

The PsychU Guide To The New Mexico Mental Health System

This resource is provided for informational purposes only and is not intended as reimbursement or legal advice.

You should seek independent, qualified professional advice to ensure that your organization is in compliance with the complex legal and regulatory requirements governing health care services, and that treatment decisions are made consistent with the applicable standards of care.

Except as otherwise indicated, the information provided is accurate to the best of Otsuka's knowledge as of November 2017.

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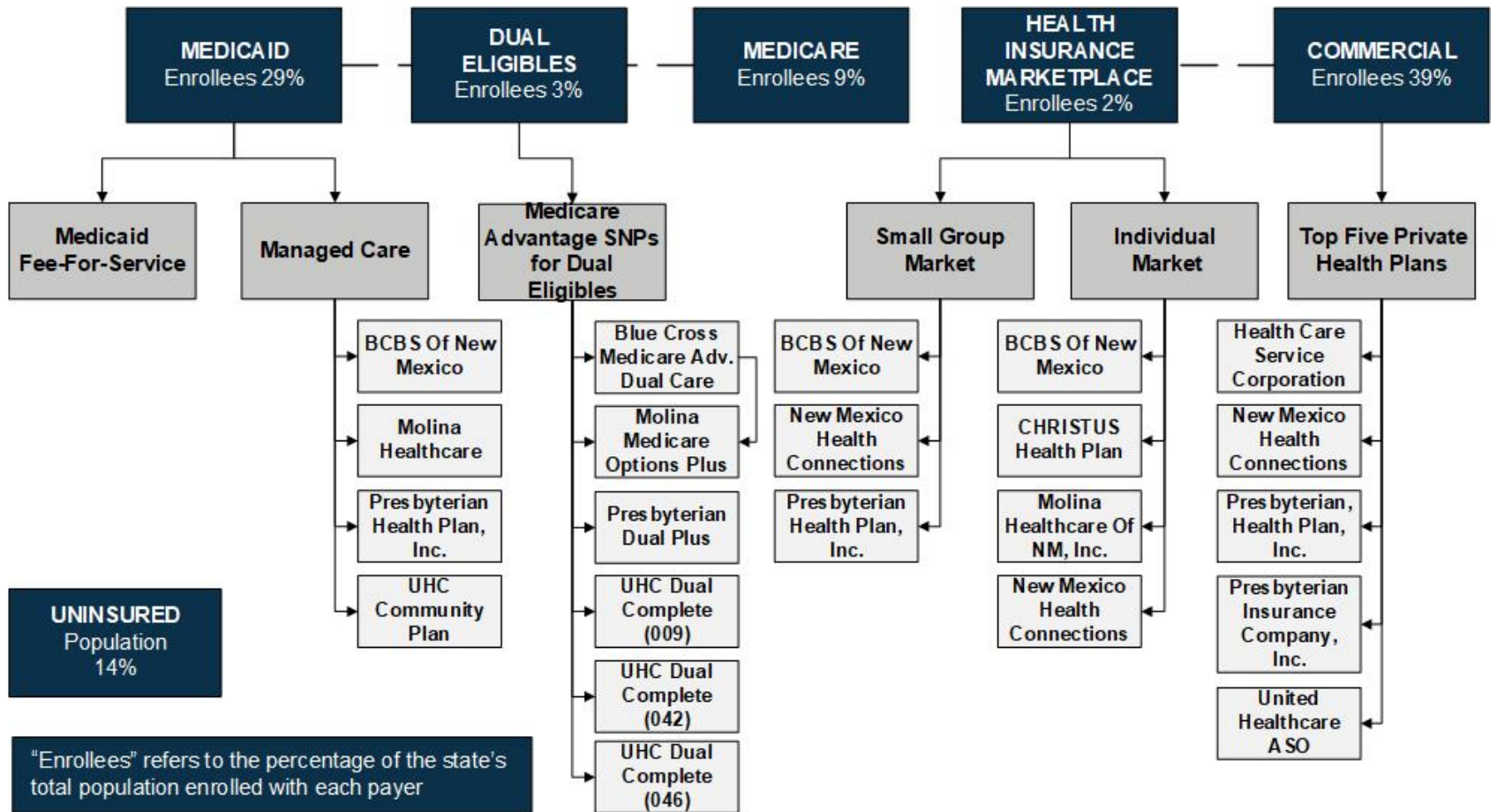
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Appendix A: Sources

ACO = Accountable Care Organization
BH = Behavioral Health
BHSDG = Behavioral Health Services Division Governance
FFS = Fee-For-Service
MCP = Managed Care Program
NM = New Mexico
SMI = Serious Mental Illness

A. NEW MEXICO HEALTH CARE MARKETPLACE OVERVIEW

1. Physical Health Care Coverage Map



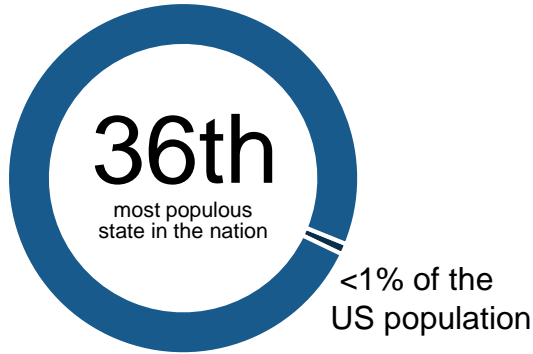
ASO = Administrative Services Only
BCBS = Blue Cross & Blue Shield

NM = New Mexico
SNP = Special Needs Plan

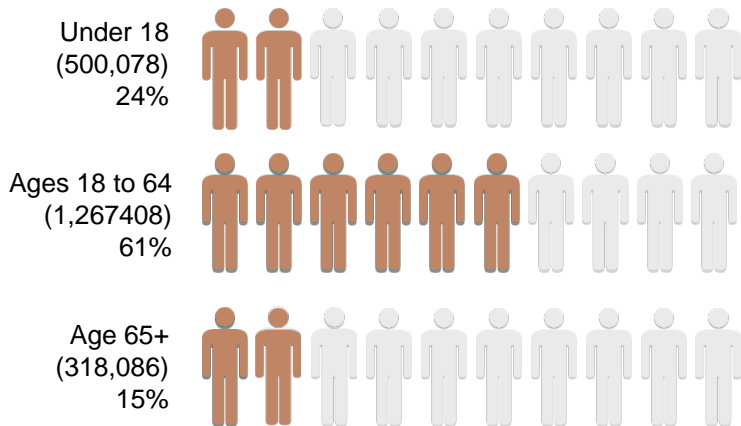
UHC = United Health Care

2. Population Demographics

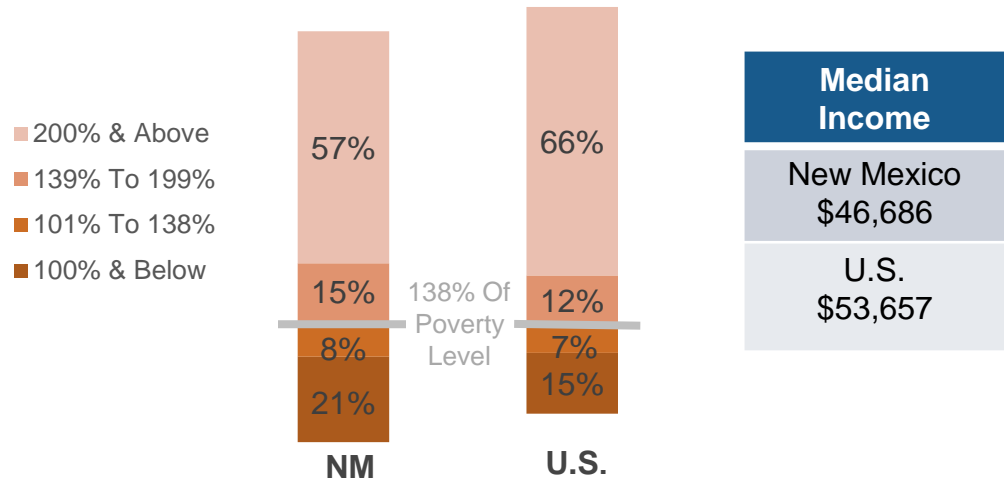
Total New Mexico Population – 2,085,572
 SMI Population – 112,295



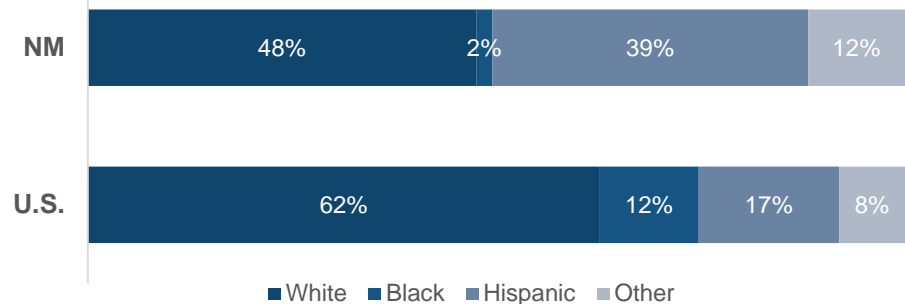
Population Distribution By Age



Population Distribution By Income To Poverty Threshold Ratio

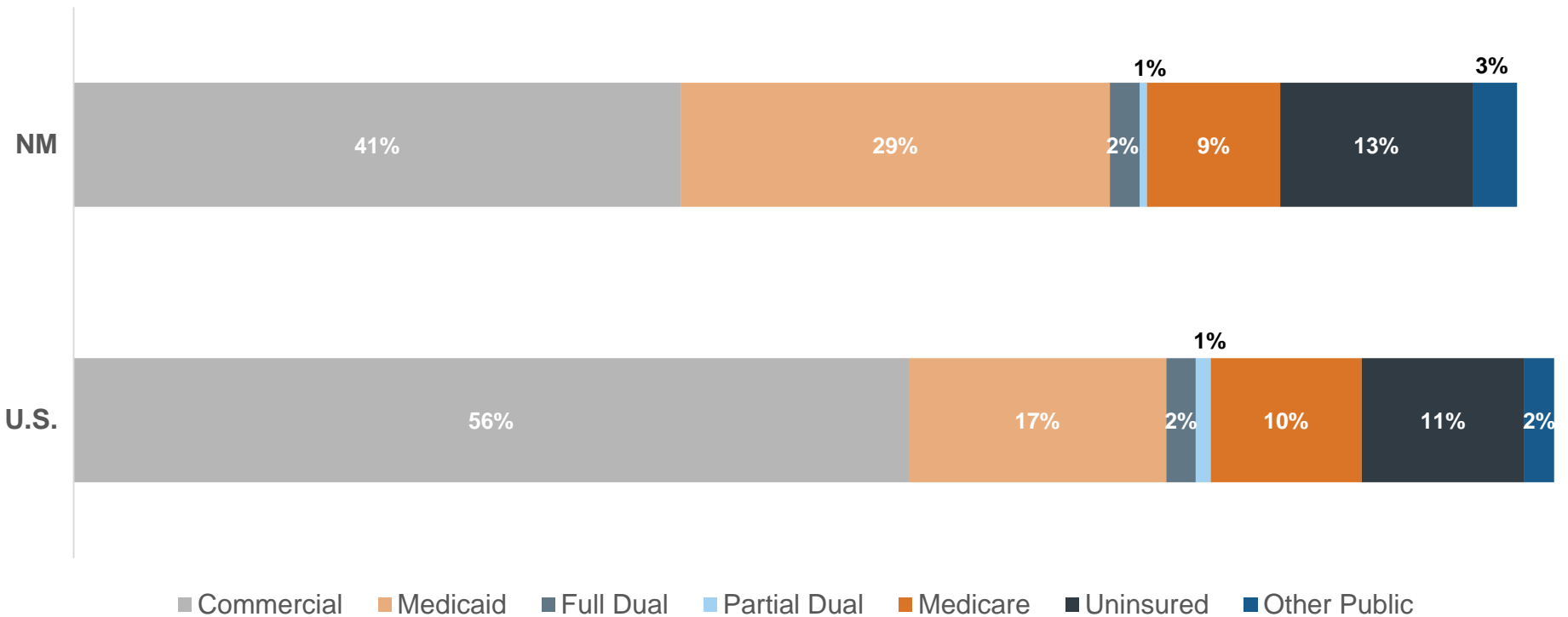


New Mexico & U.S. Racial Composition



SMI = Serious Mental Illness

3. Population Distribution By Payer: United States v. New Mexico



4. Largest Health Plans By Enrollment

Plan Name	Plan Type	Enrollment*
Health Care Service Corporation	Commercial	284,683
Medicare FFS	Medicare	240,126
Molina Healthcare	Medicaid Managed Care	231,419
Presbyterian Health Plan, Inc.	Medicaid Managed Care	225,065
Medicaid FFS	Medicaid	203,083
Presbyterian Health Plan, Inc.	Commercial	176,719
Blue Cross Blue Shield Of New Mexico	Medicaid Managed Care	141,348
UnitedHealthcare	Commercial ASO	138,825
UnitedHealthcare Community Plan	Medicaid Managed Care	88,777
TRICARE	Other Public	84,948

*Medicaid enrollment as of August 2017; Medicare as of April 2017; TRICARE as of February 2017; Commercial as of 4th quarter 2016

ASO = Administrative Services Only
FFS = Fee-For-Service

5. Largest Health Plans By Estimated Serious Mental Illness (SMI) Enrollment

Plan Name	Plan Type	Enrollment*	Estimated SMI Enrollment
Medicare FFS	Medicare	240,126	34,338
Medicaid FFS	Medicaid	203,083	24,320
Molina Healthcare	Medicaid Managed Care	231,419	10,995
Presbyterian Health Plan, Inc.	Medicaid Managed Care	225,065	10,693
Health Care Service Corporation	Commercial	284,683	6,747
Blue Cross Blue Shield Of New Mexico	Medicaid Managed Care	141,348	6,715
Presbyterian Health Plan, Inc.	Medicare	42,765	6,115
TRICARE	Other public	84,948	4,757
UnitedHealthcare Community Plan	Medicaid Managed Care	88,777	4,218
Presbyterian Health Plan, Inc.	Commercial	176,719	4,188

*Medicaid enrollment as of August 2017; Medicare as of April 2017; TRICARE as of February 2017; Commercial as of 4th quarter 2016

FFS = Fee-For- Service

6. Health Insurance Marketplace

Health Insurance Marketplace	
Type Of Marketplace	State-based, using federal platform for individual enrollment
Individual Enrollment Contact	www.healthcare.gov
	1-800-318-2596
Small Business Enrollment Contact	http://www.bewellnm.com/small-business-health-insurance
	1-800-204-4700

2017 Individual Market Health Plans

- Blue Cross Blue Shield Of New Mexico
- CHRISTUS Health Plan
- Molina Healthcare Of New Mexico, Inc.
- New Mexico Health Connections

2017 Small Group Market Plans

- Blue Cross Blue Shield Of New Mexico
- New Mexico Health Connections
- Presbyterian Health Plan, Inc.

B. NEW MEXICO MEDICAID SYSTEM OVERVIEW

7. Delivery System, Risk, & Federal Participation

Medicaid Financial Delivery System

Is Managed Care Mandatory For Populations With SMI?

Yes

Is Managed Care Mandatory For Dual Eligibles?

Yes

Total Medicaid Population Distribution

- 23% in FFS
- 77% in Managed Care

**Medicaid Beneficiaries With SMI:
Primary Service System**

Because the SMI population must enroll in managed care unless they meet one of the FFS qualifications, the majority of the SMI population is served by managed care

Medicaid Financing & Risk Arrangements: Behavioral Health

Traditional Behavioral Health Services

Specialty Behavioral Health Services

Pharmaceuticals

- FFS Population: All services and prescribed drugs are covered FFS by the state
- Managed Care Population: All services and prescribed drugs are included in the MCO's capitation rate

FFS = Fee-For-Service
MCO = Managed Care Organization
SMI = Serious Mental Illness

8. Expansion Decision

State Medicaid Expansion Decision	
Participating In Expansion?	Yes
Date Of Expansion	January 2014
Medicaid Eligibility Income Limit For Able-Bodied Adults	133% of FPL Note: The PPACA requires that 5% of income be disregarded when determining eligibility
Legislation Used To Expand Medicaid	General Appropriation Act of 2013

FPL = Federal Poverty Level
PPACA = Patient Protection & Affordable Care Act

9. Care Coordination Entities

Medicaid Care Coordination Entities For Chronic Care Populations (Including SMI)

Managed Care Plan	✓	The managed care organizations are required to provide care coordination for their members
ACO Program		None
Health Home	✓	CareLink NM is a health home program for persons with SMI or SED
Medical Home	✓	Each MCO is required to operate its own medical home program
PCCM Model		None

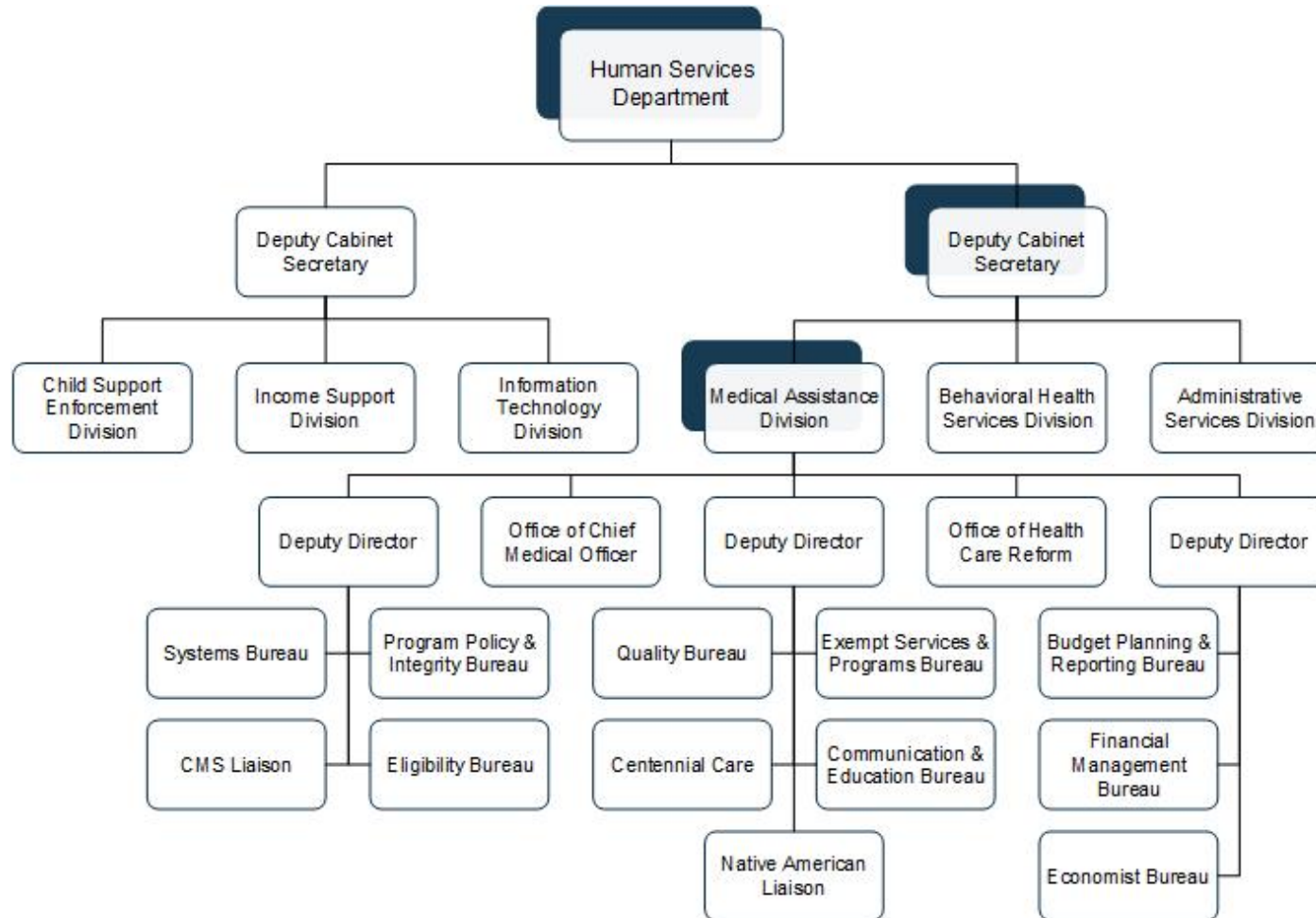
ACO = Accountable Care Organization
MCO = Managed Care Organization
NM = New Mexico
PCCM = Primary Care Case Management
SED = Serious Emotional Disturbance
SMI = Serious Mental Illness

10. The Uninsured

State Agency Responsible For Uninsured Citizens & Delivery System Model

Physical Health Services	The Office Of Primary Care & Rural Health within the New Mexico Department Of Health provides safety-net funding for physical health services
Mental Health Services	The New Mexico Human Services Department, Behavioral Health Services Division (BHSD) is the agency responsible for safety-net funding for mental health and addiction treatment services; BHSD funds are coordinated with those of other state agencies through the Behavioral Health Collaborative (BHC) to deliver services to the uninsured population; the BHC contracts with Falling Colors as the administrative services organization for non-Medicaid behavioral health services
Addiction Treatment Services	

11. Organizational Chart



CMS = Centers For Medicare & Medicaid

12. Key Leadership

Name	Position	Department
Brent Earnest	Secretary	Human Services Department
Michael Nelson	Deputy Secretary	Human Services Department
Nancy Smith-Leslie	Division Director, State Medicaid Director	HSD Medical Assistance Division
Angela Medrano	Deputy Director	HSD Medical Assistance Division
Jason Sanchez	Deputy Director	HSD Medical Assistance Division
Kari Armijo	Deputy Director	HSD Medical Assistance Division

HSD = Human Services Department

13. Program Benefits

Federally Mandated Services

- Inpatient hospital services other than services in an institution for mental disease (IMD)
- Outpatient hospital services
- Rural Health Clinic services
- Federally Qualified Health Center (FQHC) services
- Laboratory and X-ray services
- Nursing facilities for individuals 21 and over
- Early & Periodic Screening & Diagnosis & Treatment (EPSDT)
- Family planning services and supplies for individuals of child-bearing age
- Physician services
- Medical and surgical services of a dentist
- Home health services
- Nurse midwife services
- Nurse practitioner services
- Pregnancy services, including tobacco cessation programs
- Free standing birth centers
- Non-emergency transportation to medical care

New Mexico's Optional Services

- Podiatrists' services
- Optometrists' services
- Other practitioners' services
- Clinic services
- Dental services
- Physical and occupational therapy
- Services for individuals with speech, hearing, and language disorders
- Prescribed drugs
- Dentures
- Prosthetic devices
- Eyeglasses
- Rehabilitative services
- Nursing facility services in IMDs for individuals over age 65
- Intermediate care facility services for individuals with I/DD
- Hospice care
- Case management
- Nursing facility services for patients under 21
- Personal care services

I/DD = Intellectual/Developmental Disorder

C. NEW MEXICO MEDICAID FINANCING & SERVICE DELIVERY SYSTEM

14. Overview

Medicaid System Characteristics		
Characteristics	Medicaid FFS	Medicaid Managed Care
Enrollment (August 2017)	203,083	686,609
SMI Enrollment	Because the SMI population must enroll in managed care unless they meet one of the FFS qualifications, the majority of the SMI population is served by managed care	
Management	Medical Assistance Division	Four MCOs
Payment Model	FFS	Capitated rate
Geographic Service Area	Statewide	Statewide

Total Medicaid Beneficiaries: 889,692

Total Medicaid With SMI Beneficiaries: 56,940

FFS = Fee-For-Service
MCO = Managed Care Organization
SMI = Serious Mental Illness

15. Enrollment By Eligibility Group

Mandatory FFS Enrollment

1. Partial-benefit dual eligibles
2. Non-citizens receiving emergency medical services
3. PACE participants
4. Individuals residing in intermediate care facilities for persons with intellectual and developmental disabilities
5. Persons participating in developmental disability waivers
6. Medically fragile waiver participants

Option To Enroll In FFS Or Managed Care

1. American Indians/Alaskan Natives

Mandatory Managed Care Enrollment

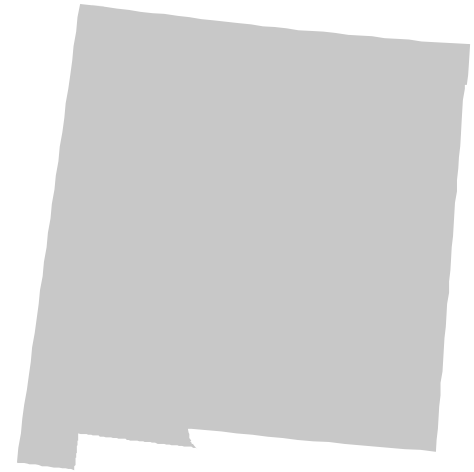
1. Parents and caretaker relatives
2. Children
3. Aged, blind, and disabled individuals
4. Expansion adults
5. Full-benefit dual eligibles
6. Foster children
7. Pregnant women
8. Breast and cervical cancer program enrollees

FFS = Fee-For-Service

PACE = Program Of All- Inclusive Care For The Elderly

16. Fee-For-Service (FFS) Program: Program Overview

FFS enrollment as of
August 2017 was 203,083



17. Fee-For-Service (FFS) Program: Behavioral Health Benefits

All behavioral health and pharmacy benefits are provided FFS by the state

FFS Mental Health Benefits

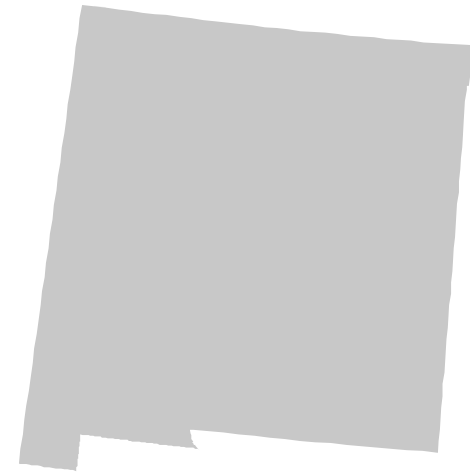
1. Inpatient services
2. Outpatient services
3. Assessment
4. Treatment plan
5. Residential treatment for individuals under age 21
6. Medication management
7. Crisis intervention
8. Partial hospitalization
9. Group, individual, and family therapy
10. Assertive community treatment (ACT)
11. Case management
12. Comprehensive community support services
13. Psychosocial rehabilitation services

FFS Addiction Treatment Benefits

1. Inpatient detoxification
2. Intensive outpatient
3. Outpatient services
4. Medication assisted treatment
5. Treatment plan

18. Fee-For-Service (FFS) Program: Serious Mental Illness (SMI) Population

The SMI population is mandatorily enrolled in managed care unless they meet FFS criteria for exemption



19. Managed Care Program: Program Overview

- Managed care enrollment as of August 2017 was 686,609
- New Mexico's managed care program is called Centennial Care, which provides physical health, behavioral health, and long-term services and supports (LTSS) to enrollees
- Beneficiaries can choose from four MCOs, which are available statewide:
 - Blue Cross Blue Shield Of New Mexico
 - Molina Healthcare
 - Presbyterian Health Plan, Inc.
 - UnitedHealthcare Community Plan

MCO = Managed Care Organization

20. Managed Care Program: Behavioral Health Overview

- All behavioral health and pharmacy benefits are included in the MCO's capitation rate
- The Behavioral Health Collaborative (BHC), a cabinet-level organization created by the state legislature to plan, design, and direct a statewide behavioral health system, is a third party to the managed care contract
- Individuals enrolled in managed care are eligible for waiver services not available to the FFS population, including:
 - Respite services (under age 21)
 - Family support services
 - Recovery services

FFS = Fee-For-Service
MCO = Managed Care Organization

21. Managed Care Program: Behavioral Health Benefits

All behavioral health and pharmacy benefits are included in the MCO's capitation rate

Managed Care Mental Health Benefits

1. Inpatient services
2. Outpatient services
3. Assessment
4. Treatment plan
5. Residential treatment for individuals under age 21
6. Medication management
7. Crisis intervention
8. Partial hospitalization
9. Group, individual, and family therapy
10. Assertive community treatment (ACT)
11. Case management
12. Comprehensive community support services
13. Psychosocial rehabilitation services
14. Family, respite (under 21), and recovery services

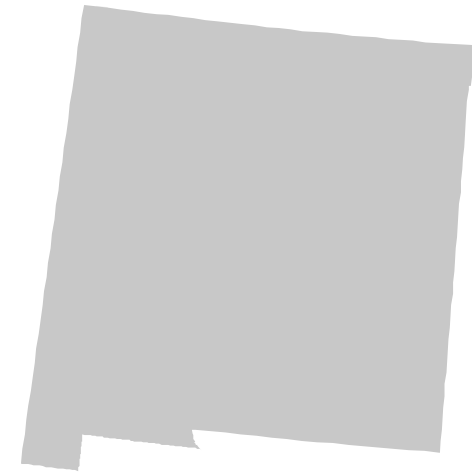
Managed Care Substance Abuse Treatment Benefits

1. Inpatient detoxification
2. Intensive outpatient
3. Outpatient services
4. Medication assisted treatment
5. Treatment plan

MCO = Managed Care Organization

22. Managed Care Program: Serious Mental Illness (SMI) Benefits

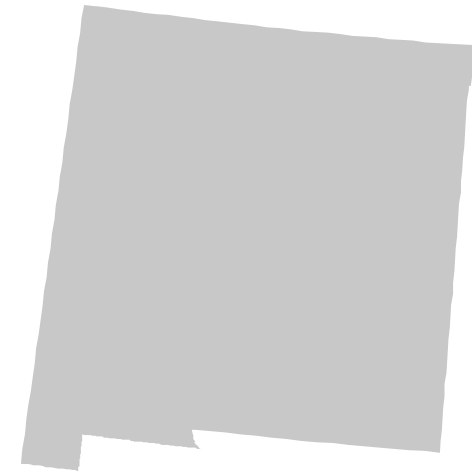
- The SMI population is mandatorily enrolled in managed care unless they meet FFS criteria for exemption
- The Medicaid expansion population, if medically frail, must be offered the full array of state plan benefits; medically frail individuals include adults with SMI and chronic substance abuse disorders



FFS = Fee-For-Service

23. Care Coordination Initiatives Overview

- New Mexico requires each MCO to develop a medical home initiative based on National Committee for Quality (NCQA), Joint Commission, or Accreditation Association for Ambulatory Health Care (AAHHC) patient-centered medical home (PCMH) recognition
- New Mexico implemented health homes for the SMI and SED populations in January 2016 in Curry and San Juan counties; the program is called CareLink NM



MCO = Managed Care Organization
NM = New Mexico
SED = Serious Emotional Disturbance
SMI = Serious Mental Illness

24. Health Homes Characteristics

CareLink NM Features	
Target Population	<ul style="list-style-type: none"> Individuals with SMI or SED 400 enrollees as of July 2017
Enrollment Model	Passive enrollment with the ability to opt-out
Geographic Service Area	<ul style="list-style-type: none"> Curry and San Juan counties The program is expanding into nine counties in CY 2018: Bernalillo, De Baca, Dona Ana, Grant, Hidalgo, Lea, Quay, Roosevelt, and Sandoval
Care Delivery Model	<ul style="list-style-type: none"> Use of the six core health home functions Delivered by FQHCs, Core Service Agencies, Indian health centers, or certified mental health clinics Other provider organizations may participate if they are licensed to provide community support services
Payment Model	<ul style="list-style-type: none"> Flat per member per month (PMPM) payment specific to each health home based on staffing and administrative costs for the six health home core services MCOs are responsible for health home payments for individuals enrolled in MCOs. Because care coordination services are already calculated into the MCO capitation payments, additions to the capitation payments for health home services reflect the marginal cost above typical care coordination
Practice Performance & Improvement	<ul style="list-style-type: none"> Measures required by CMS: 30 day all-cause readmissions, emergency room visits, and skilled nursing facility admissions Health homes will be required to report on additional quality measures developed by the state including; adult body mass index assessment, follow-up for hospitalization after mental illness, and controlling high blood pressure

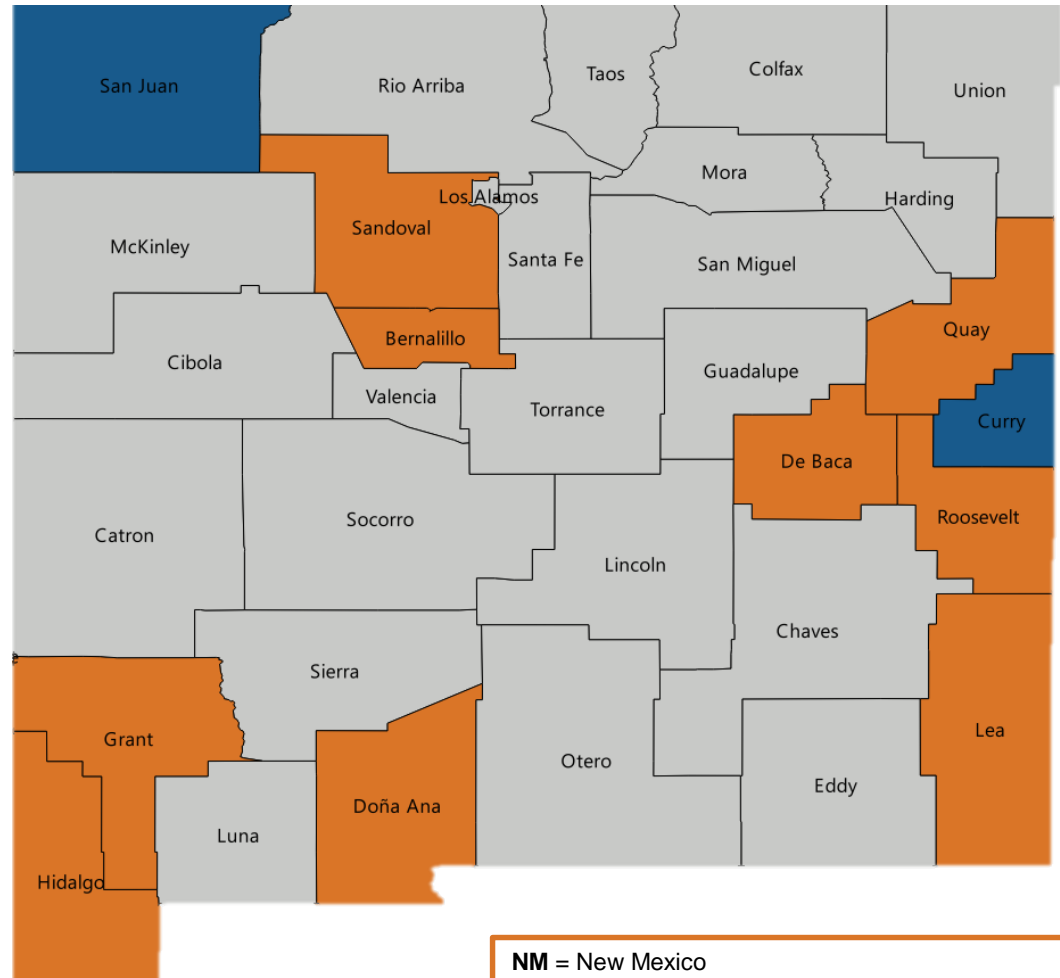
CMS = Centers For Medicare & Medicaid
CY = Calendar Year
FQHC = Federally Qualified Health Center

MCO = Managed Care Organization
NM = New Mexico
SED = Serious Emotional Disturbance

SMI = Serious Mental Illness

25. CareLink NM Health Home Counties

- Current health home counties
- Health homes planned for 2018
- No health homes planned in the near future



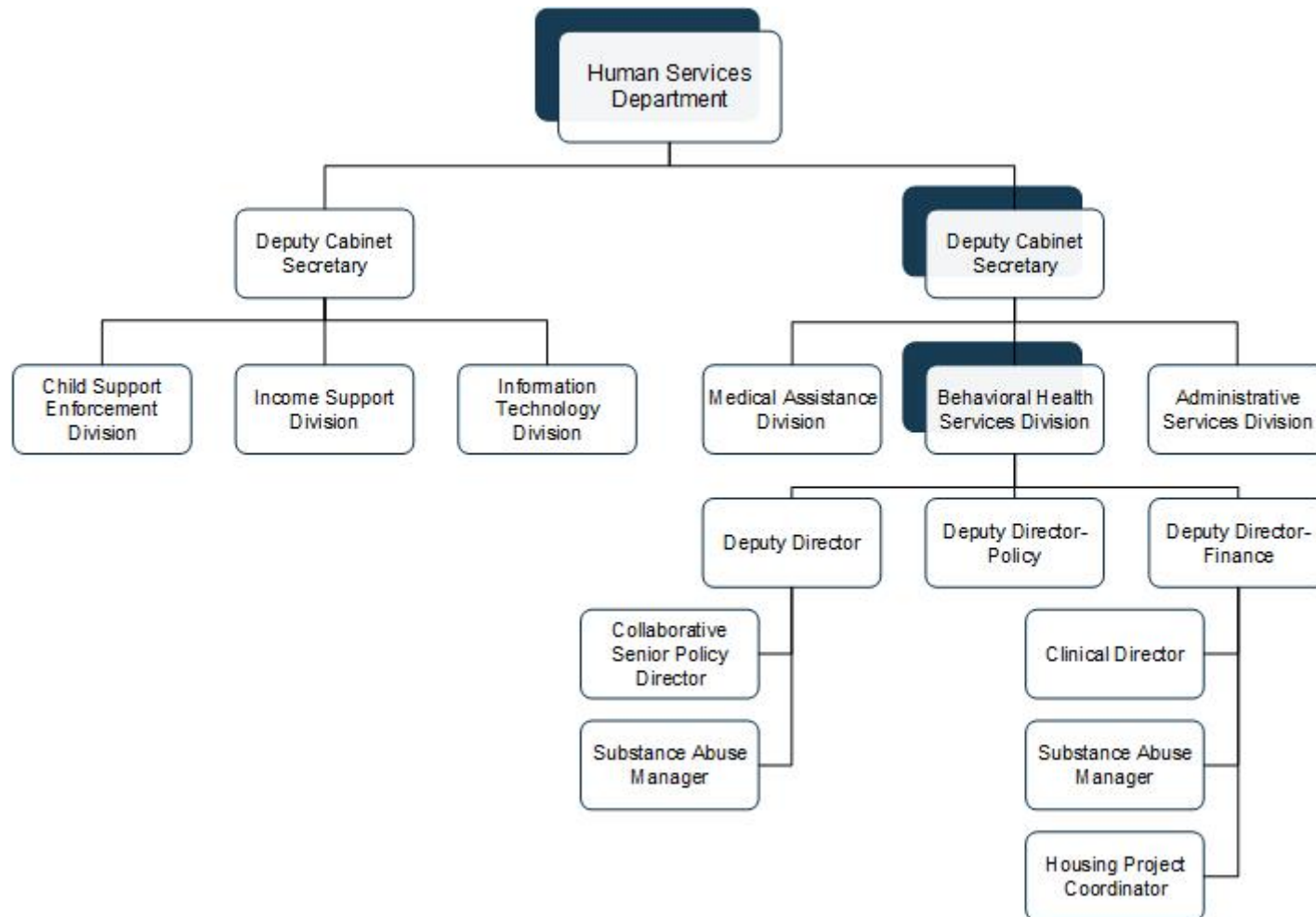
26. Program Waivers With Impact On The SMI Population

Waiver Title	Waiver Description	Waiver Type	2017 Enrollment Cap	Effective Date	Expiration Date
Centennial Care	Authorizes New Mexico's managed care program that provides physical health, behavioral health, and LTSS to Medicaid enrollees	1115	None	01/01/14	12/31/18

LTSS = Long Term Services & Support
SMI = Serious Mental Illness

D. NEW MEXICO BEHAVIORAL HEALTH ADMINISTRATION & FINANCE SYSTEM

27. Behavioral Health Services Division Governance: Organizational Chart



28. Behavioral Health Services Division Governance Key Leadership

Name	Position	Department
Brent Earnest	Secretary	Human Services Department (HSD)
Michael Nelson	Deputy Secretary	HSD
Wayne Lindstrom	Director	HSD Behavioral Health Services Division
Wayne Lindstrom	Chief Executive Officer	Behavioral Health Collaborative
Karen Meador	Deputy Director Of Policy & Quality	HSD Behavioral Health Services Division
Consuelo Pena	Deputy Director Of Finance & Contracts	HSD Behavioral Health Services Division
Mika Tari	Deputy Director Of Program Support	HSD Behavioral Health Services Division

29. State Psychiatric Institutions

Institution	Location	Beds	4 th Quarter FY 2016		
			Admissions	Discharges	Average Daily Census
New Mexico Behavioral Health Institute (Adult Civil)	Las Vegas, NM	96	196	180	76
New Mexico Behavioral Health Institute (Forensic)	Las Vegas, NM	80	28	34	54
Total		176	224	214	130

FY = Fiscal Year
NM = New Mexico

30. Medicare & Commercial Accountable Care Organizations (ACOs)

Medicare Shared Savings Program	
<ol style="list-style-type: none"> 1. ASPA Connected Community, LLC 2. Commonwealth Primary Care ACO, LLC 3. Covenant ACO, Inc. 4. Mountain Prairie ACO 5. NM Care ACO 6. Texas Panhandle Clinical Partners ACO 	
Commercial	
ACO	Commercial Insurer
Presbyterian Healthcare Services ACO	UnitedHealthcare
<p>ASPA = Arizona State Physicians Association NM = New Mexico</p>	

APPENDIX A: SOURCES

Sources

(Page 1 Of 7)

A. Health Care Marketplace Overview

1. Physical Health Care Coverage Map

- United States Department of Health and Human Services. (2016, October 18). 2017 QHP Landscape Individual Market Medical. Retrieved November 3, 2016 from <https://www.healthcare.gov/health-plan-information-2017/>
- New Mexico Office of Superintendent of Insurance. (2016, October 21). 2016 Health Insurance Road Show Webinar Recording. Retrieved August 30, 2017 from <http://www.osi.state.nm.us/MiscPages/newsroom.aspx>
- United States Department of Health and Human Services. (March 11, 2016). Addendum to the Health Insurance Marketplaces 2016 Open Enrollment Period: Final Enrollment Report. Retrieved March 24, 2016 from <https://aspe.hhs.gov/sites/default/files/pdf/188026/MarketPlaceAddendumFinal2016.pdf>
- Centers for Medicare and Medicaid Services. (2017, January). SNP Comprehensive Report. Retrieved January 16, 2017 from <https://www.cms.gov/Research-Statistics-Data-and-Systems/Statistics-Trends-and-Reports/MCRAdvPartDENrolData/Special-Needs-Plan-SNP-Data.html?DLSort=1&DLEntries=10&DLPage=1&DLSortDir=descending>
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2. Population Demographics

- United States Census Bureau. 2014 Population Estimates. Retrieved May 3, 2016 from <http://www.census.gov/popest/data/state/totals/2014/index.html>
- United States Census Bureau. 2014 Demographic and Housing Estimates. Retrieved May 3, 2016 from <http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml>
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- United States Census Bureau. Poverty. Retrieved May 3, 2016 from https://www.census.gov/hhes/www/cpstables/032015/pov/pov46_002.htm

3. Population Distribution By Payer: United States v. New Mexico

- OPEN MINDS. (2016) Serious Mental Illness Prevalence Estimates.

Sources

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A. Health Care Marketplace Overview (Continued)

4. Largest Health Plans By Enrollment

- OPEN MINDS. (2017, April). Health Plans Database.
- TRICARE. (2017, February 15). Beneficiaries by Location. Retrieved March 3, 2017 from <http://www.tricare.mil/About/Facts/BeneNumbers/States>
- Health Plans USA. (2017, April). Subscription Database. Available from <http://www.markfarrah.com/products/health-plans-usa.aspx>
- New Mexico Human Services Department. (2017, August 1). Medicaid Enrollment Report. Retrieved September 5, 2017 from http://www.hsd.state.nm.us/uploads/FileLinks/5bc82a76689a437682dbd68988331f79/MER_By_Managed_Care_Organization_Fee_for_Service_9.pdf

5. Largest Health Plans By Estimated Serious Mental Illness (SMI) Enrollment

- OPEN MINDS. (2017, April). Health Plans Database.
- United States Department of Defense. TRICARE Patient Numbers by State. Retrieved November 30, 2016 from <http://health.mil/I-Am-A/Media/Media-Center/Patient-Population-Statistics/Patient-Numbers-By-State>
- Health Plans USA. (2017, April). Subscription Database. Available from <http://www.markfarrah.com/products/health-plans-usa.aspx>
- New Mexico Human Services Department. (2017, August 1). Medicaid Enrollment Report. Retrieved September 5, 2017 from http://www.hsd.state.nm.us/uploads/FileLinks/5bc82a76689a437682dbd68988331f79/MER_By_Managed_Care_Organization_Fee_for_Service_9.pdf

6. Health Insurance Marketplace

- United States Department of Health and Human Services. (2016, October 18). 2017 QHP Landscape Individual Market Medical. Retrieved November 3, 2016 from <https://www.healthcare.gov/health-plan-information-2017/>
- New Mexico Office of Superintendent of Insurance. (2016, October 21). 2016 Health Insurance Road Show Webinar Recording. Retrieved August 30, 2017 from <http://www.osi.state.nm.us/MiscPages/newsroom.aspx>

7. Delivery System, Risk, & Federal Participation

- Information compiled from sources provided throughout the profile.

Sources

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B. Medicaid System Overview

8. Expansion Decision

- Information compiled from sources provided throughout the profile.

9. Care Coordination Entities

- Information compiled from sources provided throughout the profile.

10. The Uninsured

- Information compiled from sources provided throughout the profile.

11. Organizational Chart

- New Mexico Human Services Department. Organization Chart. Retrieved August 30, 2017 from http://www.hsd.state.nm.us/Office_of_the_Secretary.aspx
- New Mexico Human Services Department. (2014, June 13). Medicaid State Plan Amendment 13-27. Retrieved August 30, 2017 from <https://www.medicaid.gov/State-resource-center/Medicaid-State-Plan-Amendments/Downloads/NM/NM-13-27-MM4.pdf>

12. Key Leadership

- New Mexico Human Services Department. (2017, July 24). Medicaid Advisory Committee Meeting Agenda. Retrieved August 30, 2017 from <http://www.hsd.state.nm.us/uploads/files/About%20Us/Medicaid%20Advisory%20Committee/Meetings/MAC%20Agenda%20for%20July%2024%202017.pdf>

13. Program Benefits

- New Mexico Human Services Department. Medicaid State Plan. Retrieved August 31, 2017 from <http://www.hsd.state.nm.us/LookingForInformation/medical-assistance-division-state-plan.aspx>

Sources

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C. Medicaid Financing & Service Delivery System

14. Overview

- New Mexico Human Services Department. (2017, August 1). Medicaid Enrollment Report. Retrieved September 5, 2017 from http://www.hsd.state.nm.us/uploads/FileLinks/5bc82a76689a437682dbd68988331f79/MER_By_Managed_Care_Organization_Fee_for_Service_9.pdf
- New Mexico Human Services Department. (2014, November 18). Centennial Care Section 1115 Demonstration Waiver. Retrieved August 31, 2017 from <https://www.medicaid.gov/Medicaid-CHIP-Program-Information/By-Topics/Waivers/1115/downloads/nm/nm-centennial-care-ca.pdf>

15. Enrollment By Eligibility Group

- New Mexico Human Services Department. (2014, November 18). Centennial Care Section 1115 Demonstration Waiver. Retrieved August 31, 2017 from <https://www.medicaid.gov/Medicaid-CHIP-Program-Information/By-Topics/Waivers/1115/downloads/nm/nm-centennial-care-ca.pdf>

16. Fee-For-Service (FFS) Program: Program Overview

- New Mexico Human Services Department. (2017, August 1). Medicaid Enrollment Report. Retrieved September 5, 2017 from http://www.hsd.state.nm.us/uploads/FileLinks/5bc82a76689a437682dbd68988331f79/MER_By_Managed_Care_Organization_Fee_for_Service_9.pdf

17. Fee-For-Service (FFS) Program: Behavioral Health Benefits

- New Mexico Human Services Department. Medicaid State Plan. Retrieved August 31, 2017 from <http://www.hsd.state.nm.us/LookingForInformation/medical-assistance-division-state-plan.aspx>
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18. Fee-For-Service (FFS) Program: Serious Mental Illness (SMI) Population

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