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For Immediate Release

SALUD! Medicaid Managed Care Organizations Making the Grade (Fraud and Abuse/Children Services Rank Highest)

Santa Fe, February 2, 2004 – Human Services Department (HSD) Secretary Pamela Hyde congratulated the three Managed Care Organizations (MCO) that provide health care services to two-thirds of the 408,000 Medicaid recipients for their ratings in an annual health care review. Cimarron Health Plan, Lovelace Community Health Plan and Presbyterian Salud were each evaluated last fall by IPRO (The Island Peer Review Organization of New York) in five major areas of health care delivery as stipulated in their contracts with the department for providing health care to Medicaid recipients. For fiscal year 2003 (July 2002 to June 2003), the three MCO contracts totaled \$820 million in state and federal dollars.

New to this review and in keeping with the Richardson administration's focus on reducing fraud and waste in the delivery of state-run health care programs a new fraud and abuse category was included IN the 2003 MCO review. IPRO reviewed the MCO's Fraud and Abuse programs, which have been in place for a number of years in accordance with contractual and regulatory requirements. The five major categories of health care evaluated were:

- Quality Management
- Coordination of Services
- Member Grievance Resolution
- Services for Children with Special Health Care Needs
- Fraud and Abuse

Scores of "full compliance" (met or exceeded standard), "substantial compliance" (met most requirements of the standard, but deficient in a minimal number of areas), "minimal compliance" (met some requirements of standard, but has major deficiencies requiring corrective action) and "non-compliance" (standard has not been met) were possible for each standard within each category.

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“According to the report the SALUD! MCOs are doing a good job in meeting our department’s goals for providing our clients *access* to our services, showing a commitment to *quality* in the services they provide and demonstrating that they are accountable to the public for the important yet costly health care services they provide,” said Hyde.

The table below represents the final overall score, by category, for each MCO.

Table

	<i>Points Available</i>	<i>Final Scores per MCO</i>		
Category		<i>Cimarron</i>	<i>Lovelace</i>	<i>Presbyterian</i>
Quality Management	43	38.98	43	36.3
Coordination of Services	4	1.32	4	4
Member Grievance Resolution	16	11.33	16	16
Services for CSHCN	21	21	21	21
Fraud and Abuse	16	16	16	16
TOTAL	100	88.63	100	93.3

A copy of the full IPRO report can be found at the following website http://www.state.nm.us/hsd/mad/pdf_files/SALUD/NMMeasurementFinalReport2003.pdf, or call 505 827-6245.

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