



HEALTH CARE  
AUTHORITY


Michelle Lujan Grisham, Governor  
Kari Armijo, Secretary  
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## Letter of Direction #52

**Date:** March 5, 2025

**To:** Turquoise Care Managed Care Organizations

**From:** Dana Flannery, Director, Medical Assistance Division 

**Subject:** Place of Service (27) Outreach Site/Street

**Title:** Implementing A New Place of Service (POS) 27, “Outreach Site/Street”

The purpose of this letter of direction is to provide the Turquoise Care Managed Care Organizations with guidance on Place of Service (POS) 27, “Outreach Site/Street.”

CMS added a new POS: code 27, in October 2023, which is used to report services provided to unsheltered homeless individuals. See CMS Pub 100-04 here:

<https://www.cms.gov/files/document/r12411cp.pdf>

*“A non-permanent location on the street or found environment, not described by any other POS code, where health professionals provide preventive, screening, diagnostic, and/or treatment services to unsheltered homeless individuals.”*

The revisions align with CMS and Turquoise Care efforts to address economic, social, and other obstacles impacting healthcare access with goal to work collaboratively toward the improved well-being of all homeless persons.

1. **Provider Eligibility Requirements:** New Mexico Medicaid enrolled providers working within their scope of practice who conduct patient visits outside of the four walls of clinics or hospitals and directly on the street or in environments where unsheltered individuals may be.
2. **MCO Member Eligibility Requirements:** Members who are experiencing homelessness or are precariously housed and being seen for this medical visit outside of the four walls of a clinic.
3. **Covered Services:** MCOs will allow and reimburse street medicine services that can be appropriately provided/administered in their street environment which may include but are not limited to:
  - Health Screenings including STIs and Hepatitis C.

- Diagnosis and treatment of acute and chronic diseases, including primary care with an attributed panel.
- Substance use disorder treatment, including Medication Assisted Treatment (MAT).
- Behavioral health treatment, including psychiatry care, therapy services, and the use of long acting injectables.
- Wound care.
- Blood draws and other specimen collection for lab testing.
- Case management services including reimbursable social work services, CHW services, and peer support worker services.

4. **Billing:**

- a. CMS 1500-Enter place of service “27” in block 24B.

Enter POS "27" for Outreach Site/Street in block 24B

24. A. DATE(S) OF SERVICE		B. PLACE OF SERVICE	
From	To		
MM DD YY	MM DD YY		
			27

MCOs are directed to implement changes associated with these instructions, including system changes no later than 90 days from the date of issuance of this directive. MCOs are directed to provide HCA with implementation updates each Friday by 5 pm until all changes are complete.

This LOD will sunset in the New Mexico Administrative Code (NMAC) 8.310.2 and 8.308.9.



State of New Mexico  
Medical Assistance Program Manual  
**Supplement**



**DATE:** March 5, 2025

**NUMBER:** 24-52

**TO:** HOSPITALS AND ALL PROVIDERS

**FROM:** DANA FLANNERY, MEDICAL ASSISTANCE DIVISION 

**THROUGH:** ALANNA DANCIS, DNP, CHIEF MEDICAL OFFICER

**SUBJECT:** IMPLEMENTING A NEW PLACE OF SERVICE (POS) 27, “OUTREACH SITE/STREET”

The purpose of this supplement is to provide information on implementing a new Place of Service (POS) 27, “Outreach Site/Street,” effective July 1, 2024.

CMS recently added a new POS: code 27 in October 2023, which is used to report services provided to unsheltered homeless individuals. <https://www.cms.gov/files/document/r12411cp.pdf>

*A non-permanent location on the street or found environment, not described by any other POS code, where health professionals provide preventive, screening, diagnostic, and/or treatment services to unsheltered homeless individuals.*

The revisions align with CMS and Turquoise Care efforts to address economic, social, and other obstacles impacting healthcare access with goal to work collaboratively toward the improved well-being of all homeless persons

1. **Provider Eligibility Requirements:** New Mexico Medicaid enrolled provider working within their scope of practice who conducts patient visits outside of the four walls of clinics or hospitals and directly on the street, in environments where unsheltered individuals may be (such as those living in a car, RV, abandoned building, or other outdoor areas).
2. **MCO Member Eligibility Requirements:** Members who are experiencing homelessness or are precariously housed and being seen for this medical visit outside of the four walls of a clinic.
3. **Covered Services:** HCA will allow and reimburse street medicine services that can be appropriately provided/administered in their street environment. Services must be provided which may include:
  - Health Screenings including STIs and Hepatitis C.

- Diagnosis and treatment of acute and chronic diseases, including primary care with an attributed panel.
- Substance use disorder treatment, including Medication Assisted Treatment (MAT).
- Behavioral health treatment, including psychiatry care, therapy services, and the use of long acting injectables.
- Wound care.
- Blood draws and other specimen collection for lab testing.
- Case management services including reimbursable social work services, CHW services, and peer support worker services.

4. **Billing:**

- a. CMS 1500: Enter place of service “27” in block 24B.

Enter POS "27" for Outreach Site/Street in block 24B

24. A.		DATE(S) OF SERVICE						B.	
		From			To			PLACE OF SERVICE	
MM	DD	YY	MM	DD	YY				
								27	

5. This supplement is effective the date of issuance of this directive

This Supplement will sunset in the New Mexico Administrative Code (NMAC) 8.310.2 General Benefits.

Please contact the Medical Assistance Division at [MADInfo.HCA@hca.nm.gov](mailto:MADInfo.HCA@hca.nm.gov) if you have any questions regarding this supplement.