

New Mexico Interagency Behavioral Health Purchasing Collaborative

Collaboration for Recovery, Resiliency and Empowerment



Aging and Long-Term Services Department

Administrative Office of the Courts

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For Immediate Release

New Mexico's Behavioral Health Collaborative Encourages Lovelace Outpatient Behavioral Health Consumers to Transition Care

Santa Fe, May 23, 2006 - In an effort to ensure a smooth transition for every person currently receiving behavioral health services from the Lovelace Medical Group, The New Mexico Behavioral Health Collaborative is encouraging consumers to contact Lovelace at 505-342-8412 if they have not yet been contacted.

Lovelace's regular outpatient behavioral health care will be discontinued effective May 30. However, last week Lovelace Medical Group has agreed to provide transition assistance to its patients past May 30 through an informational phone line until June 30. "The phone line will help people who have gotten their mental health care from Lovelace transition their care to other providers," said Peter Cubra, Bernalillo County Local Collaborative member. "Transition assistance is imperative to ensure that people receive the care they need." The Lovelace phone line will give patients access to information and medical records and will provide information to former providers.

The Bernalillo County Local Collaborative worked with Lovelace, which agreed to extend the transition period for patients to receive discharge counseling and transition assistance through the end of June. Lovelace is in the process of contacting all patients who have not been seen in the past few months to schedule a transition visit. "While we are working hard to contact all our patients, we know contact information changes. We would like those with new contact information to give us a call so we can schedule a transition visit," said Harry Magnes, M.D., CEO of Lovelace Medical Group.

In addition, ValueOptions New Mexico has a transition team working closely with Lovelace to reach behavioral health consumers who are receiving publicly funded care. "As the statewide entity for publicly-funded behavioral health services, we want to ensure that no disruptions in service occur while Lovelace Medical Group ends its outpatient behavioral health care," said Pam Galbraith, CEO of ValueOptions New Mexico. "We are actively reaching out to the state's behavioral health consumers and getting them into a transition plan."

The Lovelace phone line will be staffed Monday through Friday from 8:00 a.m. to 5:00 p.m. ValueOptions New Mexico will staff their phone line 24 hours, seven days a week and can be reached at 888-251-7511.

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