



HEALTH CARE
AUTHORITY



Beneficiary Advisory Council

JULY 22, 2026 | 6:00 PM – 8:00 PM

INVESTING FOR TOMORROW, DELIVERING TODAY.

CALL TO ORDER

BAC CHAIR(S)



BEFORE WE START...

On behalf of all colleagues at the Health Care Authority, we humbly acknowledge we are on the ancestral lands of the original peoples of the Pueblo, Apache, and Diné past, present, and future.

With gratitude we pay our respects to the land, the people and the communities that contribute to what today is known as the **Great State of New Mexico.**

Learn more: About Taos Pueblo at Taospueblo.com



A cloudy morning looking over Taos Pueblo

Photo provided by elpueblolodge.com



HEALTH CARE
AUTHORITY

Investing for tomorrow, delivering today.



HEALTH CARE
AUTHORITY

MISSION

We ensure New Mexicans attain their highest level of health by providing whole-person, cost-effective, accessible, and high-quality health care and safety-net services.

VISION

Every New Mexican has access to affordable health care coverage through a coordinated and seamless health care system.

GOALS



LEVERAGE purchasing power and partnerships to create innovative policies and models of comprehensive health care coverage that improve the health and well-being of New Mexicans and the workforce.



BUILD the best team in state government by supporting employees' continuous growth and wellness.



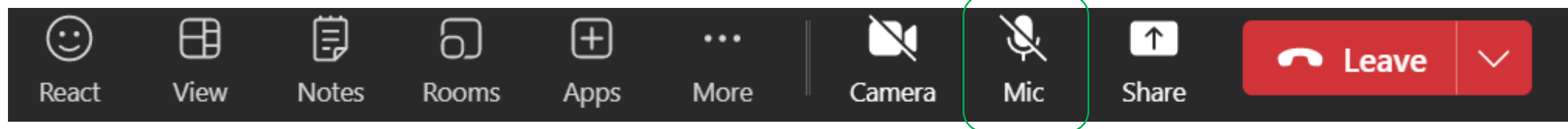
ACHIEVE health equity by addressing poverty, discrimination, and lack of resources, building a New Mexico where everyone thrives.



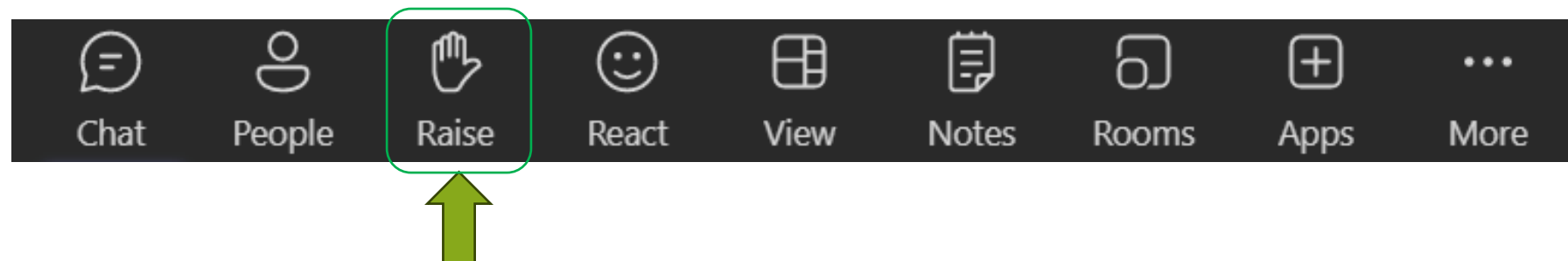
IMPLEMENT innovative technology and data-driven decision-making to provide unparalleled, convenient access to services and information.

MEETING NORMS:

- Participants, please mute all background noise and microphones
- To turn on your microphone during a meeting, select MIC



- To raise your hand, click on Raise. Click the hand again to lower your hand



- Turn on your camera when speaking
- Use the chat or Q/A features to ask questions or share comments respectfully
- Actively participate



SHARED COMMITMENTS

What do you need from every person in this group in order to feel safe, supported, open, productive and trusting?

heard
free to voice opinion
respect
not judging
support
supportive
no judgment
respect
refrain



ROLL CALL & AGENDA APPROVAL

LA DON WOODSON, HCA

Time	Agenda Item	Facilitator
6:00 PM - 6:15 PM	Call to Order - HCA's Vision/Mission/Goals - Meeting Shared Commitments	La Don Woodson, Zachary Larry
6:15 PM - 6:20 PM	Minutes Approval for April 15, 2026	Samantha Barncastle, Amy Corbin
6:20 PM - 6:40 PM	Medicaid Director Welcome - Priorities (reminder) 10 Things to Know About Medicaid - HR 1 Updates	Alanna Dancis, Acting Medicaid Director
6:40 PM - 6:50 PM	HR 1 Statewide Marketing Campaign in Development "Keep Your Benefits NM!"	Heidi Capriotti, Deputy Director, Communication and Innovation
6:50 PM – 7:05 PM	NM Department of Workforce Solutions	Karen Huladek, Economic Development Program Coordinator
7:05 PM - 7:15 PM	MAC Meeting Updates May 4th Meeting Report	La Don Woodson, Samantha Barncastle, Amy Corbin
7:15 PM – 7:30 PM	Key Priorities: 1. Access to Care	
7:30 PM - 7:50 PM	BAC Bylaws Review, Discuss, Revise	
7:50 PM - 8:00 PM	Closing & Next Steps	La Don Woodson
8:00 PM	Adjourn	Next Meeting, <i>October 2026 (Tentative) Date forthcoming</i> 6:00 – 8:00 pm

Investing for tomorrow, delivering today.

Times are estimate

04/15/2026 MINUTES APPROVAL

SAMANTHA BARNCASTLE



MEDICAID DIRECTOR WELCOME

ALANNA DANCIS, DNP, CNP, RN
ACTING MEDICAID DIRECTOR

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DIRECTOR WINS & PRIORITIES

RECENT MEDICAID WINS!

- 1115 programs all launched! (Food is Medicine, Medical Respite, Traditional Healing, JUST Health Plus)
 - JUST Health Plus provider type added to Turquoise Claims 6/22/26 and first claim paid to NMCD
- Preferred drug list launch
- CARA transfer from CYFD to HCA as of 7/1/2026

DIRECTOR 2026 PRIORITIES

1. Implement HR1 with the least amount of member disruption and hire 32 staff.
2. Strengthen program integrity to protect New Mexico members and providers.
3. Finish open projects.



10 THINGS TO KNOW ABOUT MEDICAID IN NEW MEXICO

1



As of April 2026, NM Medicaid covers 808,617 individuals, approx. 38% of the state's population.

2



NM Medicaid covers 4 in 7 children in the state, and 70% of the newly-born (under 1 yr). They stay covered continuously from birth until their 6th birthday.

3



7 in 10 nursing home residents are enrolled in NM Medicaid. Medicaid is also the primary coverage source for individuals with disabilities in New Mexico.

4

Approx. 5% of members are “dually eligible” – enrolled in both Medicare and NM Medicaid. Medicaid also pays co-pays and premiums for low-income Medicare beneficiaries.

5

NM Medicaid programs are improving health outcomes and quality of care. For example, in 2024, the number of child Well Child Visits in first 30 months of life was higher than the national average.

6

Per capita spending per member is lower in NM (\$8,869) than the national average (\$9,090).

7

NM Medicaid is a federal and state partnership, with approx. 70% federal financial participation and 30% state share

8

For every \$1 in State general fund spent on Medicaid, NM gets \$3.75 from the federal government.

9

Approx. 82% of members are enrolled with contracted health plan, but Native Americans have the choice to join a health plan or see any Medicaid provider.

10

Federal Medicaid rules are changing. Fewer lawfully present non-citizens will be covered after Oct. 1, 2026, and work or activity rules begin for adults ages 19-64 on Jan. 1, 2027. Learn more at

www.hca.nm.gov/medicaidchanges/



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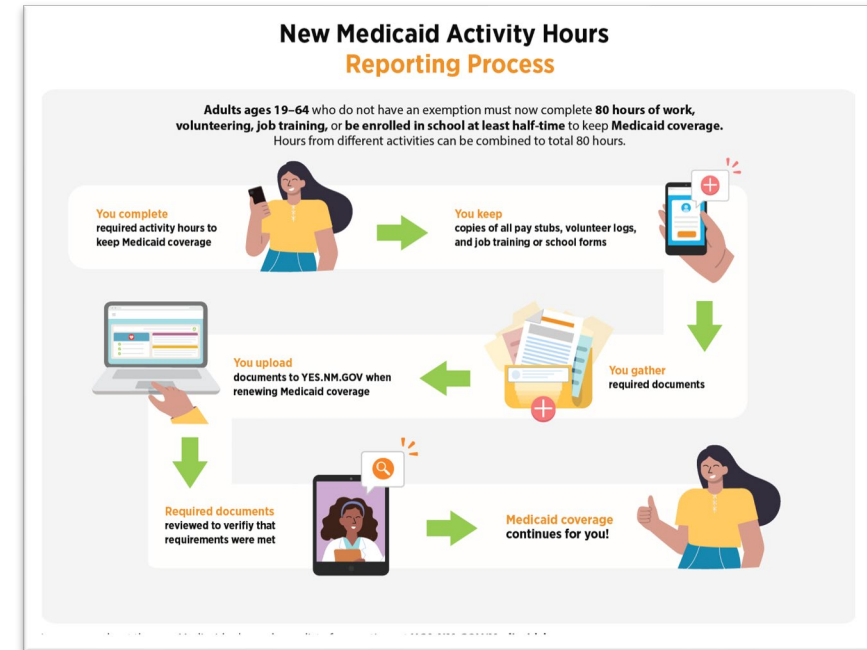
COMMUNICATIONS

HEIDI CAPRIOTTI
DEPUTY DIRECTOR

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HR1 STAKEHOLDER COMMUNICATIONS

- Member Journey graphic in development
 - CMS will run advertising in NM
 - Roadshow schedule
 - October – Two virtual events (members and providers)
- Nov. 1-12 in SF and ABQ in person
- Dec. 1-15 in southern NM in person
- Jan. 11 – TBD repeat select locations

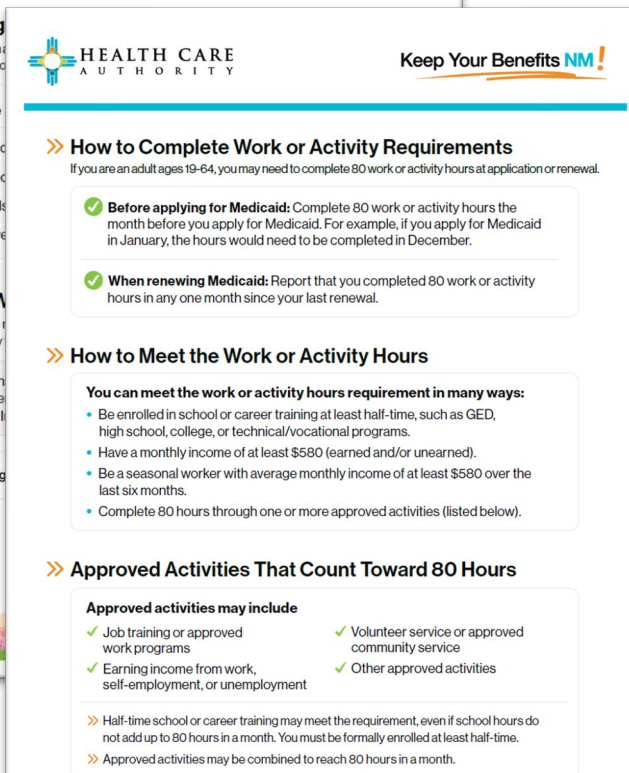
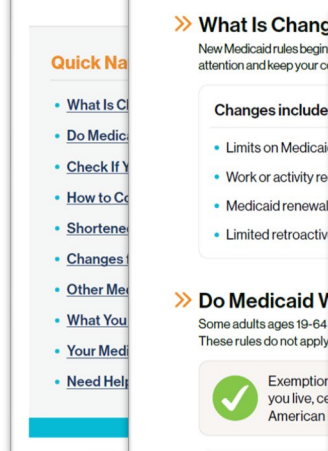
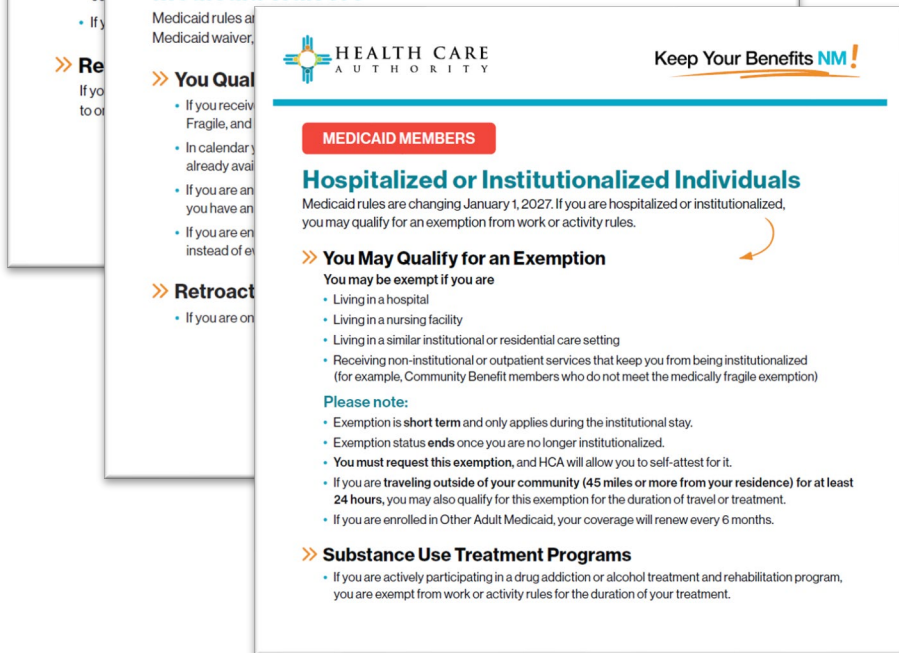
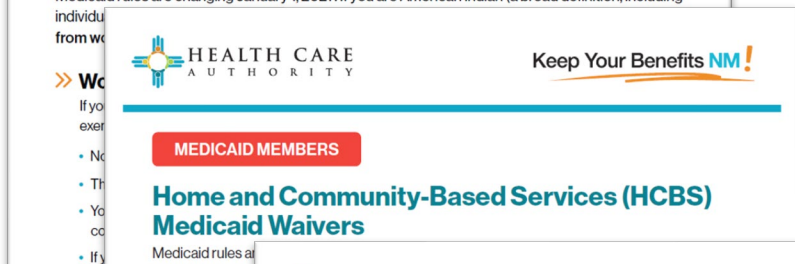
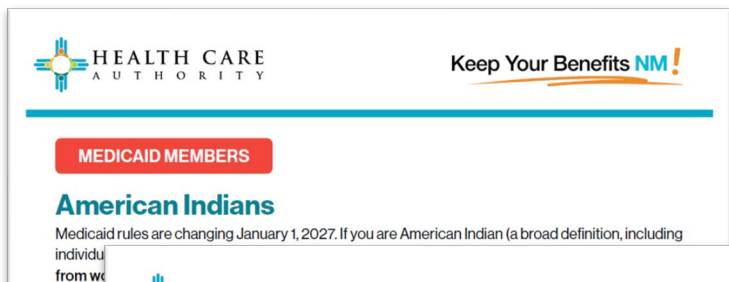


1-Page Flyers by Populations

How to Keep Your Medicaid Benefits Guide

How to Keep Your Medicaid Benefits Guide

Training Video



- Youtube Video – [New Mexico Medicaid Changes: What HR1 Means For You](#)



Instagram & Facebook Stories extend campaign exposure

Trusted Messengers share Story posts periodically to keep Medicaid changes visible between larger campaign moments.

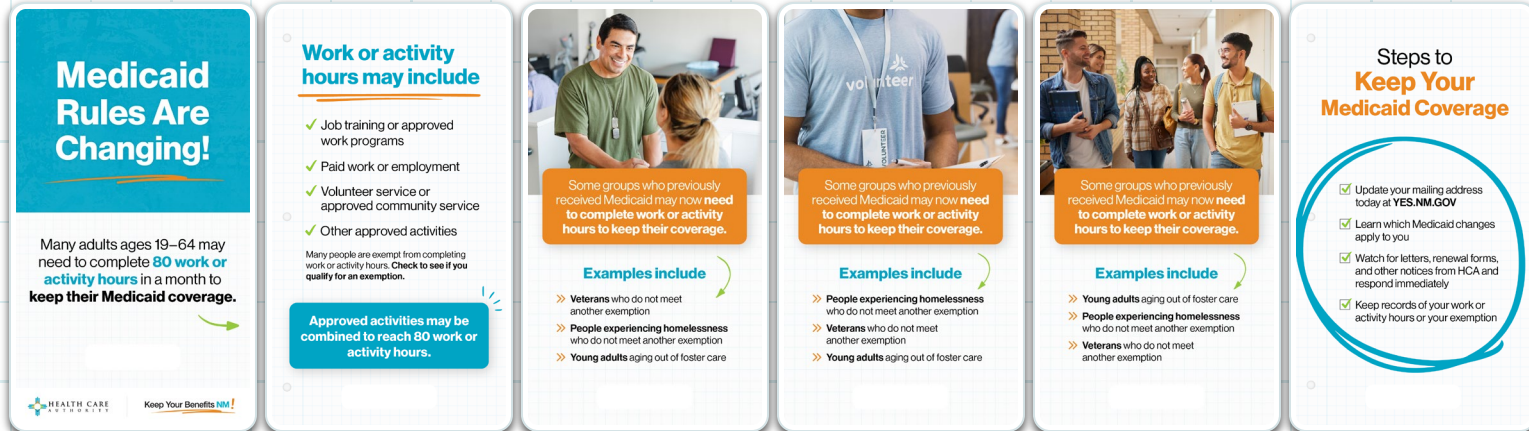
ALWAYS-ON REINFORCEMENT

Launch → Reinforce → Remind

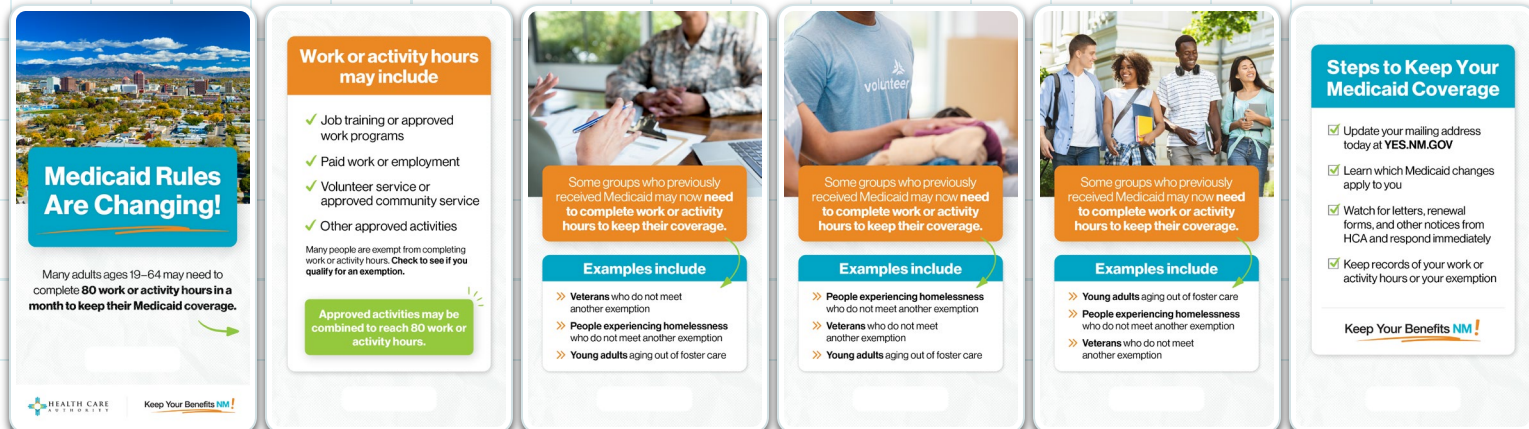
50+ Trusted Messengers

2 creative options

Design Option 1



Design Option 2



NOTICING SUITE OVERVIEW

In response to HR1 Community Engagement (CE) policy requirements, New Mexico is updating the eligibility notice suite, so clients receive clear, timely information about CE responsibilities, exemptions, verifications, status, and consequences of non-compliance.

Initial Outreach	Request/verify information	Renew benefits	Explain outcome
MAD 918 Initial Outreach Notice	MAD 920 Application Work Requirement Notice	MAD 608 Medicaid Renewal Packet	HCA 1210 Notice of Case Action
CE Attachment for HCA 1210 Notice of Case Action	MAD 921 Renewal Work Requirement Notice	ISD 120 Interim Renewal Packet	MAD 924 Disaster or Unemployment Notice
	MAD 923 Change Work Requirement Notice	ISD 122 Recertification Packet	
	ISD 211 HUMAD – Verification Checklist		

BAC MEMBER QUESTIONS & HCA RESPONSES

Question	Response	Lead	Status
Behavioral Health Prior Authorization: How will the changes to prior authorization affect individuals receiving behavioral health treatment?	SB20 reduces barriers by eliminating step therapy and extending authorization periods for qualifying individuals. The New Mexico Medicaid Managed Care Contracts have required an open behavioral health formularies for behavioral health. This legislation moves it from contract to statute. There are slightly different definitions but largely unchanged for most members	Keenan Ryan	Answered
Work Reporting Requirement: How will the 80-hour monthly requirement in educational and seasonal employment be counted?	Yes, the requirement is adjusted for seasonal work. “Seasonal Work (Like farm work or holiday retail): Having an average of \$580+ a month in income over the prior 6 months. We average your income from the last 12 months to come up with a monthly amount that is applied to the prior 6 months. Send your total income papers for the past year.”	Heidi Capriotti	Answered
Member Communications: Can notices be written in plain language and clearly explain requirements, exemptions and next steps? How will exemptions (e.g., medical frailty and other qualifying circumstances) be determined and communicated?	See finalized Non-Citizen and Other Adult Group notices sent in email. Draft HUMAD notice: “An individual who is medically frail (this means you have a severe physical, mental, or substance use illness that makes it difficult to work or do daily tasks).		Answered
Non-Citizen Coverage: How many states are using state funding to continue health coverage for non-citizens who lose federal Medicaid eligibility?	NM is not able to determine other state-funded options.		Answered
Disability Coverage: How many state are supplementing the loss of federal support for individuals with disabilities, in addition to non-citizens?	NM is not able to determine other state-funded options.		Answered
Can HCA provide additional clarification regarding malpractice coverage and provider accountability when physicians practice across state lines through the Interstate Medical Licensure Compact?	BAC’s licensure and oversight questions were addressed in the previous meeting. Legislative analyses confirm New Mexico retains regulatory authority. Master FIR (1988) , SB0001 305.pdf		Answered

FEEDBACK ON MEDICAID CHANGES “KEEP YOUR BENEFITS NM!” LANGUAGE

Feedback Received	HCA Response	Feedback Received	HCA Response
1.Requested plain language and clearer wording throughout the notification	Incorporated	5.Asked whether terms such as Compact of Free-Associated States (COFA) , Humanitarian Parolee , and similar eligibility categories should include definitions or hyperlinks.	Sharing the feedback with HCA eligibility team, perhaps we add descriptions to our H1 web page https://www.hca.nm.gov/medicaidchanges/
2.Suggested replacing "other non-citizens" with clearer descriptions of who qualifies for continued coverage	Incorporated	7..Recommended lowering the reading level to align with the HCA Medicaid Policy Manual (approximately 6th-grade reading level)	The notice would undergo an external readability review, followed by review from the Center for Law and Poverty before final distribution.
3.Recommended emphasizing that members do not need to take action to keep coverage if they qualify.	Incorporated	8..Requested advance distribution of the final notice, FAQs, and talking points so frontline staff could prepare for member questions.	Sharing the final notice with MAC/BAC prior to distribution. Target date is first week of August 1 (pending external reviews), public-facing materials expected beginning mid-June as federal guidance was finalized.
4.Recommended clearer explanation of reporting household changes and what happens if coverage changes.	Incorporated		



FEEDBACK ON WORK AND ACTIVITY REQUIREMENTS

Feedback Received	HCA Response/Status
1. Clarify when members must complete the 80-hour work/activity requirement. Several sections appeared to conflict (e.g., "80 hours each month" vs. "any one month prior to renewal").	Incorporated
2. Remove or revise repetitive language explaining the initial work/activity requirement to improve readability	Incorporated
3. Recommended separating " Age 65 and older " into its own bullet under exemptions to improve readability	Incorporated
4. Identified inconsistency between the draft letter, HCA website, and work requirement language regarding whether the 80-hour requirement applies monthly or in one month prior to renewal .	Incorporated
5. Noted the letter should instruct members to notify HCA if they qualify for an exemption , as this information appeared to be missing.	Incorporated
6. Corrected wording to read " at least \$580 each month " rather than " of least \$580. "	Incorporated
7. Share the final notice with stakeholders after readability review.	Sent July 22, 2026



NM DEPARTMENT OF WORKFORCE SOLUTIONS

KAREN HULADEK
Economic Development Program
Coordinator

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SUPPORTING NEW MEXICO'S COMMUNITIES

AJC & DWS - what we do and who to contact

We provide employment resources, unemployment insurance administration, and labor law enforcement to support both job seekers and employers.

Two websites and many programs available

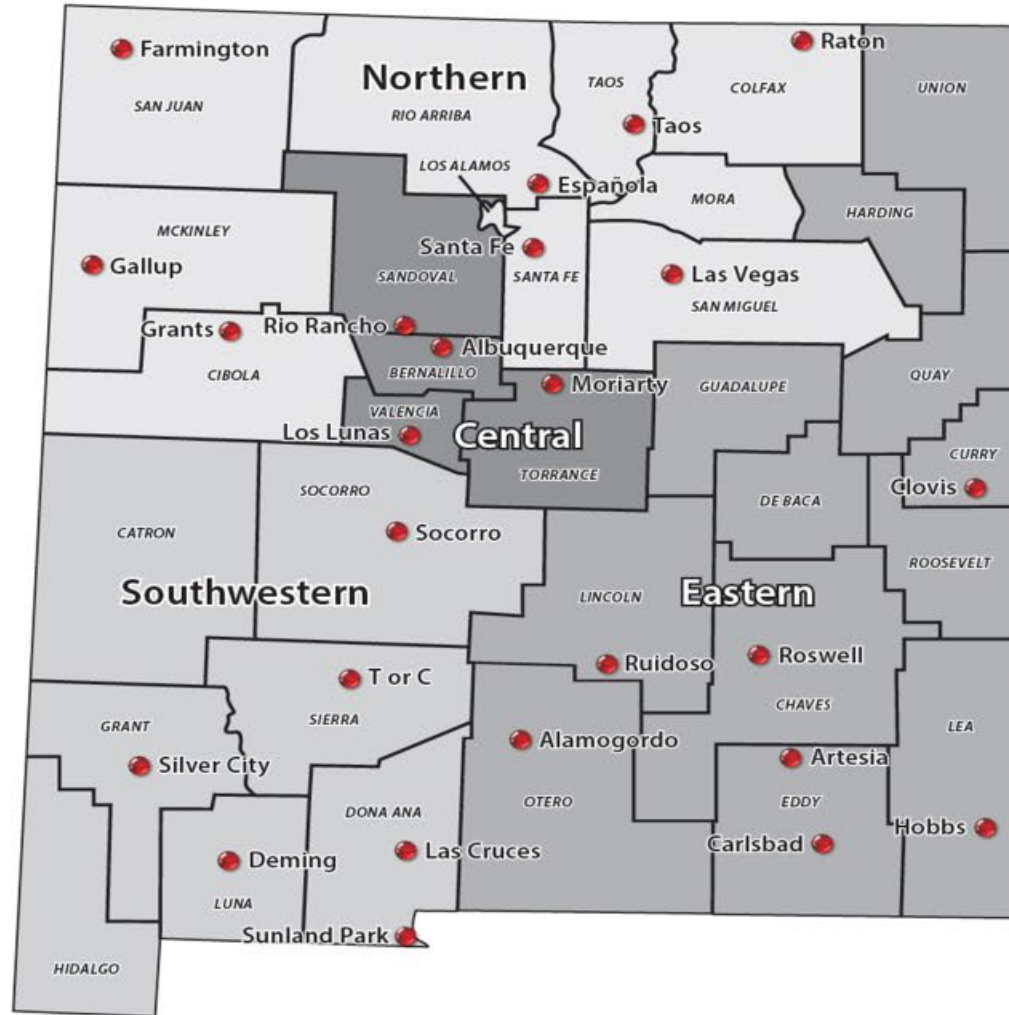


<https://www.jobs.dws.nm.gov/>



<https://www.dws.nm.gov/en-us/>

Services are done through our 25 AJC offices



America's JobCenter
NEW MEXICO

Local one stops established
to provide a variety of workforce
development programs & services

- America's Job Center New Mexico Location
- Central Area Workforce Development Board
- Eastern Area Workforce Development Board
- Southwestern Area Workforce Development Board
- Northern Area Workforce Development Board

Employment Services Division -At a Glance

● Federal Programs

- Rapid Response (RR)
- Re-employment Services and Eligibility Assessment (RESEA)
- Work Opportunity Tax Credit (WOTC)
- Temporary Assistance for Needy Families TANF Training
- Apprenticeship
- Veteran Services
- Migrant Seasonal Farmworkers

● Statewide Initiatives

- Step Up Child Support (Child Support Income Division)
- Housing Stability thru Employment
- SNAP/Medicaid
- Be Pro Be Proud: Careers in trades, Youth Exploration



- Pre Apprenticeship



New to DWS



- ❖ Transitioned to the Department of Workforce Solutions in April 2025
- ❖ Focuses on strategic development, reducing homelessness, and linking housing with employment services
- ❖ Oversees the distribution of \$140 million in general state funds to develop affordable housing, particularly targeting workforce needs.

<https://www.dws.nm.gov/housing>

Key ways the Department of Workforce Solutions assists the business sector

DWS acts as a crucial partner in supplying, training, and connecting the workforce

Recruitment and Job Search: NMDWS provides job placement services and acts as a connector for individuals seeking work in the creative sector through the American Job Center Network

Support for Small Businesses: Through partnerships, NMDWS helps provide resources and technical assistance for small, established creative businesses, including support for marketing, technology, and infrastructure improvements

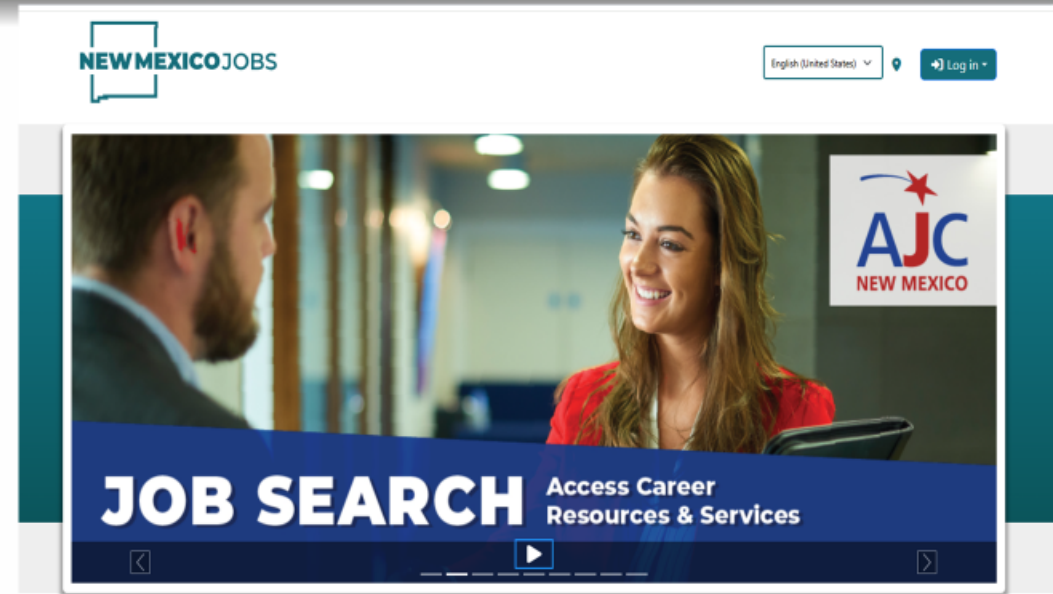
Eligible Training Provider List (ETPL): The department allows registered apprenticeship program sponsors to be listed on the ETPL, making them eligible for WIOA (Workforce Innovation and Opportunity Act) funding to support training

Apprenticeship and Training Programs: NMDWS supports the development of skilled workers in creative fields, including roles like actor, costume designer, and film editor, through registered apprenticeship programs

Work-Based Learning: The department supports initiatives such as the Pre-apprenticeship Opportunity Program (POP), which includes training in creative and outdoor careers, allowing students to progress from apprentices to instructors

Jobseeker Career Services

- One on One Career Assistance
- Assistance with Resume Writing
- Assist with Interviewing Techniques
- Referrals to partner programs
- Referrals to jobs, resources and volunteer opportunities



Office Resources Available

- Computers
- Fax Machines
- Telephone
- Copy Machine
- Skills Workshops
- Assessments

Websites

Workforce Innovation and Opportunity Act (WIOA) WIOA is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy.

- www.dws.state.nm.us/Office-Locations

Migrant and Seasonal Farm Workers The National Farmworker Jobs Program provides funding to community-based organizations and public agencies to assist migrant and seasonal farmworkers, and their families attain greater economic stability. Farmworkers also receive training and employment services through the America's Job Center New Mexico Locations.

- <https://www.dws.state.nm.us/en-us/Job-Seekers/Find-a-Job/Farmworker-Information>

The Pre-Apprenticeship Program provides career pathways for participants 16 – 24 years old by receiving on-the-job training in marketable occupations. Businesses have an opportunity to produce skilled talent for their industry and prepare pre-apprentices for sustainable employment.

- www.dws.state.nm.us

Earn. Learn. Succeed in Apprenticeship, you earn a paycheck from day one, and in many instances with guaranteed raises as your skill level increase. You will learn your trade through hands-on learning, coupled with classroom instruction.

- www.dws.state.nm.us/Apprenticeship

Websites

Be Pro Be Proud takes our Mobile Workshop Experience to schools and community centers across the state as the largest - and coolest - mobile tour supporting workforce development. Be Pro Be Proud delivers a ground-breaking set of resources to help students explore, plan, and launch careers in today's technical roles.

- www.BeProBeProudNM.org

The Temporary Assistance for Needy Families (TANF) used to meet basic family needs such as housing, utilities, and clothing. New Mexico Works connects TANF participants to exciting career opportunities through the Career Link and Wage Subsidy programs.

- <https://www.dws.state.nm.us/NMWorks>

The Work Opportunity Tax Credit (WOTC) is a federal tax credit that encourages employers to hire workers from nine target groups. The tax credit is designed to help job seekers gain on-the-job experience, move towards economic federal tax liability.

- www.dws.state.nm.us/WOTC

America's Job Center NM America's Job Center New Mexico locations are a one-stop shop that can assist businesses with posting their job openings, recruitment, job fairs, and skills assessments for hiring. For job seekers, staff assist with job search, job referrals and placement, and customized skill development like interviewing skills and resume writing.

- www.jobs.state.nm.us

Websites

Labor Relations administers, enforces, and executes state labor laws regulating hours of labor, employment of minors, public works Minimum Wage Act, Paid Sick Leave, and protection of human rights by investigating claims of discrimination.

- [505-841-4400](tel:505-841-4400)

Serve New Mexico engages citizens of New Mexico of all ages and backgrounds in community-based service. Depending if you want to serve full-time or part-time or what type of service you want to provide, there is an AmeriCorps program that is right for you!

- www.dws.state.nm.us/ServeNM

Unemployment Insurance (UI) Unemployment Insurance provides temporary who meet state eligibility requirements. they are not deducted from employee paychecks.

- www.jobs.state.nm.us

More information about all available services can be found online at:

<https://www.dws.nm.gov/en-us/>

AJC Area Office Managers

Alamogordo – Melanie Anaya melanie.anaya@dws.nm.gov 575-437-9210

Albuquerque – Liliana Valadez liliana.valadez@dws.nm.gov 505-225-4426

Artesia – Joshua Bootzin joshua.bootzin@dws.nm.gov 575-208-2059

Carlsbad – Joshua Bootzin joshua.bootzin@dws.nm.gov 575-208-2059

Clovis – Mary Cordova mary.cordova@dws.nm.gov 575-887-1174

Deming – Kerena Levario kerena.Levario@dws.nm.gov 575-546-0192

Espanola – Carmen Lujan carmen.Lujan@dws.nm.gov 505-753-2285

Farmington – Janessa Velasquez janessa.velasques@dws.nm.gov 505-566-212

Gallup & Grants – Maxine Palomino maxine.palomino@dws.nm.gov 505-863-8181

Hobbs – Amber Davis amber.davis@dws.nm.gov 575-393-5188

Las Cruces – Joshua Stoller joshua.stoller@dws.nm.gov 575-524-6266

Las Vegas – Maria Herrera maria.Herrera@dws.nm.gov 505-355-1758

Los Lunas - Liliana Valadez liliana.Valadez@dws.nm.gov 505-225-4426

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Taos - Paula Romo paula.romo@dws.nm.gov 575-758-4219

T or C Joshua Stoller joshua.stoller@dws.nm.gov 575-524-6266

Karen Huladek

Economic Development Representative

karen.huladek@dws.nm.gov

505-569-6640

*Thank
you!*

MAC MEETING UPDATES

LA DON WOODSON, HCA
MAC/BAC REPS

MAC MEETING REPORT

Next MAC meeting:

08/03/2026 | 1:00 PM – 3:00 PM

Microsoft Teams

Meeting ID: 242 704 274 747 3

Passcode: UF34dB7V

Dial in by phone

[+1 505-312-4308,,522651185#](tel:+15053124308,522651185#) United States, Albuquerque

[\(888\) 506-1357,,522651185#](tel:(888)5061357,522651185#) United States (Toll-free)

[Find a local number](#)

Phone conference ID: 522 651 185#



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KEY PRIORITIES: 1 ACCESS TO CARE

SAMANTHA BARNCASTLE, AMY CORBIN

Responses	<u>Questions</u>		
	What is the single biggest barrier to accessing healthcare, and who is most affected?	Are barriers consistent across regions and populations, or do they vary by geography, income, or provider availability?	If the group could address one access issue within the next 6–12 months, what should it be?
	Funding for and access to Medicaid, especially the elderly, but everyone is impacted <i>represents 3/5 responses to this question</i>	Barriers are similar state-wide, Access is probably worse in more rural communities than Albuquerque and Las Cruces <i>represents 4/5 responses to this question</i>	Access to quality facilities that accept medicaid; Both physicians and eye care <i>represents 3/3 of responses to this question</i>
	Access to advocates and specialists for special needs adults and facilities have no standards of care for special needs patients <i>represents 2/5 responses to this question</i>	Income, Location and Population density are all important; access to rapid care is more available in NM than it was in CA <i>represents 1/5 responses to this question</i>	Speed of Access <i>represents 1/3 of responses to this question</i>
	breakdowns in access, information, education and advocacy for patients and their support system. They are the most impacted. Everyone needs to understand the process from insurance to doctors to families <i>represents 2/5 responses to this question</i>	Income presents significant barriers to families for access to necessary resources and available time off <i>represents 1/5 responses to this question</i>	
	Ensuring Medicaid is filed correctly by the provider so completed procedures are properly covered <i>represents 2/5 responses to this question</i>		
	change needs to be initiated by an organization that can make standard policies and required change for all healthcare institutions at an industry scale, so patients and their families can be better prepared for serious health interventions. <i>represents 1/5 responses to this question</i>		



DETERMINING BAC BYLAWS

- [New BAC Bylaws DRAFT.docx](#)
- [REDLINE- New MAC Bylaws.docx](#)

Things to consider:

- CMS Guidance:
 - Term-limits
 - Topic focus
 - Annual Reporting

Review

Discuss

Revise

**Due date:
March 23, 2026**



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CLOSING

LA DON WOODSON, HCA

CLOSING & NEXT STEPS

- Summary of Key Decisions and Action items
- Set date/Time for next meeting
- Adjourn



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A group of diverse people, including men, women, and children, are holding hands in a large circle on a grassy field. In the foreground, a person is seated in a wheelchair, also holding hands with the group. The background shows lush green trees under a clear sky. The entire image is overlaid with a semi-transparent teal filter.

THANK YOU