

Supports Waiver

Agency Readiness Checklist for Providers of Support Waiver Services

Agency items to be completed prior to providing services

Agency Medicaid Enrollment

- Current Providers: Confirm that the Supports Waiver has been added to your current Medicaid number. DOH Provider Enrollment will confirm this.
- New Providers: Receive Supports Waiver Medicaid number. DOH provider enrollment will provide this number.
- Supports Waiver Fee Schedule <https://www.hsd.state.nm.us/providers/fee-for-service.aspx>
Official Fee Schedule will be posted with an approved Supports Waiver. Proposed rates are listed in the Supports Waiver Application
- Provider Billing information
<https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm>

Agency Policies and Procedures

- Review the Supports Waiver Standards
<https://www.nmhealth.org/publication/view/general/5683/>
- Review all Agency Policies and Procedures and assure updates to include Supports Waiver requirements. Policies and Procedures will be requested during the term of your agreement.
- Review Agency COVID-19 plan for Supports Waiver Services to assure compliance with Public Health Orders. Please visit <https://cv.nmhealth.org/> and <https://www.nmhealth.org/about/ddsd/diro/ddcv/> as a resource.

Training Readiness

Register your agency as an agency in the DDS Training Hub.

- If your agency is not already registered with the Hub, you will need to provide them with the following information via phone (505) 272-6220) or email (CDD-NMWaiberTrainingHub@salud.unm.edu):
 - Agency Name
 - Address
 - Contact Information for Agency Director (telephone, fax, email)
 - Contact Information for “Agency Admin” (see below) if different
 - Which Waiver(s) your agency is providing services for
 - What services your agency provides
- If your agency is already providing services under another Medicaid Waiver, contact the Hub to let them know that you are now providing services under the Supports Waiver as well.

Designate one person as the primary contact for your agency.

You will need to designate one person as the primary contact for your agency. This person is called the “Agency Admin” in the Hub. This is the person who will be responsible for entering information on your agency’s personnel on the Hub. This person should:

- Complete DDS Training Hub Tutorials for “Agency Admins”: <http://cdd.unm.edu/other-disability-programs/disability-health-policy/ddsd-courses/nm-waiver-training-hub-tutorials.html> (select “Agency Admin Tutorials”)
- Contact the Training Hub Project Manager by phone at (505) 272-6220 or email (CDD-NMWaiberTrainingHub@salud.unm.edu) once you have completed the DDS Training Hub - Tutorials to receive your agency log in and password.
- Review the required Supports Waiver trainings in the Support Waiver Standards and schedule accordingly. Please be sure you follow timelines prior to working with individuals.

FMA

For Community Support Coordinator Agencies

- Schedule Agency Training with Fiscal Management Agency (Conduent) by calling 866-916-0310.
- Receive your assigned FMA Liaison and contact information from Conduent.
- Based on Conduent direction process the FOCOS Authorization Account Authorization for Agency Administrative Employees and Community Support Coordinators.
- Download and review the FOCOS online CSC Training Manual from the FOCOS system.

TPA

For Community Support Coordinator Agencies

- Schedule Agency Training with Third Party Administrator (Comagine) by e-mailing NMproviders@qualishealth.org.
- Register Agency with Comagine Health for Support Waiver Services. If you are an existing agency with access to JIVA please be aware that you need to register for the Supports Waiver. <http://www.qualishealth.org/healthcare-professionals/new-mexico-medicaid/provider-resources>
- Complete the appropriate registration forms and submit to: NMProviders@qualishealth.org. <http://www.qualishealth.org/healthcare-professionals/new-mexico-medicaid>
- TPA will contact the agency for enrollment for a training and Jiva access

Therap

For Community Support Coordinator Agencies

Please note that information regarding Therap will be given out at the provider readiness meeting and through the notes of that meeting.

- For new agencies register for Therap by contacting the SW Program Manager.
- For existing CM agencies SW will be added to your existing profiles.
- For existing agencies who are using Therap S Comm only you will need to register through the new agency process.