



State of New Mexico  
Medical Assistance Program Manual  
**Supplement**



**DATE: FEBRUARY 9, 2015**

**NUMBER: 15-02**

**TO:** HOME AND COMMUNITY BASED-SERVICES WAIVER PROVIDERS,  
PROGRAM OF ALL-INCLUSIVE CARE FOR THE ELDERLY, FEE FOR  
SERVICE (FFS) PROVIDERS RENDERING SERVICES REQUIRING PRIOR  
AUTHORIZATIONS PARTICIPATING IN THE NEW MEXICO MEDICAL  
ASSISTANCE PROGRAMS

**FROM:** NANCY SMITH-LESLIE, <sup>NSL</sup>ACTING MEDICAL ASSISTANCE DIVISION  
DIRECTOR

**THROUGH:** ANGELA MEDRANO, <sup>AM</sup>EXEMPT SERVICES AND PROGRAMS BUREAU  
CHIEF

**SUBJECT:** MEDICAID UTILIZATION REVIEW (UR) AND THIRD-PARTY ASSESSOR  
EFFECTIVE MARCH 1, 2015

Effective **March 1, 2015**, **Qualis Health** will become the Medicaid Third Party Assessor (TPA) contractor responsible for Medicaid Fee-For-Service (FFS) Utilization Review (UR) and TPA functions for certain long-term care and home and community-based waiver services (i.e. Developmental Disabilities, Medically Fragile and Mi Via).

The following Medicaid programs and services are included:

- EMSA: utilization review of Emergency Medical Services for Undocumented Aliens
- FFS: utilization review/prior authorization of Medicaid benefits for recipients accessing services under FFS, including behavioral health services and Alternative Benefit Plan.
- Program of All-Inclusive Care for the Elderly (PACE) (COE 081, 083, 084): review of Level of Care (LOC)
- Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF-IID) (COE 081, 083, 084): review of LOC
- Developmental Disabilities Waiver (COE 96): review of LOC and Individual Service Plans (ISP)
- Medically Fragile Waiver (COE 95): review of LOC and Individual Service Plan

- Mi Via Waiver (COE 95, 96): review of LOC and Service and Support Plans (SSP)

**Qualis Health** will begin processing TPA/UR documents on Monday, March 2, 2015, that include but are not limited to the following:

- Approved MAD 310 Forms (Notification of Approval of Application for EMSA)
- Long-term care abstracts for PACE, ICF-IID, and waiver recipients
- FFS prior authorization forms

**The following contact information is effective starting March 2, 2015.**  
**Please Do Not Send TPA/UR Requests to or call Qualis Health**  
**prior to March 2, 2015.**

Mail:

Qualis Health  
One Executive Center  
8500 Menaul Boulevard NE, Suite B-250  
Albuquerque, NM 87112

Customer Service Telephone Number for Providers and Recipients (toll-free):  
1-866-962-2180

Website:

<http://www.qualishealth.org/patients-families/new-mexico-medicaid>

Additional information can be found here: <http://www.hsd.state.nm.us/providers/utilization-review.aspx>.

Thank you for your cooperation and assistance during this transition. If you have any questions regarding this announcement, please contact Gina Capener, HSD/MAD TPA/UR Staff Manager at phone number: 505-476-7251 or email: [GinaM.Capener@state.nm.us](mailto:GinaM.Capener@state.nm.us).