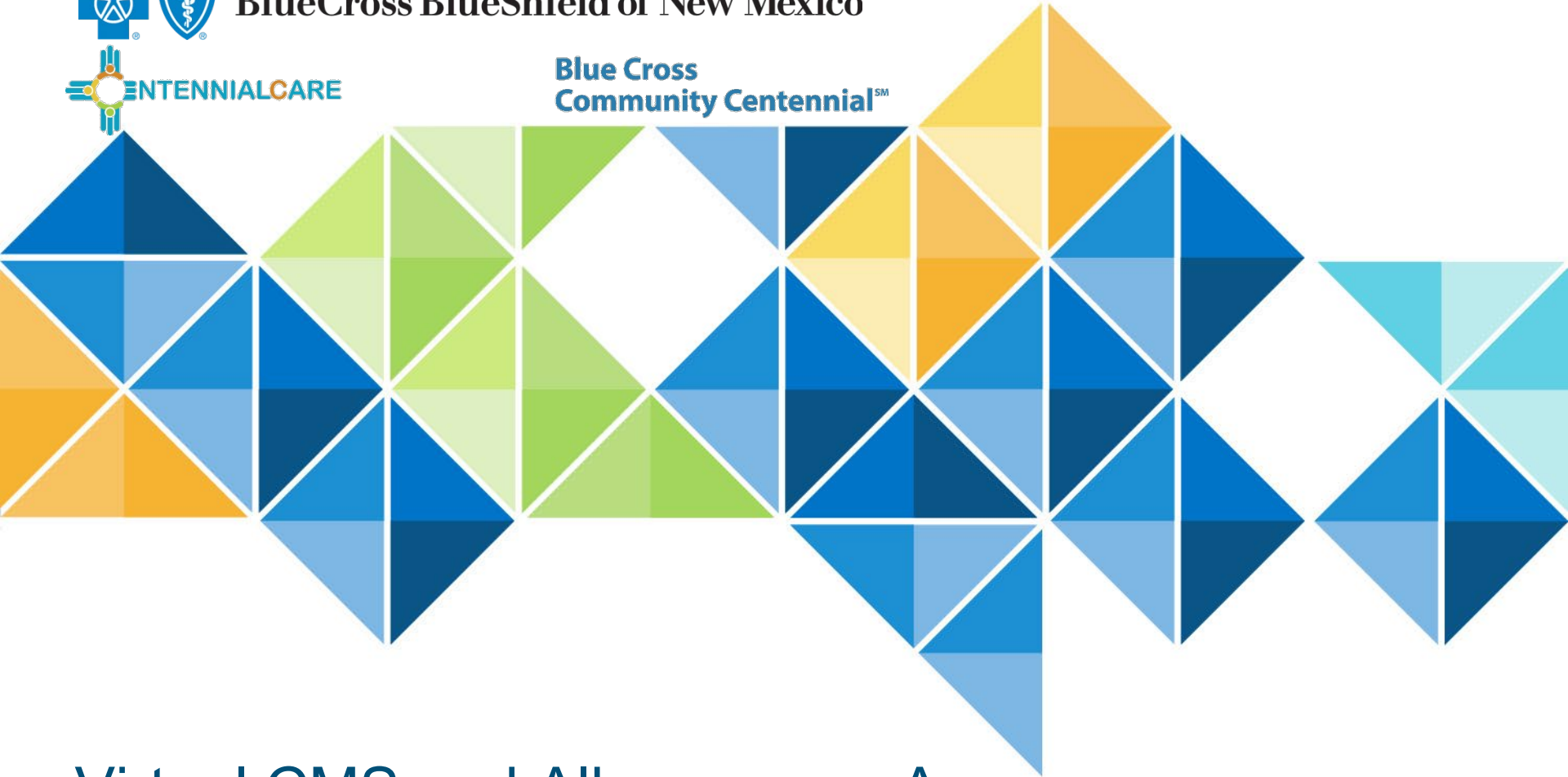




BlueCross BlueShield of New Mexico



**Blue Cross
Community CentennialSM**



Virtual CMS and Albuquerque Area Office IHS Conference

APRIL 20, 2023

Public Health Emergency Wind-Down

What is BCBSNM doing?

- Share NMHSD Renew New Mexico information to members during:
 - MAB/NAAB Meetings
 - Community Meetings
 - Events
 - Outreach
- Letters and text campaign sent to all Blue Cross Community Centennial members
- BCBSNM Social Media platforms
- Information on the BCBSNM Provider [website](#)





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2023 Value-Added Services

Physical Health Value-Added Services

Value-Added Service	Applies To	Members on Standard Medicaid Plan	Members on Alternative Benefit Plan (ABP)	Members on ABP Exempt Plan	Prior Authorization Required for Value-Added Service?
Home Meal Delivery	Members who are transitioning from an inpatient facility into the community	✓	✓	✓	No
Native American Traditional Healing and Wellness	Native American members	✓	✓	✓	No
Remote Monitoring Program	Members with chronic conditions	✓	✓	✓	Member must participate in the Paramedicine Program; requires an assessment
Respite Bed	Certain members discharging from an emergency room or hospital	✓	✓	✓	Yes

Physical Health Value-Added Services

Value-Added Service	Applies To	Members on Standard Medicaid Plan	Members on Alternative Benefit Plan (ABP)	Members on ABP Exempt Plan	Prior Authorization Required for Value-Added Service?
Assistance with Social Determinants of Health*	Medicaid and Medicaid Expansion Population members	✓	✓	✓	Yes
Walmart Delivery Service*	Medicaid and Medicaid Expansion Population members-one per household	✓	✓	✓	Yes
Heading Home + Health Partnership*	Bernalillo County Homeless Members with Behavioral Health and Substance Abuse Disorders	✓	✓	✓	Yes

Maternity Value-Added Services

Value-Added Service	Applies To	Members on Standard Medicaid Plan	Members on Alternative Benefit Plan (ABP)	Members on ABP Exempt Plan	Prior Authorization Required for Value-Added Service?
Infant Car Seat*	Pregnant members	✓	✓	✓	Yes
Portable Infant Crib#	Pregnant members	✓	✓	✓	Yes
Prenatal Education (in person)*	Pregnant members	✓	✓	✓	No

* Must participate in BCBSNM's Care Coordination program to redeem
 # Must complete prenatal visit requirements to redeem

^ Must join the Safe Sleep program to redeem

Behavioral Health Value-Added Services

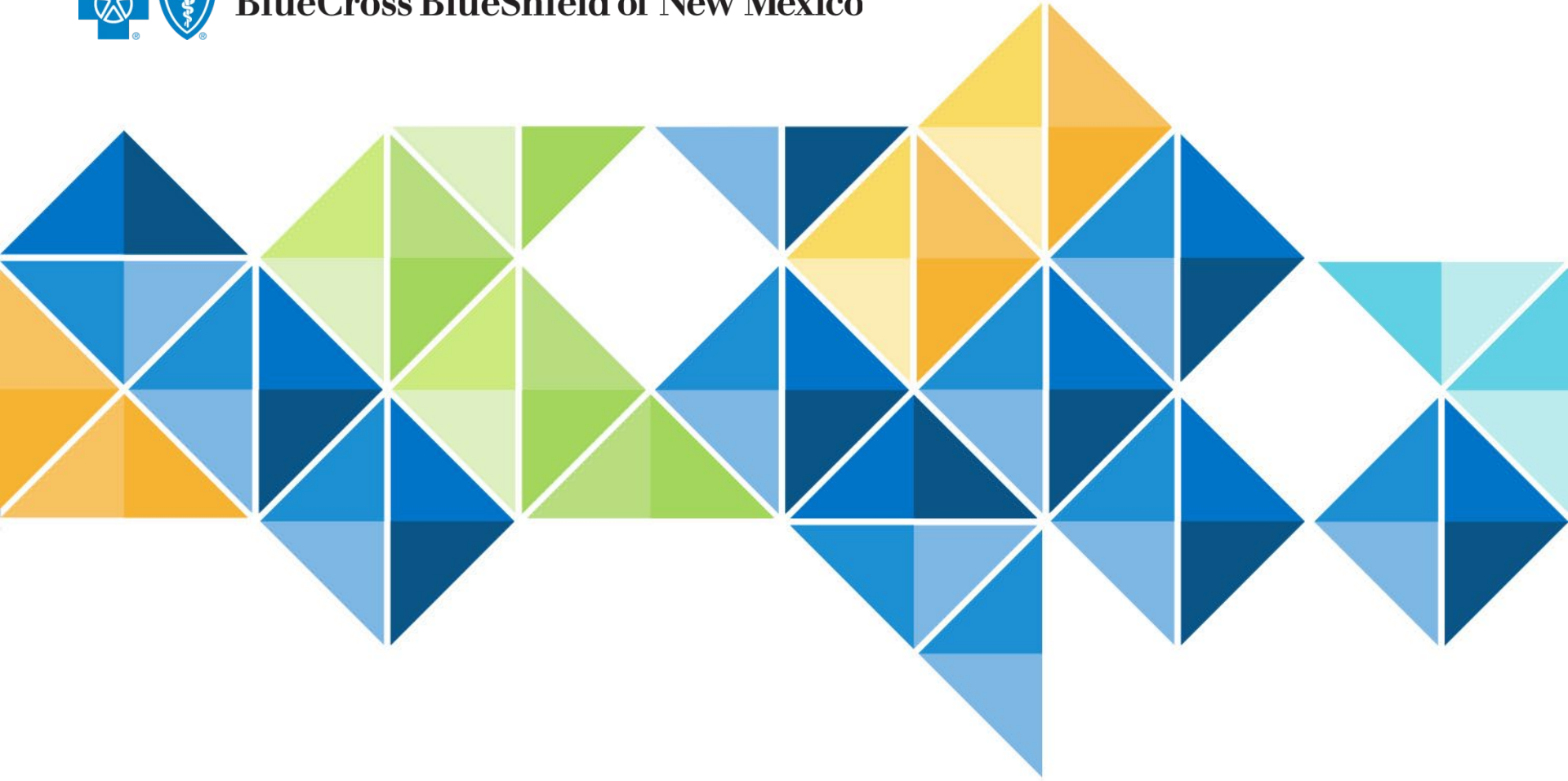
Value-Added Service	Applies To	Members on Standard Medicaid Plan	Members on Alternative Benefit Plan (ABP)	Members on ABP Exempt Plan	Prior Authorization Required for Value-Added Service?
Electroconvulsive Therapy (ECT) (treatment for psychiatric conditions)	Members who meet standard ECT medical necessity criteria	✓	Not a Value-Added Service; standard ABP benefits apply	Not a Value-Added Service; standard benefits apply	Yes
Transitional Living for Chemically Dependent/Psychiatrically Impaired Adults 18 years or older	Members enrolled in outpatient substance abuse center or in active treatment for psychiatric issues	✓	✓	✓	Yes
Wellness/Drop-in Centers and Family Support Centers	Medicaid members	✓	✓	✓	No

Behavioral Health Value-Added Services

Value-Added Service	Applies To	Members on Standard Medicaid Plan	Members on Alternative Benefit Plan (ABP)	Members on ABP Exempt Plan	Prior Authorization Required for Value-Added Service?
Assistance with Social Determinants of Health*	Medicaid and Medicaid Expansion Population members	✓	✓	✓	Yes
Heading Home + Health Partnership*	Bernalillo County Homeless Members with Behavioral Health and Substance Abuse Disorders	✓	✓	✓	Yes



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Care Coordination

What is care coordination?

A Care Coordinator's role includes:

- Helping members to get appropriate care when and where they may need it
- Centering on the member, focusing on the family when needed, and being sensitive to the member's cultural preferences.
- Helping identify a member's medical and behavioral health needs and coordinate services to help meet those needs
- Helping a member coordinate their needs in a holistic manner



Types of Care Coordination:

- Physical Health
- Behavioral Health
- Long-Term Care
- Transitions of Care

Care Coordination



Member is enrolled with Blue Cross Community Centennial

Health Risk Assessment (HRA) is completed via phone.

Based on HRA, member will be assigned a care coordinator and will then receive a Comprehensive Needs Assessment (CNA) to determine Level of Care (2 or 3)

The Care Coordinator will meet with member to complete the CNA and determine level of care (2 or 3) and establish a comprehensive care plan

At time of visit, the care coordinator and member will review how often they should have contact based on the level of care.



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modivcare™

FORMERLY LOGISTICARE

Non-Emergency Transportation

Covered Services

- Ride to routine appointments
- Ride to behavioral health appointments
- Mass transit (when prior approved)
- Mileage reimbursement (when prior approved)
- Meals (when prior approved)
- Lodging (when prior approved)



Not Covered

- Ride to a pharmacy to get or drop off prescriptions
- Ride to a medical supply store to get medical supplies or durable medical equipment
- Ride for non-medical needs
- Ride to a provider who is 65 miles or farther away from where you live (unless prior approved by BCBSNM)
- Ride to a provider who is outside BCBSNM's network of contracted providers (unless prior approved by BCBSNM)

Non-Emergency Transportation

Mileage Reimbursement Form

- New Claims Mailing Address:
**798 Park Avenue NW, 4th Floor
Norton, VA 24273**
- Phone Number: **800-930-9060**
 - **Option 1: Mileage Reimbursement**- choose this option if you are a member/driver and have questions or concerns regarding mileage reimbursement.
 - **Option 2: Transportation Providers**- choose this option if you are a transportation provider and have questions or concerns regarding billing.



ModivCare is an independent company that administers transportation services for Blue Cross and Blue Shield of New Mexico.

Non-Emergency Transportation

- Standard benefit offered through ModivCare®.
- Must contact ModivCare at 1-866-913-4342 for reservations at least 3 working days before appointment, Monday through Friday, 8 a.m. to 5 p.m.
- Saturdays, Sundays, and holidays are not working days.
- Call ModivCare Ride Assist at 1-866-418-9829 to be picked up after seeing your provider or after being discharged from a hospital, or if your ride is late.
- If you are speech- or hearing-impaired, call 1-866-288-3133 for TTY service.



ModivCare is an independent company that administers transportation services for Blue Cross and Blue Shield of New Mexico.

Contact Information

Tribal Liaisons

- **Bonnie Vallo**, Tribal Affairs Specialist, Community Outreach
 - **Office:** 505-816-2110 / **Cell:** 505-999-0379
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- **Julia Platero**, Tribal Liaison, Community Outreach Specialist
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- **Winona Gishal**, Tribal Liaison, Community Outreach Specialist
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Provider Network

- **Tricia MacLaughlin**, Sr Provider Relations Representative
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- **Frances Martinez**, Internal Provider Network Representative II
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Questions?

THANK YOU!

