

New Mexico Medicaid Family Paid Caregivers in the Community Benefit Program

Family members are often primary caregivers for their loved ones who need long-term care. New Mexico has strengthened its long-term care workforce by adding the ability to pay family members to provide Personal Care Services (PCS) to Medicaid members who qualify for long-term care benefits. The Medicaid member must be enrolled in the Agency-Based Community Benefit (ABCB) program or the Self-Directed Community Benefit (SDCB) program and must qualify for Personal Care Services.

Any family member or friend can be a paid caregiver. Legally Responsible Individuals (LRIs), such as a spouse or the parent or guardian of a minor, can also be paid caregivers once the member's health plan has completed a needs assessment and approved the LRI to provide care.

How to Become a Paid Caregiver for Your Loved One

For members in Agency-Based Community Benefits (ABCB)

ABCB members who are approved for PCS receive these services through a home health agency (a private or public company that provides health care services in a patient's home). The caregiver must become an employee of the home health agency.

- » Step 1: If the member wishes to use an LRI as their caregiver, contact the member's health plan Care Coordinator for approval. The Care Coordinator will help the member determine eligible services and how to access them. The MCO will also approve or deny an LRI as a caregiver.

If the caregiver is NOT an LRI, contact the member's current home health agency to become an employee of that agency.

- » Step 2: The caregiver must become an employee of the home health agency. Follow the agency's instructions, which may include employment paperwork, background check, and other requirements. The caregiver is paid by the home health agency.
- » Step 3: Provide care to the Medicaid member as an employee of the home health agency, using the Electronic Visit Verification (EVV) system to track and report hours. (See the [New Mexico Medicaid portal Provider page](#) for more information.)

For members in Self-Directed Community Benefits (SDCB)

SDCB members are either their own Employer of Record (EOR) or they assign a trusted friend or family member to act as their EOR. With their Support Broker, the member or EOR will recruit, hire/fire, and train their own employees.

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- » Step 1: The member or EOR selects a caregiver. If the caregiver is the LRI, contact the member's health plan for approval.
- » Step 2: The member or EOR and potential caregiver work with the member's Support Broker to start the employment process.
- » Step 3: Start providing care as an employee of the member or Employer of Record, using the EVV system to track and report hours. The SDCB Support Broker will help with EVV training as needed.

For more information on SDCB refer to [Managed Care Policy Manual Section 9: Self-Directed Community Benefit](#).

Requirements for Paid Caregivers

To be reimbursed for providing personal care services, caregivers must:

- » Become employed by a home health agency (for ABCB) or by the member/EOR (for SDCB).
- » Complete all paperwork and requirements for employment, including background checks and fingerprinting as needed.
- » Comply with the EVV requirements to clock in and out when providing care. The EVV system is easy to use by telephone or mobile app.

For more information about Paid Caregivers in the Community Benefit Program, email Tallie.tolen@hca.nm.gov.