



Michelle Lujan Grisham, Governor
Kari Armijo, Secretary
Alex Castillo Smith, Deputy Secretary
Kathy Slater Huff, Deputy Secretary
Kyra Ochoa, Deputy Secretary
Dana Flannery, Medicaid Director

Date: June 16, 2025

To: Gabriel Parra, CEO Presbyterian Health Plan

From: Jennifer Jones, Deputy Bureau Chief, Managed Care Oversight Bureau

CC: Dana Flannery, Medical Assistance Division (MAD), Michal Hayes, MAD Deputy Director, Alanna Dancis, MAD Chief Medical Officer, and Charles Canada, Acting Compliance Unit Bureau Chief

RE: HCA Response to Notice of Concern Submission: Credentialing, Appointment Standards, Step Therapy, and Care Coordination

The New Mexico Health Care Authority/Managed Care Oversight Bureau (HCA/MCOB) is writing to Presbyterian Health Plan (PHP) to acknowledge the Notice of Concern submission for credentialing, and Step Therapy requirements submitted to HCA on May 5, 2025. HCA has reviewed the information submitted and is closing items A – Standards for Credentialing and Recredentialing and C – step therapy for ongoing monitoring under the enforcement action. HCA will continue to monitor items A and C s through existing processes.

For items B – Appointment Standards and D – CARA Care Coordination HCA found the May 5th response from PHP insufficient. As such, these items remain open for ongoing monitoring and PHP must provide a comprehensive response to HCA, as outlined below.

B. Appointment Standards

To align with MSA Sections 4.4.7.2.5, 4.8.8.6, 4.8.8.7, and 4.8.8.7.1, and the Notice of Concern dated April 21, 2025, provide the following:

1. Report showing how PHP monitors member referrals and timeliness of appointments outside of the secret shopper survey.

The plan must be submitted via email to HCA-MCodeliverables@hca.nm.gov by June 30, 2025.

D. Comprehensive Addiction Recovery Act (CARA) Care Coordination

To align with PM 4.15.2, Care Coordination Presence in Hospitals, deliver a status update on the PHP care coordinators conducting activities in the five CARA hospitals including but not limited to:

1. Oversight and monitoring details of daily attendance at each of the five hospitals. Describe PHPs process for ensuring care coordinators are present in the specified hospitals.



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You must work cooperatively with HCA to address and resolve HCA's concerns pursuant to MSA Sections 1.7 and 7.32. Failure to demonstrate compliance with requirements outlined in this response letter may result in additional compliance actions, pursuant to MSA 7.3, up to and including sanctions.

If you have any questions, please contact your MCO contract manager.

A handwritten signature in black ink, appearing to read "Jr Jones".

Jennifer Jones
New Mexico Health Care Authority
MCOB Deputy Bureau Chief
Jennifer.Jones@hca.nm.gov