



Section 1: General Provisions

Revision dates: August 15, 2014; March 3, 2015;
July 1, 2024

Effective dates: ~~January 1, 2014~~July 1, 2024

1. General Provisions

1.1. General Information

The purpose ~~of for~~ the Managed Care Policy Manual (the Manual) is to provide a reference for the policies established by the New Mexico ~~Health Care Authority~~Human Services Division (HCAHSD) for the administration of the Turquoise Care Medicaid ~~M~~managed Care program and to provide direction to the ~~M~~managed Care ~~O~~rganizations (MCOs) and other entities providing services under ~~M~~managed Care.

~~The Manual was developed by the Medical Assistance Division (MAD) of HCAHSD to assist MCOs in the administration of the managed care program.~~ These policies establish general operating procedures to assist in the ~~day to day~~day to day management of the managed care program. This Manual should be used as a reference and a general guide. ~~It is a~~ resource for interpreting the Medicaid Managed Care Services Agreement (the Agreement) and New Mexico Administrative Code (NMAC) rules pertaining to managed care.

The provisions of the Manual ~~reflect the general operating policies and essential procedures of the managed care program,~~ are not all inclusive, ~~and may be amended~~inclusive or ~~revoked at any time by the HCAHSD.~~ Provisions for specialized behavioral health services are defined in the Behavioral Health Policy and Billing Manual available on the MAD website at Behavioral Health Policy and Billing Manual | New Mexico Human Services Department (state.nm.us)

These policies ~~may be amended and~~ will be reviewed ~~on a periodic basis to determine if changes are necessary.~~ The Manual will be and updated on a regular basis, and HCAHSD reserves the right to change, modify, or supersede any of these policies and procedures with or without notice at any time.

~~As policies are revised throughout the year, they will be incorporated into the Manual.~~ The Manual may be viewed or downloaded from MAD's home page website at www.hsd.state.nm.us. A summary list of the policy revisions will also be posted ~~on line~~online each year.

If there is a conflict between the Manual and the Agreement or NMAC rules, the Agreement and NMAC rules will control. The Manual ~~is intended to provide guidance; it is not intended to, nor~~ does not it create, any rights that are not contained in the Agreement or NMAC rules.

The Manual will be issued and maintained by HCAHSD. It is the responsibility of all members and entities



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affiliated with Medicaid managed care in New Mexico to review and be familiar with the Manual and any amendments.

If you have any questions about the application of any policy, you should contact the Medical Assistance Division at 505-827-3100.