



STATE OF NEW MEXICO
Human Services Department
Governor Michelle Lujan Grisham
David R. Scrase, M.D., Cabinet Secretary
Angela Medrano, Deputy Cabinet Secretary
Kari Armijo, Deputy Cabinet Secretary

Interim Policy & Procedure Memorandum

ISD IPP 20 - 24

TO: ISD Employees

FROM: Karmela Martinez, ISD Director 

RE: State Option for Telephonic Signature

DATE: December 1, 2020

This IPP rescinds and replaces IPP 20-15.

The adjustments outlined in this IPP will be implemented in order to limit person to person contact, increase social distancing, and help slow the spread of COVID-19. This IPP provides interim policy and procedures for 8.100.110.9A NMAC Submission of Forms.

If a customer calls to apply for benefits and does not have a paper application on file, Accenture will accept a telephonic application and telephonic signature for applications by completing an online application through YesNM. Customers who request to complete an application by phone should be directed to the Medicaid Expansion Hotline (MEH) at 1-855-637-6574. Accenture will complete the information in YesNM to which the household attests to and allow a verbal signature from the customer; this signature is documented in the online application under a new field in YesNM for Third Party Assistance. Once the customer completes the application through YesNM with Accenture's assistance, the caseworker is responsible to complete an interview (if required), verify all information and complete eligibility on the application. Accenture will document in case comments that the client has signed the application and will include:

- the name of the customer completing the interview,
- date and time of application,
- a summary of the information to which the client verbally attests to, and
- the client's responses indicating information entered is accurate.

The call is recorded and available in Sales Force. The recording will be held for 3 years. The customer can access the application that was submitted telephonically by logging into their YesNM account. If the customer requests, we must also print the application for them and either mail or allow for them to pick up in person.

If a client submits an application without a signature and the caseworker is able to connect with the client over the phone, the caseworker will note on the application that verbal attestation of the signature was given.

The State Option is available starting November 9, 2020. The Department will still accept paper applications with signatures, online applications with electronic signatures, and will be able to accept telephonic signatures for application missing a signature.

For questions regarding this IPP, please contact Monica Sandoval, SNAP Program Coordinator, via e-mail at Monica.Sandoval@state.nm.us or by telephone at 505-396-0314.