

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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Behavioral Health Collaborative Prepares for Next Behavioral Health Services Contractor

OptumHealth New Mexico Has Hotline for Consumers and Providers

SANTA FE – The New Mexico Behavioral Health Purchasing Collaborative (Collaborative) is completing final readiness review in preparation for the next behavioral health services contractor to begin serving New Mexicans.

Starting July 1, 2009 OptumHealth New Mexico will be the statewide entity, which is the state's contractor for much of the publicly funded mental health and substance abuse services for approximately 80,000 New Mexicans.

“The Collaborative and OptumHealth are both committed to making sure this is a seamless transition for consumers and providers in New Mexico,” said Linda Roebuck, Collaborative CEO. “For New Mexicans who receive behavioral health services from the state, July 1 should simply be another day. They shouldn't be affected by the important changes occurring behind the scenes.”

OptumHealth New Mexico has created an open line of communication for both consumers and providers. Part of this communication includes a consumer care line, which has been up and running since May 15. Here consumers can call and ask any questions they might have about the transition and their services. The toll free line is 1-866-660-7185 and is staffed from 8:00 a.m. to 8:00 p.m. Monday through Friday. The line will be staffed 24 hours, 7 days a week beginning July 1.

In their partnership with providers, OptumHealth has set up provider relations staff in each region of the state to answer questions, solve individual provider concerns quickly and provide on-site technical assistance as needed at the local level. OptumHealth provider relations and regional staff also began visiting providers in their facilities to offer specialized trainings in how to effectively work with OptumHealth New Mexico immediately. A toll free line for providers has also been set up, 1-866-660-7182. Here providers can request a face-to-face provider training.

OptumHealth will be managing the combined funds of several publicly funded behavioral health services for the 15 state agencies and the Governor's office that make up the Collaborative. The contract will be effective July 1, 2009 through June 30, 2013.

New Mexico will begin its fifth year of a ten year process to transform behavioral health services driven by a focus on recovery and resiliency.

About the Collaborative

The Collaborative was created during the 2004 Legislature to allow most state agencies and resources involved in behavioral health treatment and recovery to work as one in an effort to improve mental health and substance abuse services in New Mexico. This cabinet-level group represents 15 agencies and Governor Bill Richardson's office.

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