

New Mexico Interagency Behavioral Health Purchasing Collaborative

Collaboration for Recovery, Resiliency and Empowerment



Aging and Long-Term Services Department

Administrative Office of the Courts

Children, Youth and Families Department

New Mexico Corrections Department

Department of Finance and Administration

Department of Health

Department of Workforce Solutions

Department of Transportation

Developmental Disabilities Planning Council

Division of Vocational Rehabilitation

Governor's Commission on Disability

Governor's Health Policy Advisor

Health Policy Commission

Human Services Department

Indian Affairs Department

Mortgage Finance Authority

Public Education Department

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For Immediate Release

New Mexico's New Behavioral Health System of Care Shows Significant Improvements

Santa Fe, September 10, 2007 – An audit of the second year of New Mexico's new behavioral health system of care has found significant improvements over the first year regarding compliance with Medicaid Managed Care regulations. Improvements were found in the areas of member grievance system, reimbursement for Managed Care, benefit package, member Bill of Rights, and information services and are among the 13 areas that received full compliance grades.

"We are very pleased with the improvements over last year, especially in the areas of quality of care and information systems," said Pamela Hyde, Human Services Department Secretary and co-chair of the Interagency Behavioral Health Purchasing Collaborative (Collaborative). "There is still room for improvement and the audit makes specific recommendations to make those improvements as we continue to improve and streamline behavioral health services in New Mexico."

The Collaborative was created during the 2004 Legislature to allow all state agencies and resources involved in behavioral health treatment and recovery to work as one to improve mental health and substance abuse services in New Mexico. ValueOptions New Mexico serves as the statewide entity for the Collaborative and manages many of New Mexico's publicly funded behavioral health services.

As a requirement of ValueOptions' participation in the Medicaid SALUD! Program, ValueOptions must undergo a comprehensive compliance audit. The New Mexico Medical Review Association (NMMRA) serves as the External Quality Review Organization for the Collaborative.

For the 2007 budget year the EQRO Compliance Audit gave ValueOptions an 18 point improvement from 2006. The overall score of 93 percent puts them in "full compliance," a big improvement from last year's "minimally compliant" grade.

"Our staff has worked diligently to improve the quality of behavioral health services we provide to consumers and providers, and they should be commended for the great progress outlined in the recent audit," said Pamela Galbraith, CEO, ValueOptions New Mexico. "We now look forward to addressing areas in which we have an opportunity to implement even greater improvements."

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The most improved score came in the area for individuals with special health care needs, which increased to 86 percent. “An improvement of 50 percentage points in this area is great news,” said Dorian Dodson, Children, Youth and Families Department Secretary and co-chair of the Collaborative. “Improving policies and procedures in this area is essential in order to improve care coordination and make sure consumers get into the services they need.”

The NMMRA compliance audit can be found on the Collaborative website at www.bhc.state.nm.us under the “news and resources” section.

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