



September 27, 2024

To: New Mexico Personal Care Service Agencies

From: New Mexico Turquoise Care Managed Care Organizations (MCOs)

Re: Unfulfilled Units for Agency-Based Personal Care Services

The purpose of this communication is to inform the Turquoise Care Personal Care Service (PCS) agencies that effective July 1, 2024, MCO's are required to report all unfulfilled units on agency-based PCS.

To effectively capture the required data, agencies are directed to complete the attached *PCS Agency Unfulfilled Units Reason Reporting Log* for all late and missed visits from July 1, 2024 to September 30, 2024. Agencies are required to select the appropriate reasons from the dropdown selection and enter any additional notes on all late and missed events. **Please complete this form and return to each MCO contact listed below no later than October 18th, 2024.**

MCOs are working with First Data to implement required scheduling and use of late and missed reason codes for future reporting. Additional communication will be forthcoming.

Please reach out to the contacts listed below from the MCOs with whom you are contracted.

Blue Cross Blue Shield of New Mexico

Christy Gray, Manager Medicaid Operations

Christina_Gray@bcbsnm.com

505-816-2237

EVV Support Team

EVV@bcbsnm.com

Molina Healthcare

Jennifer Aguilar, Provider Relations, LTSS

NMEVV@molinahealthcare.com

505-584-1105

Presbyterian Health Plan

Janice Sandoval, EVV Manager

jsandoval42@phs.org

505-923-6923

United Healthcare

Theandra Marthell, Provider Advocate Manager

theandra_marthell@uhc.com

763-361-2736

Christina Murtha, EVV Liaison

christina_murtha@uhc.com

505-415-7773