



**Michelle Lujan Grisham, Governor**  
Kari Armijo, Secretary  
Alex Castillo Smith, Deputy Secretary  
Kathy Slater Huff, Deputy Secretary  
Kyra Ochoa, Deputy Secretary  
Dana Flannery, Medicaid Director

**Date: June 16, 2025**

**To: Nancy Smith-Leslie, Blue Cross Blue Shield**

**From: Jennifer Jones, Deputy Bureau Chief, Managed Care Oversight Bureau**

**CC: Dana Flannery, Medical Assistance Division (MAD) Director, Michal Hayes, MAD Deputy Director, and Charles Canada, Acting Compliance Unit Bureau Chief**

**RE: Notice of Concern Closure: Credentialing and Care Coordination**

The New Mexico Health Care Authority/Managed Care Oversight Bureau (HCA/MCOB) is writing to Blue Cross Blue Shield (BCBS) to acknowledge the notice of concern submission on May 5, 2025. At this time, all items cited in the notice of concern issued on April 21, 2025, are closed for ongoing reporting. HCA will continue to monitor progress and compliance with contract requirements through existing oversight processes.

If you have any questions, please contact your MCO contract manager.

A handwritten signature in black ink, appearing to read "Jr Jones".

Jennifer Jones  
New Mexico Health Care Authority  
MCOB Deputy Bureau Chief  
[Jennifer.Jones@hca.nm.gov](mailto:Jennifer.Jones@hca.nm.gov)