




HEALTH CARE  
AUTHORITY

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### Letter of Direction #45

**Date:** December 27, 2024  
**To:** Turquoise Care Managed Care Organizations  
**From:** Dana Flannery, Director, Medical Assistance Division   
**Subject:** CAHPS 5.1H Revised State Supplemental Questions  
**Title:** CAHPS 5.1H Revised State Supplemental Questions

Pursuant to the current Turquoise Care Medicaid Managed Care Professional Services Agreement, Section 4.12.4 Member Satisfaction Survey, Turquoise Care Managed Care Organizations (MCOs) shall include the Healthcare Authority (HCA) required supplemental survey questions approved by the National Committee for Quality Assurance (NCQA) in its Consumer Assessment of Healthcare Providers and Systems (CAHPS) that are reserved in Contract Amendment #1 Attachment 8: CAHPS Supplemental Questions. Effective with the 2025 CAHPS survey for Measurement Year (MY) 2024, the supplemental questions shall be identified in the LOD Attachment 1 CAHPS Supplemental Questions.

Please contact Cindy Brown at [cindy.brown@hca.nm.gov](mailto:cindy.brown@hca.nm.gov) for questions related to this LOD.

This LOD will sunset upon inclusion in the Medicaid Managed Care Services Agreement.

**Attachment: LOD # XX Attachment 1 CAHPS Supplemental Questions (Contract Attachment 8)**

Letter of Direction # 45 Attachment 1 CAHPS Supplemental Questions

Attachment 8: CAHPS Supplemental Questions

NCQA Tracking Number	Child Questions	Response Categories Response categories must be confined to one cell. Separate each response option with a semicolon (e.g., Never; Sometimes; Usually; Always)	If Required by State Medicaid Agency, which one?	NCQA Decision
990231	Some health plans help with transportation to doctors' offices or clinics. This help can be a shuttle bus, tokens or vouchers for a bus or taxi, or payments for mileage. In the last 6 months, did you phone your health plan to get help with transportation?	Yes; No [Insert Skip Pattern if Necessary]	New Mexico	Approved
990232	In the last 6 months, when you phoned to get help with transportation from your health plan, how often did you get it?	Never; Sometimes; Usually; Always; [I did not phone my child's health plan for help with transportation in the last 6 months]	New Mexico	Approved
990233	In the last 6 months, how often did the help with transportation meet your needs?	Never; Sometimes; Usually; Always; [I did not phone my child's health plan for help with transportation in the last 6 months]	New Mexico	Approved
990234	In the last 6 months, how long did it take to get an appointment for regular or routine care? (For example, preventive care or a complete physical)	1 – 7 days; 8 – 21 days; 22 – 30 days; 31 days or more; My child did not need an appointment for regular or routine care	New Mexico	Approved

NCQA Tracking Number	Child Questions	Response Categories Response categories must be confined to one cell. Separate each response option with a semicolon (e.g., Never; Sometimes; Usually; Always)	If Required by State Medicaid Agency, which one?	NCQA Decision
990235	In the last 6 months, if you had a problem getting the care, tests, or treatment you thought you needed through your health plan, what was the main problem you had?	Plan did not approve my child's care, tests, or treatment; Care, tests, or treatment delayed while waiting for plan's approval; Providers I wanted my child to see were not in plan or network; Could not get an appointment with provider at a convenient time; The cost to me for my child's care, tests, or treatment was too high; Brand name medications I wanted cost more than the generic available; The cost of my child's medications was too high; Problem getting plan to pay claims after getting care, tests, or treatment; Problem getting a referral to a specialist; Other (Please Specify): _____; I did not have a problem getting care, tests, or treatment	New Mexico	Approved
990236	In the last 6 months, if you needed non-emergency care after your doctor's office was closed, where did you get it?	I received help from my doctor's office; I received care at an in Network Urgent Care	New Mexico	Approved

NCQA Tracking Number	Child Questions	Response Categories Response categories must be confined to one cell. Separate each response option with a semicolon (e.g., Never; Sometimes; Usually; Always)	If Required by State Medicaid Agency, which one?	NCQA Decision
		Center; I received care at the Emergency Room; I was unable to get care; I did not need after hours care		
990237	In the last 6 months, if you needed non-emergency care during doctor's office hours, and your provider was not available, where did you receive care?	I received care at an in Network Urgent Care Center; I received care at the Emergency Room; I was unable to get care	New Mexico	Approved
990238	In the last 6 months, if you needed to see a mental health or substance use disorder specialist how often was it easy to get an appointment as soon as needed?	Never; Sometimes; Usually; Always; I did not see a mental health or substance use disorder specialist in the last 6 months [Insert skip pattern, if necessary]	New Mexico	Approved

NCQA Tracking Number	Adult Questions	Response Categories Response categories must be confined to one cell. Separate each response option with a semicolon (e.g., Never; Sometimes; Usually; Always)	If Required by State Medicaid Agency, which one?	NCQA Decision
990239	Some health plans help with transportation to doctors' offices or clinics. This help can be a shuttle bus, tokens or vouchers for a bus or taxi, or payments for mileage. In the	Yes; No [Insert Skip Pattern if Necessary]	New Mexico	Approved

NCQA Tracking Number	Adult Questions	Response Categories Response categories must be confined to one cell. Separate each response option with a semicolon (e.g., Never; Sometimes; Usually; Always)	If Required by State Medicaid Agency, which one?	NCQA Decision
	last 6 months, did you phone your health plan to get help with transportation?			
990240	In the last 6 months, when you phoned to get help with transportation from your health plan, how often did you get it?	Never; Sometimes; Usually; Always; [I did not phone my child's health plan for help with transportation in the last 6 months]	New Mexico	Approved
990241	In the last 6 months, how often did the help with transportation meet your needs?	Never; Sometimes; Usually; Always; [I did not phone my child's health plan for help with transportation in the last 6 months]	New Mexico	Approved
990242	In the last 6 months, how long did it take to get an appointment for regular or routine care? (For example, preventive care or a complete physical)	1 – 7 days; 8 – 21 days; 22 – 30 days; 31 days or more; I did not need an appointment for regular or routine care	New Mexico	Approved
990243	In the last 6 months, if you had a problem getting the care, tests, or treatment you thought you needed through your health plan, what was the main problem you had?	Plan did not approve my care, tests, or treatment; Care, tests, or treatment delayed while waiting for plan's approval; Providers I wanted to see were not in my plan or network; Could not get an appointment with a provider at a convenient time; The cost for care, tests, or treatment was too high for	New Mexico	Approved

NCQA Tracking Number	Adult Questions	Response Categories Response categories must be confined to one cell. Separate each response option with a semicolon (e.g., Never; Sometimes; Usually; Always)	If Required by State Medicaid Agency, which one?	NCQA Decision
		me; Brand name medications I wanted cost more than the generic available; The cost of my medications was too high; Problems getting my plan to pay claims after getting care, tests, or treatment; Problems getting a referral to a specialist; Other (Please Specify): _____; I did not have a problem getting care, tests, or treatment		
990244	In the last 6 months, if you needed non-emergency care after your doctor's office was closed, where did you get it?	I received help from my doctor's office; I received care at an in Network Urgent Care Center; I received care at the Emergency Room; I was unable to get care; I did not need after hours care	New Mexico	Approved
990245	In the last 6 months, if you needed non-emergency care during doctor's office hours, and your provider was not available, where did you receive care?	I received care at an in Network Urgent Care Center; I received care at the Emergency Room; I was unable to get care	New Mexico	Approved

NCQA Tracking Number	Adult Questions	<b>Response Categories</b> Response categories must be confined to one cell. Separate each response option with a semicolon (e.g., Never; Sometimes; Usually; Always)	<b>If Required by State Medicaid Agency, which one?</b>	<b>NCQA Decision</b>
990246	In the last 6 months, if you needed to see a mental health or substance use disorder specialist how often was it easy to get an appointment as soon as needed?	Never; Sometimes; Usually; Always; I did not see a mental health or substance use disorder specialist in the last 6 months [Insert skip pattern, if necessary]	New Mexico	Approved