continuation budget. The continuation budget may not be revised until the conclusion of the fair hearing process, unless a revision is agreed to in writing by the DDW eligible recipient (or appropriate representative) and DDSD.

[8.314.5.19 NMAC - N, 11-1-12]

**HISTORY OF 8.314.5 NMAC:**

Pre-NMAC History: The material in this part was derived from that previously filed with the Commission of Public Records – State Records Center and Archives.  
ISD-Rule 310.2000, Coordinated Community In-Home Care Services, 3/19/84.

**History of Repealed Material:**

ISD-Rule 310.2000, Coordinated Community In-Home Care Services, Repealed 1/18/95.  
8 NMAC 4.MAD.736.12 - Repealed 9/1/98; and  
8 NMAC 4.MAD.736.412 - Repealed 9/1/98.  
8.314.5 NMAC, Developmental Disabilities Home and Community-Based Services Waiver, Repealed 3/1/07.  
8.314.5 NMAC, Developmental Disabilities Home and Community-Based Services Waiver, filed 2/15/07 is repealed effective 11/1/12