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Kari Armijo, Secretary
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Letter of Direction #68

Date: November 3, 2025

To: Turquoise Care Managed Care Organizations

From: Dana Flannery, Director, Medical Assistance Division 
Nick Boukas, Director, Behavioral Health Services Division 

Subject: Billing Guidance for Comprehensive Community Supportive Services (CCSS)

Title: Billing Guidance for Comprehensive Community Supportive Services (CCSS)

The purpose of this Letter of Direction (LOD) is to provide guidance to the Turquoise Care Managed Care Organizations (MCOs) regarding appropriate service provision and billing of Comprehensive Community Supportive Services (CCSS).

Comprehensive Community Support Services (CCSS) provide individuals and families with services and resources necessary to promote recovery, rehabilitation, and resiliency. CCSS consists of a variety of face-to-face and community interventions to support independent functioning in the community. This includes skills for independent living, learning, working, socializing, and recreation. CCSS also provides assistance with identifying and coordinating services and supports identified in an individual's treatment plan, supports an individual and family in crisis situations, and provides individual interventions to develop or enhance an individual's ability to make informed and independent choices.

CCSS includes individualized, one-to-one interventions with the recipient to develop interpersonal and community coping skills; adaptation to home, school and work environments; assessment support and intervention in crisis situations; and symptom monitoring and self-management of symptoms.

As described in the state developed CCSS training, CCSS is service for providing assistance to an individual in coordination of a treatment plan. It is a person-centered service that must be tailored to each individual's strengths and needs. The language in the State Plan Amendment approving CCSS states that CCSS services are “**one-on-one** interventions with the recipient to develop interpersonal and community coping Skills; adaptation to home, school and work environments; assessment support and intervention in crisis situations; and symptom monitoring and self-management of symptoms.”

CCSS shall **not** be provided in a group setting and the HQ modifier may not be used in billing this service, as CCSS is a one-to-one intervention (e.g., one CSW or CPSW to one client/family).

The Behavioral Health Fee Schedule can be found at the following link: [Fee Schedules – New Mexico Health Care Authority](#)

For additional guidance, please refer to the Behavioral Health Billing and Policy Manual at the link provided below.

[Behavioral Health Policy and Billing Manual – New Mexico Health Care Authority](#)

This LOD will sunset when direction is provided in one or more of the following: Turquoise Care Managed Care Services Agreement, Managed Care Policy Manual, NMAC, Systems Manual, or BHSD Billing and Systems Manual. The LOD may also sunset upon HCA notification or completion of the Turquoise Care Program.