

# Provider Bulletin

Molina Healthcare of New Mexico, Inc.

May 1, 2025

## Critical Incident Reporting: Risk Level Required

Providers contracted with Molina Healthcare of New Mexico (Molina) must report any critical incidents (CI) involving their patients/clients as mandated by the New Mexico Health Care Authority (HCA).

Our objective is to ensure the safety of our members. When under the care of a Personal Care Services (PCS) agency, caregivers are required to conduct thorough evaluations to guarantee the member's health, safety, and welfare by assessing the natural support available in the home and the utilization of durable medical equipment (DME). It's important to note that the member's **risk level** is now a **required field** in the portal as a result of the latest upgrade. The determination of a member's risk level is primarily based on the number of PCS hours allocated per week:

- **Risk Level I (Low):** 10 hours or less per week with natural support
- **Risk Level II (Medium):** 11 – 25 hours per week
- **Risk Level III (High):** 26 or more hours of PCS services allocated

Additional factors to consider when determining risk level include the member's hospitalization frequency, emergency room visits, changes in health conditions, the presence of chronic conditions, and any imminent risk or threat to the member or others due to insufficient caregiver supervision.

Helpful information for our Behavioral Health providers, Personal Care Service agencies, and Self-Directed Brokers: if a member is not approved for PCS services or the authorized service hours are unknown, providers should default to Risk Level I. It is crucial to take into account other factors affecting the member's health and safety as outlined above to decide if the risk level needs to be adjusted based on the member's specific circumstances. In cases where the risk level is uncertain, Risk Level I should be used as the default. Molina will update the risk level if it's incorrectly entered.

For questions about Risk Levels or for Behavioral Health CI incidents filed outside of the HCA Portal, please contact Kim Dixon at [Kim.Dixon@Molinahealthcare.com](mailto:Kim.Dixon@Molinahealthcare.com), or by telephone at 505-226-4729.

### Helpful Resources

- Requests for HCA CI Portal: [HSD-QB-CIR@hsd.nm.gov](mailto:HSD-QB-CIR@hsd.nm.gov)
- HCA CI Reporting System: [HSD Critical Incident Reporting: Login](https://criticalincident.HSD.state.nm.us)  
(<https://criticalincident.HSD.state.nm.us>)
- New Mexico Medicaid Portal:  
<https://nmmedicaid.portal.conduent.com/static/index.htm>