



HUMAN SERVICES  
DEPARTMENT

SUSANA MARTINEZ, GOVERNOR  
SIDONIE SQUIER, SECRETARY  
TED ROTH, DIRECTOR

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## General Information Memorandum

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### ISD-GI 12-68 - AMENDED

**TO:** ISD Employees

**FROM:** *TR* Ted Roth, Director, Income Support Division

**RE:** Protocol for Policy Clarifications

**DATE:** January 2, 2013

**CC:** ISD Employees

This GI is amended to reflect the correct PC Drop Box address as [hsd-isd.pc@state.nm.us](mailto:hsd-isd.pc@state.nm.us).

This GI rescinds GI 12-34 and supercedes any previous GI's regarding the protocol for submission of Policy Clarifications.

This GI is to remind staff that all formal policy clarifications (PC) come from the Medical Assistance Division and Income Support Division Policy and Program Development Bureau and staff should not take guidance from other outside agencies.

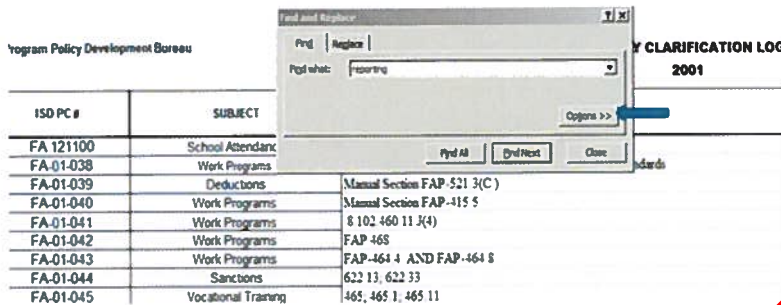
The ISD Policy and Program Development Bureau (PPDB) has an email drop –box to receive policy clarifications from designated personnel. The policy clarification drop box e-mail is: [hsd-isd.pc@state.nm.us](mailto:hsd-isd.pc@state.nm.us)

Policy questions may be submitted to the PC Drop box by the following:

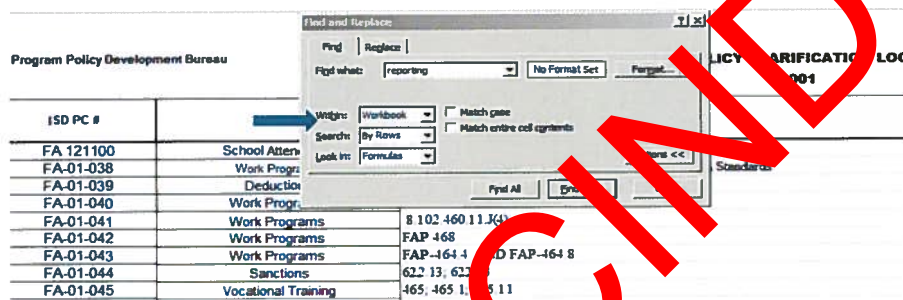
- Trainers
- Line Managers
- CD's
- ROM's

Prior to submitting a request, please review previous PC's in the PC library located at L:\Policy Clarifications in the folder entitled **L:\Policy clarifications\PC Library.xls**. Instructions to search the work book are as follows:

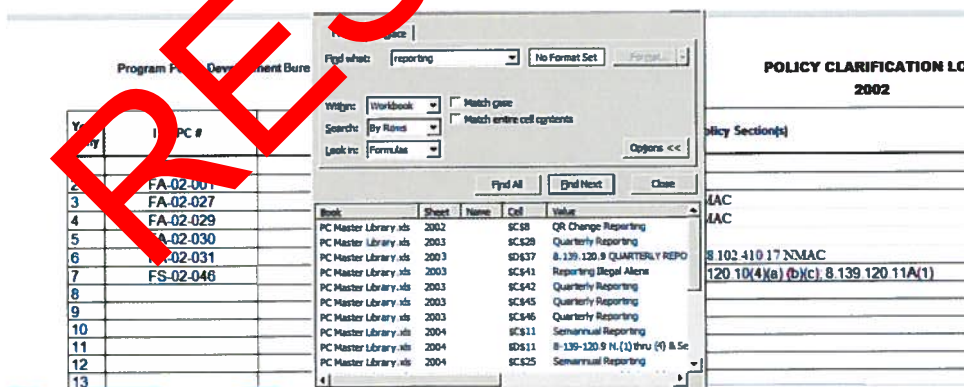
- Hit Ctrl+F- enter keywords to assist you in finding PC and press the button **options**.



- When you go into options screen, Click on the drop down arrow where it is under within, choose **workbook**.



- Press the button **find all** and any PC that has the keyword entered will come up. Press on the PC\_in the drop box and it will take you to that PC.



This GI has been posted to the ISD shared drive at: \\ditsfasv025\ISDForms and will be posted to the ISD web page at a later date.

If you have any questions regarding the GI, please contact Mequella Romero at 505-827-3159 or by email at [Mequellam.romero@state.nm.us](mailto:Mequellam.romero@state.nm.us).