

# 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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**Contact:** Betina Gonzales McCracken (505) 476-6205

## NM Behavioral Health Collaborative Launches Investigation of OptumHealth New Mexico

### Investigation to Focus on Allegations of Using Out-of-State and Overseas Labor

*Santa Fe* – The NM Behavioral Health Collaborative has issued a Notice of Investigation to OptumHealth New Mexico, the state's behavioral health statewide entity (SE), for allegations of prohibited use of out-of-state staff and overseas labor to perform SE functions. During this investigation the state will be withholding payment to the SE.

The Collaborative received a complaint that overseas labor and staff located in Texas are being used to perform claims processing functions. "The Collaborative is taking this allegation very seriously as it is a violation of the contract between the State and OptumHealth New Mexico," said Linda Roebuck Homer, Collaborative CEO. "Taking work that is contractually required to be performed by New Mexico residents and shipping it overseas is a practice that cannot and will not be tolerated."

The contract states, "Except as otherwise prior approved by the Collaborative, all SE functions shall be conducted by staff who reside in the State of New Mexico." Performing claims processing functions overseas or in the State of Texas without the prior approval of the Collaborative is a clear violation of this provision.

Until OptumHealth can establish that the work is being performed in New Mexico, as required, the State will withhold payment to OptumHealth.

#### ***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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