

Frequently Asked Questions

Who can receive the Community Benefit?

Centennial Care members who meet a nursing facility level of care may qualify to receive the Community Benefit. Talk to your care coordinator.

If you do not qualify for Centennial Care, you may contact the Aging and Disability Resource Center at **1-800-432-2080** for further assistance.

How can I receive the Community Benefit if I did not qualify before, but my condition has changed?

Talk to your care coordinator and let them know what has changed. Discuss whether you now qualify for the Community Benefits.

How much help will I receive?

The services you receive will be based on your needs. You and your care coordinator will complete a needs assessment in your home that will determine the amount and type of services you may receive.

How do I choose between Agency-Based and Self-Directed?

If you are new to the Community Benefit, you must begin with Agency-Based for at least 120 days. You may request to move to Self-Direction at any time, but the earliest the switch may take effect is after being enrolled in Agency-Based Community Benefits for at least 120 days.

Who are the Centennial Care Managed Care Organizations?



A Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association

Phone: 1-866-689-1523
TTY: 711



Phone: 1-877-373-8986
TTY: 1-800-659-8331



Phone: 1-888-977-2333
TTY: 1-888-685-8450



Phone: 1-877-236-0826
TTY: 1-888-685-8450



Community Benefit



*Receive the care you need
in the comfort of your home.*

Medicaid Call Center

1-888-997-2583

Aging & Disability Resource Center (ADRC)

Assists elders, persons with disabilities and caregivers to find services and resources to help them live well and independently.

Toll Free: 1-800-432-2080

TTY: 505-476-4939

www.nmaging@state.nm.us



**NEW MEXICO
AGING &
LONG-TERM
SERVICES
DEPARTMENT**



**HUMAN SERVICES
DEPARTMENT**

The Centennial Care Community Benefit:

The Community Benefit offers services for members who qualify for nursing facility services but want to live at home. This program is an alternative option to placement in a nursing facility. The Community Benefit is not available for 24-hour care. This benefit supplements your natural supports. Centennial Care Managed Care Organizations (MCOs) provide the Community Benefit based on your needs and available services.

Eligible Centennial Care members have the option of selecting the Agency-Based Community Benefit or the Self-Directed Community Benefit.

Agency-Based Community Benefit

The Agency-Based Community Benefit is delivered by a provider who is contracted with your MCO. With the help of your care coordinator, you will develop a care plan. Your care coordinator will coordinate and manage your services based on your needs.

Agency-Based Services

Adult Day Health: Day programs in the community where you can enjoy activities such as making art, exercising, or visiting with others.

Assisted Living: Residential service in a home-like setting that offers individualized services to meet your needs.

Behavior Support Consultation: Training and supports for individuals who are caring for members with special needs.

Community Transition Services: One time set-up expenses for adults who are going from a nursing facility to a living arrangement in the community where they are responsible for their own expenses.

Emergency Response Services: An electronic device that will help you to get help in an emergency.

Employment Supports: Help with job training or finding a job.

Environmental Modifications: Changes to your home to help you with safety and independence.

Home Health Aide: A trained provider helps you with daily living, including bathing, dressing, cooking, and shopping.

Personal Care: Helps you with your activities of daily living including bathing, dressing, cooking, and shopping. You may choose the consumer delegated or consumer directed model. A family member may be able to provide this service.

Private Duty Nursing for Adults: Health-related services provided by an RN or LPN.

Respite: Gives the main unpaid caregiver a break to reduce stress in case of illness or a family emergency.

Skilled Maintenance Therapies: Occupational Therapy (OT), Physical Therapy (PT), and Speech and Language Therapy (SLT) for adults (21 and older).

Self-Directed Community Benefit

Members have more responsibilities under this option. You will have a care coordinator and choose a support broker agency to help with self-direction. You get to choose the people who provide your services. You will become the employer of your providers or you may ask another qualified person to be the employer of record. With help from your support broker, you will create a care plan. You are responsible for managing your care plan and budget. Your support broker will also help you manage your care plan and budget to meet your needs identified by your care coordinator.

Self-Directed Services

Behavior Support Consultation: Training and supports for individuals who are caring for members with special needs.

Customized Community Supports: Day programs in the community where you can enjoy activities such as making art, exercising, or visiting with others.

Emergency Response Services: An electronic device that will help you to get help in an emergency.

Employment Supports: Assists you with job training or finding a job.

Environmental Modifications: Changes to your home to help you with safety and independence.

Home Health Aide: A trained provider helps you with your activities of daily living including bathing, dressing, and eating.

Homemaker: Helps you with your activities of daily living including bathing, dressing, cooking, and shopping. A family member may be able to provide this service.

Nutritional Counseling: Eating plans and support for health conditions such as diabetes, undernutrition, cardiovascular health, etc.

Private Duty Nursing for Adults: Health-related services provided by an RN or LPN.

Related Goods: Services, goods, and equipment that help you to remain in the community.

Respite: Gives the main unpaid caregiver a break to reduce stress in case of illness or a family emergency.

Skilled Maintenance Therapies: Occupational Therapy (OT), Physical Therapy (PT), and Speech and Language Therapy (SLT) for adults (21 and older).

Specialized Therapies: Acupuncture, Biofeedback, Chiropractic, Cognitive Rehab Therapy, Hypnotherapy, Massage Therapy, Naprapathy, and Native American Healing.

Transportation (non-medical): Takes you to and from local community services, activities, and resources.