

**New Mexico Human Services Department, Medical Assistance Division
15% HCBS Provider Reimbursement Increase**

1. What services are included in the temporary 15% reimbursement increase?

The temporary 15% reimbursement increase applies to eligible Home and Community Based Services (HCBS) as defined by the Centers for Medicare and Medicaid Services' (CMS), [State Medicaid Director Letter \(SMDL\) #21-003](#). Eligible HCBS services include the following: Community Benefit services; 1915(c) waiver services; and Personal Care Services (PCS) and Private Duty Nursing (PDN) services under the Early and Periodic Screening, Diagnostic and Treatment (EPSDT) benefit.

Eligible services for the temporary reimbursement increase are identified in the below tables.

Early and Periodic Screening, Diagnostic and Treatment (EPSDT) Benefit Services

15% temporary reimbursement increase for the following PCS and PDN services under the EPSDT benefit as described in NMAC 8.308.9.15 with provider type 324.

Code	Description	Effective Date	End Date
T1000 TD (RN Rendered)	Private duty/independent nursing service(s) – licensed, up to 15 minutes	5/1/2021	6/30/2022
T1000 TE (LPN Rendered)	Private duty/independent nursing service(s) – licensed, up to 15 minutes	5/1/2021	6/30/2022
S5125 (PCS Code)	Attendant Care, Per 15 minutes	5/1/2021	6/30/2022

Community Benefit Services

Agency-Based Community Benefit (ABCB)

15% temporary reimbursement increase for the following ABCB procedure codes with provider type 363.

Procedure Code	Description
S5100	Adult Day Health
T2031	Assisted Living
T2038	Community Transition Services
S5161	Emergency Response
S5161 U1	Emergency Response High Need
S5165	Environmental Modifications
H2019	Behavior Support Consultation
H2019 TT	Behavior Support Consultation (Clinic Based)
H2024	Employment Supports
S9122	Home Health Aide
S9470	Nutritional Counseling
99509	Personal Care-Consumer Directed
T1019	Personal Care-Consumer Delegated
S5110	Personal Care-Training
G9006	Personal Care-Directed-Administrative Fee
G9012	Personal Care-Directed-Advertisement Reimbursement Fee

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T1002	Private Duty Nursing for Adults-RN
T1003	Private Duty Nursing for Adults-LPN
T1002 U1	Respite RN
99509 U1	Respite
G0151	Physical Therapy
G0152	Occupational Therapy
G0153	Speech Language Therapy

Self-Directed Community Benefit (SDCB)

15% temporary reimbursement increase for the following SDCB procedure codes.

Procedure Code	Description
99509	Self-Directed PCS
T2019	Employment Supports
S5100	Customized Community Supports
G0151	Physical Therapy
G0152	Occupational Therapy
G0153	Speech Language Pathology
H2019	Behavior Support Consultation
T1002	Private Duty Nursing-RN
T1003	Private Duty Nursing-LPN
S9470	Nutritional Counseling
97810	Acupuncture
90901	Biofeedback
98940	Chiropractic
97532 or 97129	Cognitive Rehab Therapy
S8940	Hippotherapy
97124	Massage Therapy
S8990	Naprapathy
S9445	Traditional Healing
T1005	Respite
S5161	Emergency Response (monthly fee)
S5160	Emergency Response (testing and maintenance)
S5165	Environmental Modifications
T2049	Non-Med Transportation (mile)
T2004	Non-Med Transportation (carrier pass)
T1999	Related Goods (for services only as applicable-on a case-by-case basis)
97122	Home Health Aide

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Developmental Disabilities Waiver (DDW)

15% temporary reimbursement increase for the following DDW procedure codes and modifiers.

Procedure Description	Procedure Code	Mod	Mod	Mod
		1	2	3
Behavioral Support Consultation, Standard	H2019	HB		
Behavioral Support Consultation, Incentive	H2019	HB	TN	
Case Management On-Going	T2022	HB		
Community Integrated Employment, Job Maintenance	T2025	HB	UA	
Community Integrated Employment, Group, Category 1	T2019	HB	HQ	
Community Integrated Employment, Group, Category 2 Extensive Support	T2019	HB	HQ	TG
Community Integrated Employment, Self-Employment	T2019	HB	UA	
Community Integrated Employment, Job Aide	99509	HB		
Community Integrated Employment, Intensive	T2013	HB	U2	
Customized Community Support, Individual	H2021	HB	U1	
Customized Community Support, Individual Intensive Behavioral Support	H2021	HB	TG	
Customized Community Supports, Group, Jackson Class Only	T2021	HB	U5	
Customized Community Support, Group, Category 1	T2021	HB	U7	
Customized Community Support, Group, Category 2 Extensive Support	T2021	HB	U8	
Customized Community Support, Small Group	T2021	HB	U9	
Community Inclusion Aide	99509	HB	UC	
Fiscal Management of Adult Education Opportunities	T2025	HB		
Customized In-Home Supports, Living with Family or Natural Supports	S5125	HB		
Customized In-Home Supports, Living Independently	S5125	HB	UA	
Crisis Support (Alternative Residential Setting)	T2034	HB		
Crisis Support (Individual's Residence)	T2011	HB		
Independent Living Transition	T2038	HB		
Family Living	T2033	HB		

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Family Living, Jackson Class Only	T2033	HB	U7	
Supported Living, Category 1 Basic Support	T2016	HB	U4	
Supported Living, Category 2 Moderate Support	T2016	HB	U5	
Supported Living, Category 3 Extensive Support	T2016	HB	U6	
Supported Living, Category 4 Extraordinary Medical/ Behavioral Support	T2016	HB	U7	
Supported Living, Non-Ambulatory Stipend	H2022	HB	TG	
Intensive Medical Living Services	T2033	HB	TG	
Nutritional Counseling	S9470	HB		
Preliminary Risk Screening and Consultation for Inappropriate Sexual Behavior, Standard	T1023	HB	UA	
Preliminary Risk Screening and Consultation for Inappropriate Sexual Behavior, Incentive	T1023	HB	UA	TN
Adult Nursing Services, RN	T1002	HB		
Adult Nursing Services, LPN	T1003	HB		
Respite	T1005	HB		
Respite - Group	T1005	HB	HQ	
Socialization and Sexuality Education, Standard	S9446	HB		
Socialization and Sexuality Education, Incentive	S9446	HB	TN	
Occupational Therapy, Standard	G0152	HB	GO	
Occupational Therapy, Incentive	G0152	HB	TN	
Occupational Therapy Assistant, Standard	G0158	HB	HM	
Occupational Therapy Assistant, Incentive	G0158	HB	TN	
Physical Therapy, Standard	G0151	HB	GP	
Physical Therapy, Incentive	G0151	HB	TN	
Physical Therapy Assistant (PTA), Standard	G0157	HB	HM	
Physical Therapy Assistant (PTA), Incentive	G0157	HB	TN	
Speech, Language Pathology, Standard	G0153	HB	GN	
Speech, Language Pathology, Incentive	G0153	HB	TN	

Medically Fragile Waiver (MFW)

15% temporary reimbursement increase for the following MFW procedure codes and modifiers.

Procedure Description	Procedure Code	Mod	Mod	Mod
		1	2	3
Behavior Support Consultation – Clinic Based	H2019	TT		
Case Management Assessment	T2024			

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Case Management Ongoing	T2022			
Home Health Aide	S9122			
Home Health Aide – Respite	S9122	U1		
Nutritional Counseling	S9470			
Occupational Therapy	G0152			
Physical Therapy	G0151			
Speech Language Pathology	G0153			
Private Duty Nursing – RN	T1002			
Private Duty Nursing – RN Respite	T1002	U1		
Private Duty Nursing – LPN	T1003			
Private Duty Nursing – LPN Respite	T1003	U1		
Respite	H0045			
Customized Community Support	S5100			
Specialized Therapy: Massage Therapy	97124			

Mi Via Waiver

15% temporary reimbursement increase for the following Mi Via procedure codes and modifiers.

Procedure Description	Procedure Code	Mod	Mod	Mod
		1	2	3
Consultant Services	T2025			
Homemaker/Direct Support	99509			
Home Health Aide	S9122			
In-Home Living Supports	T2033			
Community Direct Support	H2021			
Employment Supports (includes Job Coach)	T2019			
Job Developer	T2019	JD		
Customized Community Group Supports	S5100			
Physical Therapy	G0151			
Occupational Therapy	G0152			
Speech/Language Pathology	G0153			
Behavior Support Consultation	H2019			
Private Duty Nursing – Adults- RN	T1002			
Private Duty Nursing – Adults- LPN	T1003			
Nutritional Counseling –Adults	S9470			
Respite RN	T1005	RN		
Respite LPN	T1005	LPN		
Acupuncture	97810			
Biofeedback	90901			
Chiropractic	98940			
Cognitive Rehabilitation Therapy	97532			
Hippotherapy	S8940			

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Massage Therapy	97124			
Naprapathy	S8990			
Play Therapy	H2032			
Transportation Time	T2003			

Supports Waiver

Participant Directed Model

15% temporary reimbursement increase for the following Supports Waiver procedure codes and modifiers.

Procedure Description	Procedure Code	Mod	Mod	Mod
		1	2	3
Behavior Support Consultation, Standard	H2019			
Community Supports Coordinator Pre-Eligibility	S5190	UA		
Community Supports Coordinator	T2025	UA		
Customized Community Support, Individual	H2021			
Customized Community Support, Group	S5100			
Employment Supports	T2019			
Personal Care Services	99509			
Respite	T1005			
Non-Medical Transportation Hourly	T2007			

Agency Based Model

15% temporary reimbursement increase for the following Supports Waiver procedure codes and modifiers.

Procedure Description	Procedure Code	Mod	Mod	Mod
		1	2	3
Behavior Support Consultation, Standard	H2019			
Community Supports Coordinator Pre-Eligibility	S5190	UA		
Community Supports Coordinator	T2025	UA		
Customized Community Support, Individual	H2021			
Customized Community Support, Group	T2021			
Employment Supports	T2019			
Personal Care Services	99509			
Respite	T1005			
Non-Medical Transportation Hourly	T2007			

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2. What is the effective date of the reimbursement increase?

Community Benefit Services and EPSDT PCS and PDN

This change will be effective March 28, 2022, for fee-for-service claims billed May 1, 2021 through June 30, 2022. Managed Care Organizations (MCOs) will implement these changes in two lump sum payments. The first payment to include dates of service from May 1, 2021 through December 31, 2021 and be paid to providers no later than 30 days from March 28, 2022. Thereafter, MCOs have been directed to issue quarterly lump sum payments no later than 60 days following the end of each quarter. These quarterly payments will include dates of service from January 1, 2022 through June 30, 2022. The MCOs have been directed to implement system changes and provider contract negotiations, as needed, no later than 30 days from March 28, 2022.

Please refer to the [Letter of Direction \(LOD\) #79](#) issued to the MCOs on March 28, 2022 and the [Supplement 22-04](#) issued to providers on March 28, 2028 for more information.

1915c Waivers

For the Developmental Disabilities Waiver, Medically Fragile Waiver, and Supports Waiver-Agency-Based, providers received the first economic recovery payment on March 25, 2022. The 15% economic recovery payment was based on claims paid from May 1, 2021 to March 11, 2022. Additional payments will be issued later this year for newly approved claims dating May 1, 2021, onward; date to be announced.

For the Mi Via and Supports Waiver Participant-Directed vendor agencies and workers, economic recovery payments will be issued by mid-May. The 15% economic recovery payment will be based on claims paid from May 1, 2021, onward.

Please refer to the Economic Recovery Payment Notice released through the Department of Health on March 23, 2022. Please submit inquiries to the following link: [COVID Recovery Payment Questions \(smartsheet.com\)](#)

3. What dates of service are eligible for the reimbursement increase?

The 15% temporary reimbursement increase is for dates of service on or after May 1, 2021 through June 30, 2022.

4. Which services do not receive a reimbursement increase?

At this time, rate increases for HCBS case management services, rehabilitative services, and home health services under Fee-For-Service were excluded from the temporary reimbursement increase.

For the 1915c waiver programs, services that were tied to the provision of goods, such as assistive technology or related goods, were not covered in the temporary reimbursement increase.

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For all program areas, Institutional Long-Term Services and Supports, or other medical or behavioral health services not listed in Appendix B (e.g., acute care hospital, primary care) of CMS' [SMDL #21-003](#) are excluded from the temporary reimbursement increase.

5. How will claims with dates of service prior to March 2022 be processed?

The Human Services Department, Medical Assistance Division is working with our state vendor partners to reprocess claims submitted and processed for dates of service between May 1, 2021 through March 28, 2022, and providers do not need to resubmit claims. This guidance is specific to Fee-For-Service claims.

The MCOs have been directed to issue two lump sum payments to providers. The first payment to include dates of service from May 1, 2021 through December 31, 2021, and be paid out to providers no later than 30 days from March 28, 2022. Thereafter, the MCOs have been directed to issue quarterly lump sum payments no later than 60 days following the end of each quarter. These quarterly payments will include dates of service from January 1, 2022 through June 30, 2022. The MCOs have been directed to implement system changes and provider contract negotiations, as needed, no later than 30 days from March 28, 2022.

Please refer to the [Letter of Direction \(LOD\) #79](#) issued to the MCOs on March 28, 2022 and the [Supplement 22-04](#) issued to providers on March 28, 2022 for more information.

For 1915c waiver programs, additional payments will be issued later this year for newly approved claims dating May 1, 2021, onward; date to be announced.

6. Are there place of service restrictions?

The only place of service restriction is for services provided in an institutional setting, or other medical or behavioral health services that don't meet the definition of eligible HCBS services in accordance with Appendix B (e.g., acute care hospital, primary care) of CMS' [SMDL #21-003](#).

7. Will my specific claim be eligible for the 15% reimbursement increase?

The Human Services Department, Medical Assistance Division cannot guarantee payment for any specific claim due to the occasional retroactive member and provider eligibility changes. Procedure codes eligible for the 15% reimbursement increase are identified in tables above. Fee-For-Service providers do not need to resubmit claims as eligible claims will be reprocessed as necessary. MCOs will issue lump sum payments to eligible providers and implement system changes and provider contract negotiations, as needed, no later than 30 days from March 28, 2022. Please continue to submit claims following standard billing requirements and claims will be adjudicated accordingly. If you do not receive the 15% reimbursement increase and believe you should have, please contact the Medical Assistance Division using one of the methods below for Fee-For-Service related claims or contact the MCO you are contracted with for managed care related claims.

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8. How should recovery payments be used?

Recovery payments can be used for hiring and retention of direct service providers, increased wages, training and support, direct worker bonuses, hazard pay, employment incentives, personal protective equipment (PPE), infrastructure, technology improvements, costs related to the Public Health Emergency (PHE), liability insurance, and/or other activities that enhance current HCBS delivery.

HSD did not direct a specific percentage of payments to be made to direct service workers; however, providers are strongly encouraged to use recovery payments to support direct service workers as they have been essential to helping many New Mexicans stay safely in their homes throughout the COVID-19 pandemic.

9. Will I be audited on these recovery payments?

The state is working directly with its MCO and vendor partners to obtain evidence of payments made to providers. These partners are required to retain all supporting documentation and data for payments made to providers and will be required to provide this information to HSD upon request. As an extension to these partners, providers shall retain and make available to HSD any and all administrative, financial, and medical records relating to the delivery of items or services for which State monies are expended, unless otherwise provided by law for auditing purposes during and after the term of its Contract provider agreement with the State and any of its affiliates.

1915c waiver providers and vendor agencies are required to retain documentation and data for how the funds were used, including any payments made to their direct service providers, and will be required to provide this information to HSD upon request. Waiver providers and vendor agencies are to make available to HSD at any time, all administrative, financial, and progress notes relating to initiatives, delivery of items or services for which these economic recovery monies are expended, unless otherwise provided by law for auditing purposes during and after the term of its contract provider or vendor agreement with the State and any of its affiliates, or waiver Employer of Record.

10. When will I receive my temporary economic recovery payment?

Each entity who makes payment must make system changes and conduct analysis to ensure these payments are made correctly. This takes each payer a different amount of time.

Depending on where you receive your payments from you should look to receive your payments within the following timeframe:

Payer	Timeframe
HSD for EPSDT PCS and PDN Fee-for-service claims	Payments will be issued as claims are adjudicated.
Palco for Mi Via and Supports Waiver Participant-Directed claims	Payments will be issued mid-May.
Managed Care Organizations (MCOs) for Community Benefit and EPSDT PCS/PDN claims	Payments will be issued no later than 30 days of LOD #79 issuance and quarterly thereafter no later than 60 days from the end of each

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	quarter. This includes Palco issued payments for the Self-Directed Community Benefit.
Conduent for Developmental Disabilities Waiver, Medically Fragile Waiver, and Supports Waiver	First payment was issued 3/25/2022. Additional payments will be issued later this year for newly approved claims dating May 1, 2021 ongoing; date to be announced.

If you don't receive your payment within this timeframe, please refer to the table below to contact us for assistance.

Provider Questions?

Please use the contact information below for your claims related questions.

Fee-For-Service Claims	
Medical Assistance Division (EPSDT PCS and PDN Claims)	505-827-6252 MADInfo.HSD@state.nm.us
Department of Health Developmental Disabilities Supports Division (1915c Waiver Claims)	https://app.smartsheet.com/b/form/95b83ce64b414e84855b8c647556db61
Managed Care Organization Claims (Community Benefit and EPSDT PCS/PDN Claims)	
BlueCross BlueShield of New Mexico	Contact your assigned Network Provider Representative. If you do not know who your assigned Network Provider Representative is, contact: Quinn Glenzinski, Sr. Director Network Management 505-816-4181 Quinn_Glenzinski@bcbsnm.com For SDCB questions, contact: Jenn Stubbs, Care Coordination Consultant 505-816-5433 Jennifer_Stubbs@bcbsnm.com
Presbyterian Health Plan	Joslyn Saavedra, LTC Relationship Executive/Provider Network Operations 505-923-5794 jsaavedra3@phs.org
Western Sky Community Care	Jennifer Aguilar, LTSS Cell: 505-238-3218 Direct: 1-505-886-6263 Toll Free: 1-884-738-5019 x 8095063 Jennifer.L.Aguilar@westernskycommunitycare.com

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Resources

[LOD#79 – 15% Temporary Economic Recovery Payments for HCBS Services](#)

[Supplement #22-04, Temporary Economic Recovery Payment Increase for Home and Community Based Services \(HCBS\)](#)

[Centers for Medicare and Medicaid Services \(CMS\) State Medicaid Director Letter \(SMDL\) #21-003](#)

[HSD's HCBS ARPA Spending Plan Materials](#)