

**Regional Office Request for Assistance (RORA)-Instructions**  
Revised June 21, 2023

Thank you for utilizing the DDSD Regional Office Request for Assistance (RORA) process!

The RORA process is designed to be a helpful mechanism for requesting assistance or informing DDSD of gaps in service.

For your convenience, you may submit RORAs statewide by using the electronic form available at <https://www.nmhealth.org/resource/view/2211/>.

After submitting your RORA, you will receive an automated email with your RORA number as evidence of submission. You may also request a copy of your RORA form from the RORA Specialist or take a screenshot of the submission screen.

Alternatively, you may submit a PDF version of the RORA form via fax or Therap SCOMM to the Regional RORA Lead. You can find the PDF version of the RORA form here: <https://www.nmhealth.org/resource/view/2211/>.

Here are the RORA leads and fax numbers by region:

- Metro: Connie Farnsworth 1-(505) 533-6075
- NWRO: Michele Groblebe 1-(505) 863-4978
- NERO: David Naranjo 1-(575) 758-5973
- SERO: Cindy Hoefs 1-(575) 624-6104
- SWRO: Jacqueline Marquez 1-(575) 528-5194

Within five working days of RORA submission, a RORA Specialist will contact you via phone, email or Therap SCOMM, to allow you the opportunity to provide more information so that we may fully understand your request. We will then take necessary actions to address your request and you will be informed on at least a monthly basis about the progress of your request. Finally, you will receive an automated email once your request has been resolved.

Thank you for your continued partnership.

Best regards,

DDSD RORA Response Team