



MICHELLE LUJAN GRISHAM
Governor

DAVID R. SCRASE, M.D.
Acting Cabinet Secretary

Date: January 14, 2022

To: Kristin Martin, Managing Director / Community Support Coordinator

Provider: New Mexico Quality Case Management, Inc.
Address: 8205 Spain Road NE, Suite 216
State/Zip: Albuquerque, NM 87109

E-mail Address: director@nmqualitycm.org

Region: Metro, Northeast
Survey Date: December 6 – 15, 2021

Program Surveyed: Supports Waiver

Service Surveyed: **2020:** Community Support Coordination

Survey Type: Initial

Team Leader: Kayla R. Benally, BSW, Healthcare Surveyor, Division of Health Improvement/Quality Management Bureau

Team Members: Heather Driscoll, AA, Healthcare Surveyor, Division of Health Improvement/Quality Management Bureau;

Dear Ms. Martin;

The Division of Health Improvement/Quality Management Bureau has completed a compliance survey of the services identified above. The purpose of the survey was to determine compliance with federal and state standards; to assure the health, safety, and welfare of Participants receiving services through the Support Waiver; and to identify opportunities for improvement. This Report of Findings will be shared with the Developmental Disabilities Supports Division for their use in determining your current and future provider agreements.

There were no deficiencies noted, therefore your Initial Survey process is now complete, and no Plan of Correction is required. Thank you for your cooperation and for the work you perform.

Sincerely,

Kayla R. Benally

Kayla R. Benally, BSW
Team Lead/Healthcare Surveyor
Division of Health Improvement
Quality Management Bureau

DIVISION OF HEALTH IMPROVEMENT
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QMB Report of Findings – New Mexico Quality Case Management, Inc. – Metro & Northeast – December 6 -15, 2021

Survey Report #: Q.22.2.SW.D3428.2,5.INT.01.21.014

Survey Process Employed:

Administrative Review Start Date:	December 6, 2021
Contact:	<u>New Mexico Quality Case Management, Inc.</u> Kristin Martin, Managing Director / Community Support Coordinator <u>DOH/DHI/QMB</u> Kayla R. Benally, BSW, Team Lead/Healthcare Surveyor
On-site Entrance Conference Date:	<i>Entrance Conference was waived by provider.</i>
Exit Conference Date:	December 15, 2021
Present:	<u>New Mexico Quality Case Management, Inc.</u> Kristin Martin, Managing Director / Community Support Coordinator <u>DOH/DHI/QMB</u> Kayla R. Benally, BSW, Team Lead/Healthcare Surveyor Heather Driscoll, AA, Healthcare Surveyor Jamie Pond, BS, QMB Staff Manager
Administrative Locations Visited:	0 (<i>Note: No administrative locations visited due to COVID-19 Public Health Emergency</i>)
Total Sample Size:	5
Persons Served Records Reviewed	5
Total Number of <i>Secondary Freedom of Choices</i> Reviewed:	0 (<i>Note: 5 individuals on the sample are In pre-eligibility</i>)
Community Support Coordinator Personnel Records Reviewed:	1
Administrative Interviews:	1 (<i>Note: Interviews conducted by video / phone due to COVID- 19 Public Health Emergency</i>)
Administrative Processes and Records Reviewed:	<ul style="list-style-type: none">• Medicaid Billing/Reimbursement Records for all Services Provided• Participant Program Case Files, including, but not limited to:<ul style="list-style-type: none">• Individual Service Plans• Personnel Files, including subcontracted staff• Agency Policy and Procedure Manual• Caregiver Criminal History Screening Records• Consolidated Online Registry/Employee Abuse Registry• Quality Assurance / Improvement Plan

CC: Distribution List: DOH - Division of Health Improvement
DOH - Developmental Disabilities Supports Division
DOH - Office of Internal Audit
HSD - Medical Assistance Division
NM Attorney General's Office