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NM SBHC MEDICAID RECERTIFICATION TRAINING
MARYANNE MCINTYRE, PROGRAM MANAGER
DECEMBER 11, 2025

INVESTING FOR TOMORROW, DELIVERING TODAY.

BEFORE WE START...

On behalf of all colleagues at the Health Care Authority, we humbly acknowledge we are on the ancestral lands of the original peoples of the Pueblo, Apache, and Diné past, present, and future.

With gratitude we pay our respects to the land, the people and the communities that contribute to what today is known as the **Great State of New Mexico.**

Learn more: About Taos Pueblo at [Taospueblo.com](https://www.taospueblo.com)



A cloudy morning looking over Taos Pueblo

Photo provided by elpueblolodge.com



HEALTH CARE
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Investing for tomorrow, delivering today.

MISSION

We ensure New Mexicans attain their highest level of health by providing whole-person, cost-effective, accessible, and high-quality health care and safety-net services.



HEALTH CARE
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VISION

Every New Mexican has access to affordable health care coverage through a coordinated and seamless health care system.

GOALS



LEVERAGE purchasing power and partnerships to create innovative policies and models of comprehensive health care coverage that improve the health and well-being of New Mexicans and the workforce.



ACHIEVE health equity by addressing poverty, discrimination, and lack of resources, building a New Mexico where everyone thrives.



BUILD the best team in state government by supporting employees' continuous growth and wellness.



IMPLEMENT innovative technology and data-driven decision-making to provide unparalleled, convenient access to services and information.

TRAINING OBJECTIVES

- STANDARDS AND BENCHMARKS REQUIREMENTS
- INITIAL & RECERTIFICATION PROCESS
- REQUIRED DOCUMENTS
- RECERTIFICATION SCHEDULE
- PREPARING FOR THE SITE VISIT
- SELF-ASSESSMENT FORM & REMINDER
- RECERTIFICATION ONSITE REVIEW
- EAT SCORING TOOL – INSTRUCTIONS
- EAT SUMMARY TOOL – INSTRUCTIONS
- COMPLETE LIST OF RECERTIFICATION DOCUMENTS
- FINAL DETERMINATION LETTER
- CORRECTIVE ACTION PLAN



STANDARDS AND BENCHMARKS REQUIREMENTS



New Mexico Standards and Benchmarks
For
School-Based Health Centers

School-Based Health Centers (SBHCs) Certification Process:

- ❑ SBHCs receiving funding from the New Mexico Department of Health (DOH) must complete the certification process when first contracted with the DOH SBHC program and recertify every three years.
- ❑ Recertification reviews must be conducted prior to the expiration of the initial certification and every three years after.
- ❑ SBHCs are subject to revocation if significant deviations from the Standards and Benchmarks is found.

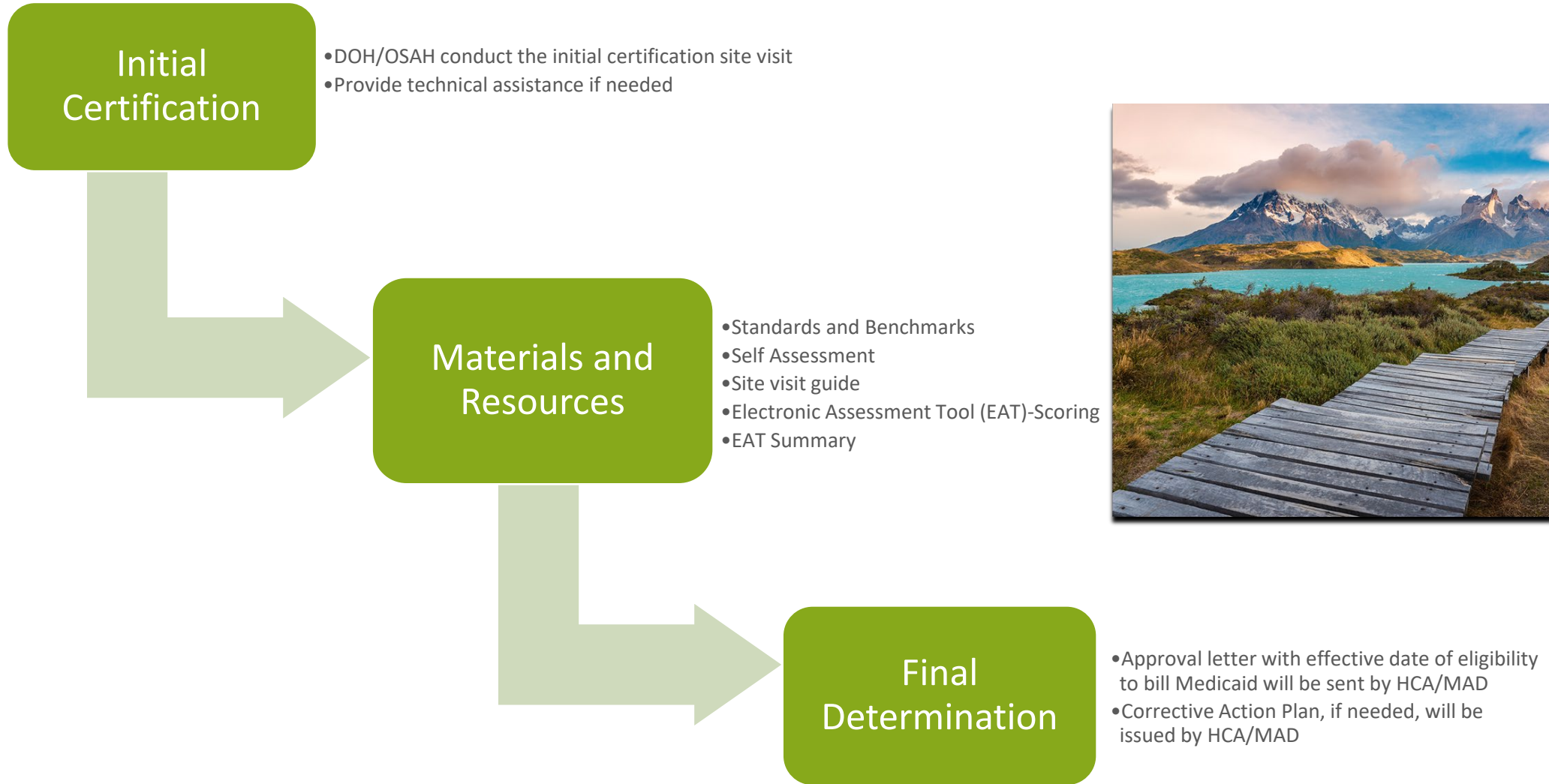
[SBHC-Program-Standards-and-Benchmarks-2025.pdf](#)



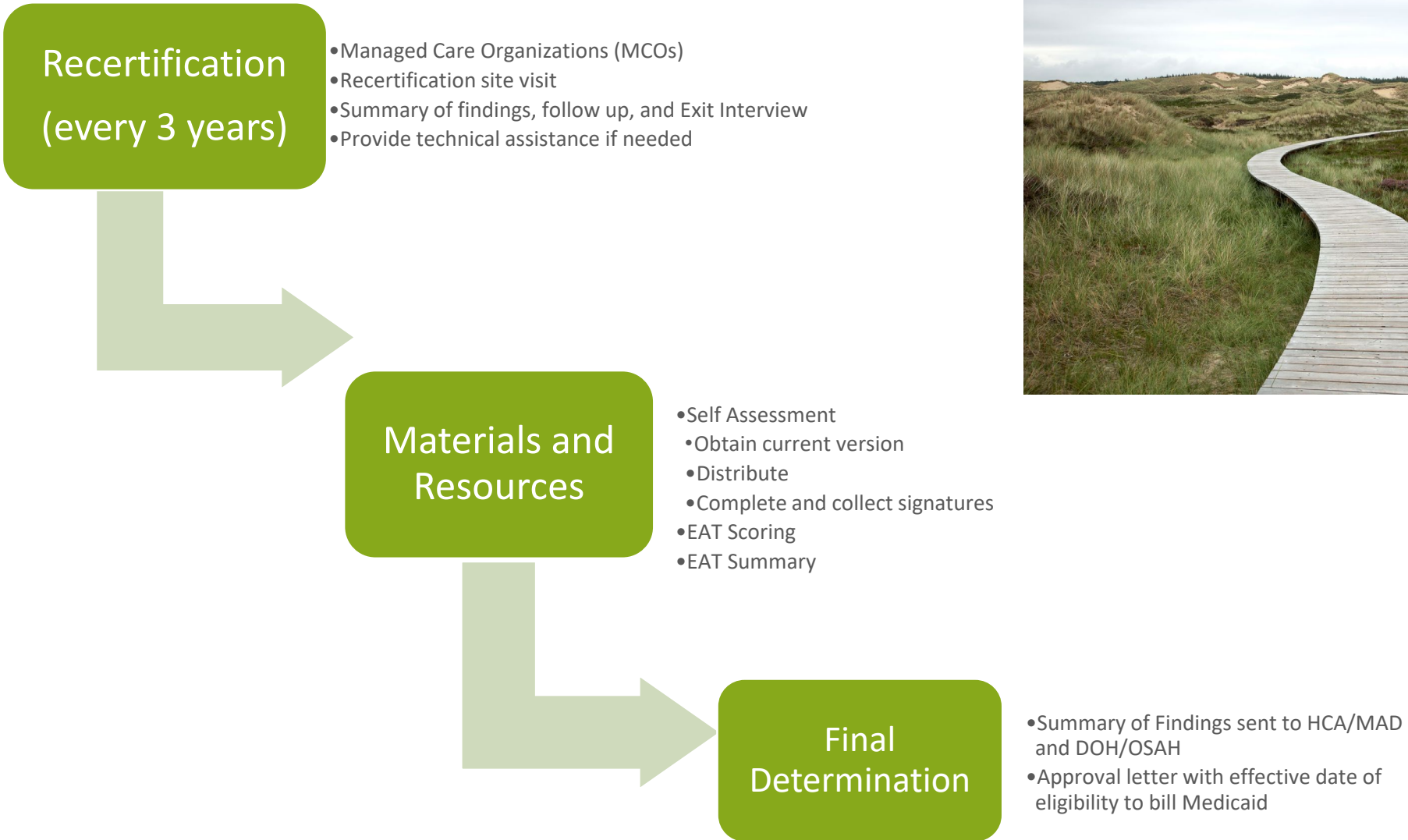
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INITIAL CERTIFICATION PROCESS



RECERTIFICATION PROCESS



REQUIRED DOCUMENTS



Site visit guide is to assist in completing the self-assessment and to understand expectations during the Site Review.



Self-assessment is meant to provide evidence of adherence to the Federal regulatory requirements and NM standards and benchmarks.



Electronic Assessment Tool (EAT) – Scoring is used to apply qualitative measures to categories that subject to evaluation.



Electronic Assessment Tool (EAT) –Summary is used to provide a summary of results of the site visit and includes the official signature and determination from the site reviewer.



Standards and Benchmarks Requirements is used as a reference to understand expectations of the program.



RECERTIFICATION SCHEDULE

- HCA provides the list of DOH/OSAH contracted SBHC sponsors with a certification Review by date to each MCO during the first MCO SBHC Advisory meeting each calendar year.
- The MCO SBHC liaison and sponsor are responsible for attending the Advisory Meeting for information and instructions on certifying requirements.

Sponsor Per Medicaid/NPI	SBHC Hub Name Per Medicaid (location)	Provider Type	NPI	Certification Review by Date	Reviewer
a Clinica De Familia/1699748921	Centennial School Base (Las Cruces)	313	1639553928	2/14/2026	Presbyterian
	Santa Teresa School Base (Santa Teresa)	313	1083687115	2/14/2026	Presbyterian
	Desert Pride School Base (Anthony)	313	1114578671	2/14/2026	Presbyterian
	Lynn School Base (Las Cruces)	313	1780390906	2/14/2026	Presbyterian
	Picacho School Base (Las Cruces)	313	1407562622	2/14/2026	Presbyterian
	Gadsden School Base (Anthony)	313	1689034662	2/14/2026	Presbyterian
	Chaparral School Base (Chaparral)	313	1962862938	2/14/2026	Presbyterian
	Rio Grande (Alternative) School Base (Las Cruces)	313	1528443967	2/14/2026	Presbyterian
	Arrowhead Early College HS (Las Cruces)		Pending Enrollment	2/14/2026	DOH/OSAH
	Las Cruces HS (Las Cruces)		Pending Enrollment	2/14/2026	DOH/OSAH
	Mayfield HS (Las Cruces)		Pending Enrollment	2/14/2026	DOH/OSAH
	Organ Mountain HS (Las Cruces)		Pending Enrollment	2/14/2026	DOH/OSAH
pokes: Booker T. Washington Elementary (Las Cruces), Alameda ES, Conlee Elementary (Las Cruces), Dona Ana ES, La Union Elementary (La Union), MacArthur Elementary (Las Cruces), Mesilla Park Elementary (Las Cruces), North Valley Elementary (San Miguel), Yucca Heights Elementary (Chaparral)					
egional Educational Center No. 6/ 1881789337	San Jon School (San Jon)	321	1144575044	2/14/2026	DOH/OSAH
egion IX Education Cooperative (REC 9)/1922195544	Ruidoso High School (Region IX School Based Health Ctr) (Rui)	321	1104950922	4/15/2026	DOH/OSAH
pokes: Capitan High School (Capitan), Carrizozo High School (Carrizozo), Clouderoft High School (Clouderoft), Corona High School (Corona), Hondo High School (Hondo), Tularosa High School (Tularosa)					
INM Medical Group Inc./1831218627	SBHC Albuquerque High School (Albuquerque)	321	1992966923	2/14/2026	Molina
	SBHC East San Jose Elementary School (Albuquerque)	321	1427210590	2/14/2026	Molina
	SBHC Highland High School (Albuquerque)	321	1649431677	2/14/2026	Molina
	SBHC Van Buren Middle School (Albuquerque)	321	1043472111	2/14/2026	Molina
	SBHC Manzano High School (Albuquerque)	321	1043661010	2/14/2026	Molina
	SBHC Washington Middle School (Albuquerque)	321	1568623502	2/14/2026	Molina
	West Mesa HS (Albuquerque) PENDING		Pending Enrollment	2/14/2026	DOH/OSAH
De Baca Family Practice Clinic/1003855032	De Baca Family Practice SBHC (Ft. Sumner)	313	1699082643	2/14/2026	Blue Cross Blue Shield
poke: House MS/HS (House)					
Mora Valley Community Health Services/1508840117	Mora Valley Community Health Services/ Mora School district	313	1396104964	2/14/2026	United Health Care
Presbyterian Medical Services/1053148510	Carlsbad School Based Health Center (Carlsbad)	313	1023186434	4/15/2026	Presbyterian
	Cuba School Based Health Center (Cuba)	313	1740553734	4/15/2026	Presbyterian
	Capital High Teen Health Center (Santa Fe)	313	1114094547	4/15/2026	Presbyterian
	Santa Fe High Teen Health Centers (Santa Fe)	313	1003984089	4/15/2026	Presbyterian
	Esperanza Family Health Center (Moriarty)	313	1912016734	4/15/2026	Presbyterian
El Centro Family Health/1467617837	El Centro Family Health CVMS SBHC (Espanola)	313	1457798712	4/15/2026	Molina
	El Centro Family Health EVMS SBHC (Espanola)	313	1437575288	4/15/2026	Molina



PREPARING FOR THE RECERTIFICATION PROCESS/SITE VISIT

- There is no requirement for an on-site visit for every individual SBHC under the same sponsoring entity. (see Managed Care Policy Manual)
- When the Recertification Review date approaches, the designated MCO will contact the SBHC sponsor to provide information and ensure that the SBHCs have access to:
 - Standards and Benchmarks
 - The SBHC Site Review Self-Assessment
 - Site Review guide
- MCO will use the provided schedule to collaborate with the SBHC sponsor to select a site and a review date. It is recommended to provide the SBHC ample time to prepare.
- Be sure to inform the SBHC sponsor to be prepared to make certain documents produceable.
- The sponsor will complete the SBHC Site Review Self-Assessment for every SBHC
- MCO's should reschedule the onsite review if SBHC Site Review Self-Assessment is not provided 1 week prior to the site visit, or is incomplete
- MCOs will review the completed SBHC Site Review Self-Assessment for completeness and discrepancies



SELF-ASSESSMENT - PHYSICAL AREA OF THE SITE

■ The SBHC sponsor is responsible for completing the Assessment Sections:

- Exterior
- Common/Public Areas
- Office Areas
- Exam Room(s)
- Laboratory Area
- Pharmacy Area
- Dental Area
- Administrative
- Office Operations
- Medical Record Management Requirements
- Record Review - General
- Record Review - Medical and
- Record Review - Behavioral Health
- Policy and Procedure
- Recertification Criteria

CRITERIA	YES/NO NA	COMMENTS
SBHC Exterior		
a. Parking lot clean and accessible	Yes	Parking lot free of spills and debris. Adequate clearance for emergency vehicles.
b. Parking: Minimum 1 per 25 parking places for facility with shortest access to entrance (width 96" and parting non- obstructive to ramp)	Yes	2 dedicated handicap parking spaces located closest to the ramp and building entrance.
c. Main entrance ramp: minimum 48" wide and elevator if more than one story	N/A	
SBHC Common/ Public Areas		
a. Waiting area well-lit, clean, and accessible	Yes	Yes, lighting in working order in a clean, accessible area.
b. Office hours <u>and after hour</u> availability posted and available by message	Yes	Office hours and after hours posted on the exterior door, stated on voicemail, and on the social media page.
c. NO SMOKING sign posted in clinic	Yes	Posted in waiting room and in each room.
d. NM statutes for confidentiality and HIPAA posted in a conspicuous place	Yes	Posted in waiting room and in each patient room in English and in Spanish.
e. Drinking Water Accessible: Water fountain accessible OR staff available to assist	Yes	Accessible by staff assistance.
g. Corridors clear of debris	Yes	Clear pathways to emergency exit from all areas.
h. Exit signs, extinguishers prominently displayed, and staff trained in use	Yes	1 exit w/EXIT sign, 2 extinguishers in plain sight, and training on file at sponsoring.
i. Sprinklers OR evacuation plan posted in every room and hall	Yes	Evacuation signs in each area.
j. Fire detection system or fire alarms in place	Yes	Both, managed by school.
k. Standard precautions observed, and signs posted to identify storage area(s) where hazardous materials are stored	Yes	Cleaning product storage and medical storage labeled and locked.
l. MSDS sheets present on site for all hazardous materials stored in clinic	Yes	Physical copy <u>located</u> behind door in Coordinators office and <u>also</u> available on the server.
m. Restroom: ADA compliant either in clinic space or nearby (per NMAC 7.11.2)	Yes	Handicap railings <u>present</u> and in good condition, sink, towel, and hand soap <u>mounted</u> low and in compliance.
SBHC Office Areas		
a. Dedicated and private telephone line, fax line, and private e-mail account	Yes	All separate, managed by sponsoring agency.
b. All staff <u>is</u> identified with badges including name and title. Badges must be <u>worn at all times</u>	Yes	
c. Grievance policy and log of complaints available for review	Yes	See SBHC Operations Manual, pg. 16-18.
SBHC Exam Room(s)		
a. Exam rooms private	Yes	Additionally equipped with privacy curtains.



SELF-ASSESSMENT REMINDER

- Enter additional details in the comment column to each criteria to describe compliance when more information can be provided

SBHC Exam Room(s)		
a. Exam rooms private	Yes	Additionally equipped with privacy curtains.
b. Rooms stocked with general supplies including hand soap or hand sanitizer within <u>close proximity</u>	Yes	Supplies provided by sponsoring agency.
c. Exam table papered or disinfected between patients	Yes	Both
d. Exam Room(s) & Lab: Covered waste containers in all clinical areas, including exam rooms and lab	Yes	Motion activated trash and foot operated biohazard cans with OSHA biohazard labels.
e. Exam Room(s) & Lab: No storage under sinks	Yes	Signage indicating "No Storage."
f. Exam Room(s) & Lab: Disposable needle containers present and labeled properly OSHA: 1910.1030(g)(1)(i)	Yes	Locked, wall mounted <u>Coviden</u> sharps containers with displayed OSHA biohazard labels.
g. Exam Room(s) & Lab: Infectious materials disposed of separately with appropriate labels	Yes	Exam room receptacles with red biohazard bags and labeled with OSHA biohazard labels. Donning and doffing station in progress.



RECERTIFICATION ONSITE REVIEW

Onsite Review Steps

1. Contact the clinic staff and sponsor representatives to schedule the recertification.
2. Meet with the clinic staff and sponsor representatives, in person, to discuss the site review process.
3. Conduct a visual review and use the HCA/MAD Electronic Assessment Tool to determine adherence to the SBHC Standards and Benchmarks.
4. Review the results of the medical records in the self assessment.

MCO reviewers do not review medical records.

5. Conduct an exit interview with the staff and sponsor to discuss findings, address any questions, concerns, and recommendations.
6. The Sponsor will sign the Electronic Assessment Tool Summary, and a verbal indication will be given of the certification status.



EAT SCORING TOOL - INSTRUCTIONS

TAB 2: Scoring

1. Enter the **Sponsoring Entity's Name** at the top of the sheet.

Sponsoring Entity Name:	
SBHC SITE REVIEW SELF-ASSESSMENT	Pass/Fail
Evidence of SBHC Site Review Self-Assessment for each sponsored SBHC site within one month of formal Site Review.	Pass
I. ENVIRONMENTAL OPERATIONS	
	Yes/No/NA
1 Common Areas: Evidence of mechanism in place for improvement if problems are found.	Yes
2 Common Areas: Evidence that SBHC is accessible and usable by people in wheelchairs.	Yes
3 Common Areas: Evidence of "No Smoking" signs posted in the clinic.	Yes No NA
4 All Areas: Evidence of evacuation plans posted in clinic	Yes
Yes	4
No	0
NA	0

All inquires require a reponse of Yes, No or NA. Any comments should be anotated in the comments area.

Assessments for ALL SBHC Sites must be present to pass.

A drop down menu will appear with Yes, No, NA

Responses are automatically counted for each section.

- Review the instructions tab which shows screenshots of the scoring sheet and provides directions on how to complete the tool.
- Be sure to add comments to supplement responses.



EAT SUMMARY TOOL - INSTRUCTIONS

NM SBHC CERTIFICATION / RECERTIFICATION SITE REVIEW TOOL-SUMMARY	
Part 1: INFORMATION FORM	
Date of Review	11/03/2023
Sponsoring Organization	La Clínica de Familia Inc.
Address Phone E-mail	385 Calle de Alegra Blg. A Las Cruces, NM Phone: (575) 556-8200
Affiliated SBHCs	Santa Teresa SBHC, LCDF Centennial SB, LCDF Chaparral SB, LCDF Gadsden SB, Rio Grande Alternative School, Desert Pride SB.
Review Location	Santa Teresa SBHC
Reviewer/s (Name, Affiliation, Phone & Email)	1. Angelena Casias 2. Presbyterian Relationship Executive, Provider Relations 3. Ph 505-923-5451 email acasias@phs.org
Sponsor Representatives (Name, Ph, Email)	1. 2. 3.
SBHC Representatives (Name, Ph, Email)	Ernesto D. Robles, APM erobles@lcdfnm.org 575.526-1105 Mathew Martinez, SB Coord mamartinez@lcdfnm.org Rosemary Acosta, Pharmacist Audriana Apodaca, Med, Provider Maria Montes, IBH Provide
Additional Information (Phone calls, date Self-Assessment sent out, etc.)	Initial PHP Outreach to begin scheduling with SBHC 08/09/2023, self-assessment included along with standards and benchmarks. Self-Assessment received from SBHC and visit completed 11/03/2023.

SBHC EAT Summary	
Sponsoring Organization: _____	Date of Review: _____
Part 2: Electronic Assessment Tool – Attached Excel Form	
Part 3: REVIEW SUMMARY: Refer to the Electronic Assessment Tool	
The SBHC Site Review Tool and any other documentation from the site visit will be submitted to HSD for review. If the score on the Electronic Assessment Tool is 90% or above, HSD will issue a Letter of Medicaid Eligibility to the SBHC and the sponsoring entity. If any score on the Electronic Assessment Tool is below 90%, HSD will send a letter to the sponsoring entity requiring a Corrective Action Plan (CAP).	
Mark the appropriate box:	
<input checked="" type="checkbox"/>	The score on the Electronic Assessment Tool was 90% or above .
Comments, observations, concerns, plans:	
<input type="checkbox"/>	The score on the Electronic Assessment Tool was below 90% and requires a CAP.
Comments, observations, concerns, plans:	
The findings of this Site Visit and Review have been discussed with the SBHC and/or representatives from the sponsoring entity. Time was allowed for questions and answers.	
REVIEWER: Name / Signature Angelena Casias- PHP 11/10/2023	Date 11/10/2023
REVIEWER: Name / Signature	Date
SPONSOR: Name / Signature Ernesto D. Robles, APM	Date 11/13/2023
SPONSOR: Name / Signature Virgil Medina, CEO	Date 11/13/23
SPONSOR/SBHC COMMENTS	



COMPLETE LIST OF RECERTIFICATION PACKET DOCUMENTS

MCOs will submit copies of the following for each completed site visit to DOH/OSAH and HCA/MAD:


- All SBHC Self Assessments (for each SBHC)
- SBHC EAT – Scoring Form
- SBHC EAT – Summary Form



FINAL DETERMINATION LETTER

After the onsite review has been conducted:

- The MCO will provide the following site review documentation to HCA within ten (10) business days:
 - Self-Assessment
 - EAT – Scoring
 - EAT – Summary
- HCA’s final determination letter will issued via email
 - This letter will be distributed by HCA directly to the Sponsoring Entity, all four (4) MCOs, and DOH
 - The letter will also include the next recertification date
 - If the standards and benchmarks are not met, a CAP will be issued
 - The CAP process is described later in the presentation



Michelle Lujan Grisham, Governor
Kari Armijo, Secretary
Dana Flannery, Medicaid Director

Date

(Name)

Addr line 1

Addr line 2

RE:

Dear (Name):

The Medical Assistance Division of the New Mexico Health Care Authority (HCA/MAD) has determined that the following providers have met the 2025 edition DOH/OSAH Standards and Benchmarks:

- Name of SBHCs and NPI

This positive determination of eligibility and certification for Turquoise Care reimbursement was made on the basis of (1) (name of sponsor) sponsorship and oversight of this site, (2) your acknowledged receipt of the most current edition of *Standards and Benchmarks for School-Based Health Centers* (3) adherence to the Standards and Benchmarks which is a requirement under the terms of your contract with the Department of Health’s Office of School and Adolescent Health (DOH/OSAH), and (4) (List of associated SBHC).

Recertification for all SBHC’s sponsored by Presbyterian Medical Services will expire in 3 years on 11/30/2027.

Enclosed are the SBHC site review findings dated for **Date of Site Review** conducted by (MCO). This recertification is subject to revocation if either DOH/OSAH or HCA/MAD identifies substantial deviations from the Standards and Benchmarks. HCA/MAD and DOH/OSAH retain the right to conduct site reviews should they have any concerns about continued compliance.

I am available to answer any questions you may have regarding this correspondence and trust that you will not hesitate to contact me by phone 505-670-8101 or email MaryAnneD.McIntyre@hca.nm.gov if I may be of further assistance in this matter.

Congratulations on your commitment to high standards and quality services for New Mexico’s children and youth.

Sincerely,

MaryAnne McIntyre
Health Care Authority /Medical Assistance Division
Medicaid School Based Health Centers Program

cc* w/enclosure:
SBHC Liasion
MCO Contract Manager
DOH/OSAH

MEDICAL ASSISTANCE DIVISION | PO BOX 2348 – SANTA FE, NM 87504 | PHONE: (505) 827-3103 FAX: (505) 827-3185



CORRECTIVE ACTION PLAN – UNSUCCESSFUL SITE REVIEW

- When the site review identifies issues, HCA will send the Sponsor a letter that will include the reasons and requirements the SBHC must complete to pass the certification/recertification process.
- If the SBHC/Sponsor cannot correct the noted deficiencies within ten (10) business days from receipt of letter, HCA will send notification to the SBHC/Sponsor requesting a corrective action plan (CAP)
- Each identified deficiency is addressed with action steps required to correct the deficiency by a certain due date (60 calendar days)
- HCA will determine what documentation and format is required based on the CAP and resolution of deficiencies

If Deficiencies are RESOLVED

HCA will send a letter of certification/recertification to the SBHC, Sponsor, DOH/OSAH, and the MCOs within five business days of resolution of deficiencies and completion of the CAP

If Deficiencies are NOT RESOLVED

If the CAP is not completed and deficiencies are not resolved, HCA/MAD will collaborate with DOH/OSAH to determine if certification/recertification is possible and next steps



HELPFUL LINKS

- Helpful Links:

- <https://www.medicaid.gov/federal-policy-guidance/downloads/sbscib081820222.pdf>
- <https://www.medicaid.gov/medicaid/financial-management/downloads/sbs-guide-medicaid-services-administrative-claiming.pdf>
- [School Based Health Centers - New Mexico Health Care Authority](#)
- <https://www.nmhealth.org/about/phd/pchb/osah/>
- <https://www.nmasbhc.org/wp-content/uploads/sites/32/2019/11/SB-update-FY-2020.pdf>
- [250213_telehealth.pdf](#)
- https://www.hca.nm.gov/wp-content/uploads/BH-Manual-Introduction_Final-Version-4.1.25-1.pdf
- [Telehealth Toolkit](#)
- [TELEHEALTH FOR PROVIDERS: WHAT YOU NEED TO KNOW](#)
- <https://www.lifelinesupport.org/>





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REQUEST FOR FEEDBACK



- In the near future, HCA and DOH will be exploring ways to streamline the process and alleviate any provider burdens
- MCO and Provider input is requested
 - As completing the onsite review, solicit provider feedback regarding the review process
- Input will be collected and researched
 - Provide feedback collected from the provider with the recertification documentation that is turned into HCA/MAD after the onsite review
- Workgroup will be created
- Any changes will be implemented at the next certification period (2029)



CONTACTS

- MaryAnne McIntyre, MAD – (505)670-8101, maryanned.mcintyre@hca.nm.gov
- Christina Kupferschmidt, MAD – (505)827-1332, Christina.Kupfersch@hca.nm.gov
- Kristin Oreskovich, DOH – (505)475-2772, Kristin.Oreskovich@doh.nm.gov
- Jamie Slama, DOH – (505)795-0192, Jamie.Slama@doh.nm.gov
- Kai McKinney, DOH - (505) 538-6913 Kai.McKinney@doh.nm.gov
- Nancy Rodriguez, NMASBHC - (505) 404-8059 Nancy@nmasbhc.org





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