



Medicaid Frequently Asked Questions

- **When will a child/youth who has entered custody be active on CYFD Medicaid?**
 - Medicaid is placement-driven so once placement is opened and approved by a supervisor, it has batched overnight, it will appear on the IV-E/Medicaid Specialist tickler list
 - The IV-E/Medicaid Specialist will verify that the child/youth currently remain in CYFD custody and did not get returned home after the emergency hold
 - The IV-E/Medicaid Specialist will verify that the Ex-Parte/Petition has been uploaded into FACTS
 - The IV-E/Medicaid Specialist will verify the child/youth(s) legal name, DOB, SSN and any other important demographic information.
 - If the child/youth is eligible for a CYFD Category of Eligibility (COE) the IV-E Specialist will approve in FACTS within the first 24-72 hours
It will be another 5-7 days before it reaches the NM Medicaid portal and the MCO's system.
- **How do I look up a child/youth(s) Medicaid status, Medicaid number and Managed Care Organization?**
 - Once the IV-E Specialist makes the child/youth eligible for CYFD COE Medicaid in FACTS, it should take 24-48 hours to batch to the NM Medicaid Portal
 - This information can be accessed on the New Mexico Medicaid Portal <https://nmmedicaid.portal.conduent.com/static/index.htm>
 - You will need the last name, social security number or Medicaid number and date of birth, for each child/youth you are searching for in the NM Medicaid Portal
 - If you need assistance walking through the NM Medicaid Portal, please reach out to your local counties IV-E Specialist
 - Once you are in the portal, you can obtain the Managed Care Organization (MCO) the child/youth is listed under, the Medicaid number and the active timeframe the child/youth has been active under that specific Category of Eligibility
 - If the child/youth does not have an SSN yet and you do not have their Medicaid ID number, please reach out to your local IV-E Specialist.



- **What if the child/youth is not showing ACTIVE in the NM Medicaid Portal after the IV-E Specialist has been approved, and it has been more than 48 hours?**

- Reach out to your IV-E Specialist as they may have to complete a retrigger and/or send a manual request to our contacts at the Human Services Division

- **Can I print the info found on the NM Medicaid Portal?**

- Yes, you can print the active status from the Medicaid portal to use in lieu of a physical card until it arrives.
- You may also send the information in a secured email to the resource parents if needed or walk them through how to access the info on the NM Medicaid Portal on their own.

- **How do I order a Medicaid Card?**

- Please call the 1-800 number below depending on which Managed Care Organization (MCO) the child/youth is under.

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| Presbyterian | 505-923-8774 |
| Blue Cross Blue Shield of New Mexico | 1-866-689-1523 |
| Western Sky Community Care | 1-844-543-8996 |

- The MCO representative will need demographics to look the child/youth up in their system.
- They will also verify that you work for CYFD by checking the directory on the CYFD website or that you are listed as an authorized representative (Foster Parent/Adoptive Parent).
- If you are not listed on the current CYFD directory, please reach out to your Title IV-E Specialist for assistance.
- You may have to verify the Authorized Representative address and/or the Payee mailing address that is listed for the child/youth. This is the placement address that is listed in FACTS and/or the CYFD state office address. Example- PERA Santa Fe, 1120 Paseo De Peralta, Santa Fe, NM 87501 or PO Drawer 5160.
- If you need the card sent to an alternate address, please advise the representative that you would like them to send the card to a different temporary location, such as the resource family's home, and/or the office the worker resides (make sure to add suite and building numbers if needed), otherwise the card will be sent to the office of the county the child/youth resides.

- **Who are the Managed Care Organizations (MCO's) in New Mexico?**

- Currently New Mexico's Managed Care Organizations are with Presbyterian, Blue Cross Blue Shield and Western Sky



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- Effective July 1, 2024, Presbyterian will be the only Managed Care Organization for our children in custody under CYFD 066 Category of Eligibility. When a child/youth is adopted or in guardianship, the family can request a different MCO at that time, if they prefer. Once a young adult turns 18, they can also choose a different MCO. If an MCO change is needed, please reach out to your county IV-E Specialist.
 - **What is the BIN/RX Numbers for each of the MCO's**
 - Presbyterian and Western Sky has updated their current Medicaid cards to reflect their new BIN/RX information needed for all pharmacists to fill prescriptions.
 - If you run into issues filling prescriptions, please provide the following information to the pharmacy, as they will need this information below to fill the prescriptions.
 - The BIN/RX, PCN and Group Numbers below are the same for all children/youth in custody according to which MCO those children/youth are enrolled in.
 - A separate prescription card is NOT needed for any MCO.

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| Presbyterian | <ul style="list-style-type: none">● BIN/RX #: 610744● RX PCN: CRXMC● RX Group#: PHPCAI |
| Blue Cross Blue Shield | <ul style="list-style-type: none">● BIN/RX #: 011552● RX PCN: SALUD● RX Group#: N72100 |
| Western Sky | <ul style="list-style-type: none">● BIN/RX #: 003858● RX PCN: MA● RX Group#: R2EWA |
 - **What if I run into issues at the pharmacy while trying to fill the child/youth's prescription(s)?**
 - Please contact your Title IV-E Specialist
 - You may need to provide the following:
 - FACTS# and child/youth(s) name, date of birth and Medicaid number
 - Pharmacy location that you are trying to fill the prescription(s) at
 - Name/Dosage of prescription(s)
 - Any additional information that was shared from the pharmacist and the date you tried to fill



- **How do I find out who the Care Coordinator is for each child/youth?**

- Each child/youth who has an MCO should have a Care Coordinator assigned to them.
- Please call the 1-800 number below depending on which Managed Care Organization (MCO) the child/youth is under to get contact information for the assigned care coordinator.

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|--------------------------------------|----------------|
| Presbyterian | 505-923-8774 |
| Blue Cross Blue Shield of New Mexico | 1-866-689-1523 |
| Western Sky Community Care | 1-844-543-8996 |

- The MCO representative will need demographics to look the child/youth up in their system. They will also verify that you work for CYFD by checking the directory on the CYFD website or that you are listed as an authorized representative (Foster Parent/Adoptive Parent).
- If you are not listed on the current CYFD directory, please reach out to your Title IV-E Specialist for assistance.
- Please utilize your Care Coordinators for setting up appointments, pre-authorizations, transportation, etc.
- Please see "What your Care Coordinator Can Do for You" handout for more information.

- **Can we request to switch to a new MCO?**

- As of July 2024, Presbyterian will be the ONLY MCO available for children under the 066 category. (More information on this transition will be coming soon)
- After July 1, 2024, if the child/youth is under a different CYFD category, such as 037 (Adoption or Guardianship), and/or is 18 plus they can request to switch to a different MCO with a reason for justification.
- If the request is approved the information will be sent to you via email with the child/youth(s) new MCO information.

- **What do I do if the child/youth is a Native American and does not have an MCO?**

- If the child/youth is listed as Native American, this child may be listed as Fee for Service.
- MCO enrollment is optional for Native American children/youth
- If the child/youth remain Fee for Service, the child/youth will not be assigned a Care Coordinator
- Contact your Title IV-E Specialist to request an MCO enrollment for the child/youth



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- **What do I do if I find out the data entered in FACTS was incorrect? (Legal Name, Date of Birth and/or Social Security Number)**
 - Reach out and notify your IV-E Specialist immediately of any changes to a child/youth(s) demographic information.

 - **Do I need to send the third case information to my IV-E Specialist?**
 - Yes, once the case is third cased, please make sure to assign your IV-E Specialist to the new case and provide the information below so that he/she may determine eligibility.
 - Bio Case Name & FACTS #
 - Child freed case name & FACTS #
 - Adoption case name & FACTS # (assigned IV-E Specialist to case, type: CPS Treatment, Responsibility: CPS Family Services—Legal, Role: Admin)
 - Child/Youth(s) new name;
 - Subsidy type (Title IV-E or State) and amount;
 - Finalization Date;
 - Whether child/youth is SSI/SSA recipient.
 - Please assign the Adoption Subsidy Specialist, Terri Abadie, and the Adoptions Records Coordinator, Rosemary Chavez, to all adoption cases in FACTS and notify them at ps.subsidy@cyfd.nm.gov
 - For guardianship cases, please assign the Kinship Guardianship Specialists, Paige Valdez and Esther Ortega, and notify them by email at ps.guardianship@nmgov.mail.onmicrosoft.com

 - **What happens if a placement is closed or did not open correctly?**
 - Once the placement closes, the Medicaid will automatically close at the end of that month
 - Once the placement is reopened and approved timely, the IV-E Specialist will be able to approve the Medicaid after the overnight batch

 - **What happens if a youth is on runaway and the placement ended?**
 - Reach out to your IV-E Specialist so that he/she can complete a manual request to open Medicaid manually through Human Services Division

 - **What do I do if a child/youth is placed in an out of state RTC placement?**
 - Work closely with your Care Coordinator to make sure that preauthorization is completed prior to placement at the RTC otherwise Medicaid will not pay until the authorization is completed. Once the pre-authorization is completed, Medicaid will pay from the day it is authorized, and it will not be retro to an earlier date.



• **How do I get approval for Medical Transportation?**

- Contact the care coordinator prior to any extra ordinary medical transportation that is not routine, to get pre-approval.
- Pre-Approval request needs to be submitted to the MCO as soon as possible. Please see the transportation handout.
- If the child/youth need care at a facility out of state that requires flight transportation arrangements, more time is needed to obtain prior authorization in addition to finding flights accommodations.
- If it is preapproved by the MCO, Medicaid will reimburse for transportation.
- Medicaid will not reimburse for transportation that has already been pre-approved or completed.

• **What do I do if the foster/adoptive parent(s), receive a bill from a child/youth provider?**

- Contact the care coordinator to verify Medicaid eligibility. If the child/youth had active Medicaid during the date of service, reach out to the provider and have them rebill Medicaid.
- If preauthorization was needed prior to the date of service, and it was completed by the worker, reach out to your care coordinator to verify.
- If Medicaid was unable to be processed due to pre-authorization not being completed, an MFD must be completed as a last resort. Please contact the Payment Reimbursement Request email below for your area

| Region | Email Address for Payment Reimbursement Requests |
|----------------|--|
| 1 NW | fosterparent.reim2@cyfd.nm.gov |
| 2 NE | fosterparent.reim1@cyfd.nm.gov |
| 3 Metro | psfosterparent.reim@cyfd.nm.gov |
| 4 SE | fosterparent.reim4@cyfd.nm.gov |
| 5 SW | fosterparent.reim5@cyfd.nm.gov |
| All Regions | ps.billing@cyfd.nm.gov |

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- **What is needed to open Medicaid for an IV-E Eligible ICPC placement?**
 - Placement workers will be in contact with the ICPC Specialist to obtain the 100A and 100B documents for verification of IV-E Determination (Contact nm.icpc@cyfd.nm.gov if you have questions regarding determination.)
 - In FACTS, under Case Maintenance, Placement worker will need to enter CPS ICPC under Case Type, Out of State under County, and Children's Bureau under Org. Code
 - The placement worker creates a case in FACTS (It is not necessary to create a case for each child/youth. All child(ren) can be under one case.)
 - Placement workers will open placement and approve placements timely.
 - Medicaid approval is dependent on the opening and approval of the placement in FACTS.

- **What is needed when an ICPC goes into an IV-E Adoption or Guardianship?**
 - Placement worker contacts the sending states caseworker to obtain IV-E Eligibility determination for Adoption or Guardianship (ICPC Placement). (This is different from the Foster Care IV-E Determination.)
 - Placement workers will close the Foster Care Placement in the ICPC case.
 - Open an adoption or guardianship placement in the same case (it is not necessary to create another case for the adoption or guardianship placement)
 - In FACTS, under Case Maintenance, Placement worker will need to change CPS ICPC to CPS ICAMA and update the case name to the adoptive parent's name.
 - Notify and assign Adoption's Specialist, Terri Abadie and/or the Kinship Guardianship Specialists for guardianships, Paige Valdez and Esther Ortega.
 - Notify and assign the ICPC Title IV-E Specialist, Justin Hunter
 - Notify guardianship unit ps.guardianship@nmgov.mail.onmicrosoft.com for all guardianships.
 - Please assign the Adoption Subsidy Specialist, Terri Abadie, and the Adoptions Records Coordinator, Rosemary Chavez, to all adoption cases in FACTS and notify them at ps.subsidy@cyfd.nm.gov for all adoptions.

- **Who are my IV-E Medicaid Specialists?**
 - Please see the IV-E County Assignment List for your local counties IV-E Specialists contact information.

***If you have additional questions regarding Medicaid or IV-E assignments, please reach out to the IV-E/Medicaid Manager- Nicole Montoya-Jones @ 505-946-7833.**