



NAVIGATING THE FUTURE OF HEALTHCARE TOGETHER

JUNE 1, 2023

DEPUTY SECRETARY ALEX CASTILLO SMITH

INVESTING FOR TOMORROW, DELIVERING TODAY.

BEFORE WE START...

On behalf of all colleagues at the Human Services Department, we humbly acknowledge we are on the unceded ancestral lands of the original peoples of the Apache, Diné and Pueblo 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 State of New Mexico.



Evening drive through Corrales, NM in October 2021.
By HSD Employee, Marisa Vigil

TOPICS FOR TODAY

- Housekeeping
- HSD needs you!
 - Medicaid
 - Behavioral health
 - Primary Care
 - Supporting the workforce
 - Public Health Emergency Unwinding



Alex Castillo Smith

Deputy Secretary

Alex.CastilloSmith@HSD.nm.gov

505-629-8652

THANK
YOU

HED LOAN REPAYMENT PROGRAM



**HEALTH PROFESSIONAL
LOAN REPAYMENT
PROGRAM**

APPLY BY JUNE 9!

NEW MEXICO
HIGHER EDUCATION
DEPARTMENT
Fostering Student Success from Cradle to Career



- Provides eligible applicants with up to \$25,000 in student loan forgiveness.
- Gov. Lujan Grisham approved a record \$14.6 M for the program, a \$13 M increase.
- Recipients must commit to practicing in health professional shortage area for min. of 2 years.
- Apply today:
<https://hed.nm.gov/financial-aid/loan-repayment-programs/health-professional>



MISSION

To transform lives. Working with our partners, we design and deliver innovative, high quality health and human services that improve the security and promote independence for New Mexicans in their communities.

GOALS



We help NEW MEXICANS

1. Improve the value and range of services we provide to ensure that every qualified New Mexican receives timely and accurate benefits.



We make access EASIER

3. Successfully implement technology to give customers and staff the best and most convenient access to services and information.



We communicate EFFECTIVELY

2. Create effective, transparent communication to enhance the public trust.



We support EACH OTHER

4. Promote an environment of mutual respect, trust and open communication to grow and reach our professional goals.

NEW MEXICO HAS THE HIGHEST DEGREE OF SOCIAL VULNERABILITY IN THE U.S.

Overall Vulnerability

Socioeconomic Status

Below Poverty

Unemployed

Income

No High School Diploma

Household Composition & Disability

Aged 65 or Older

Aged 17 or Younger

Older than Age 5 with a Disability

Single-Parent Households

Minority Status & Language

Minority

Speak English "Less than Well"

Housing & Transportation

Multi-Unit Structures

Mobile Homes

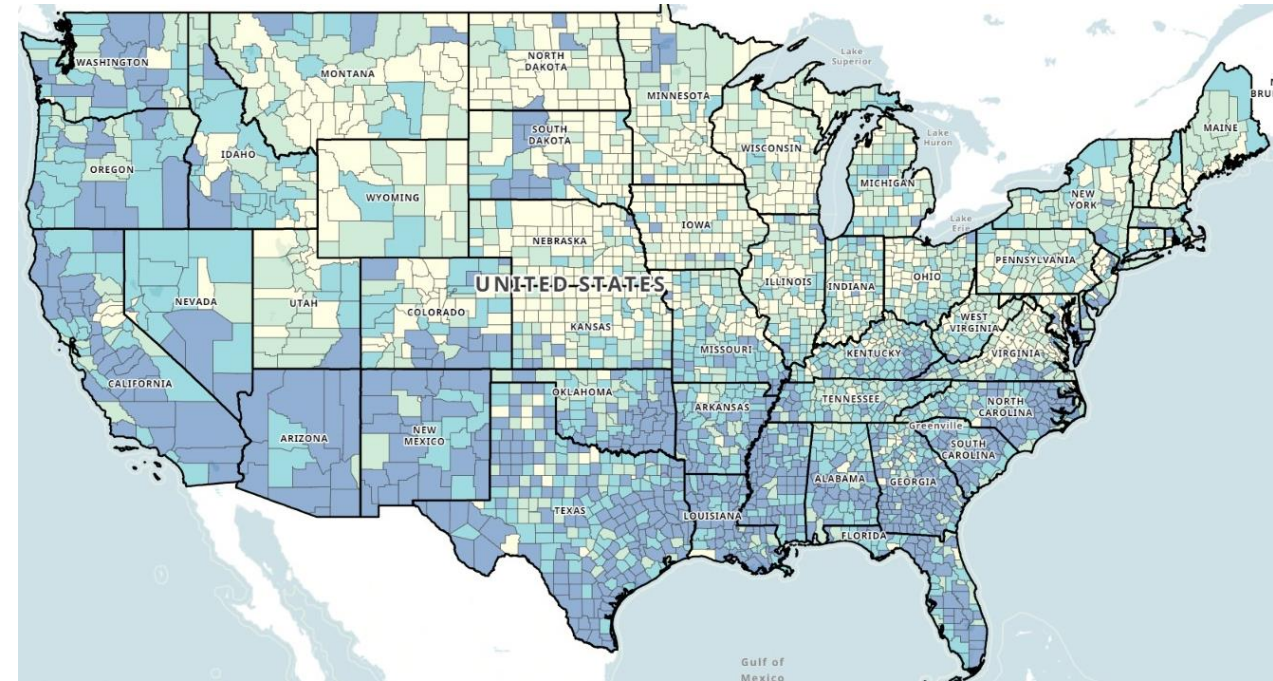
Crowding

No Vehicle

Group Quarters

U.S. Social Vulnerability by County, 2020

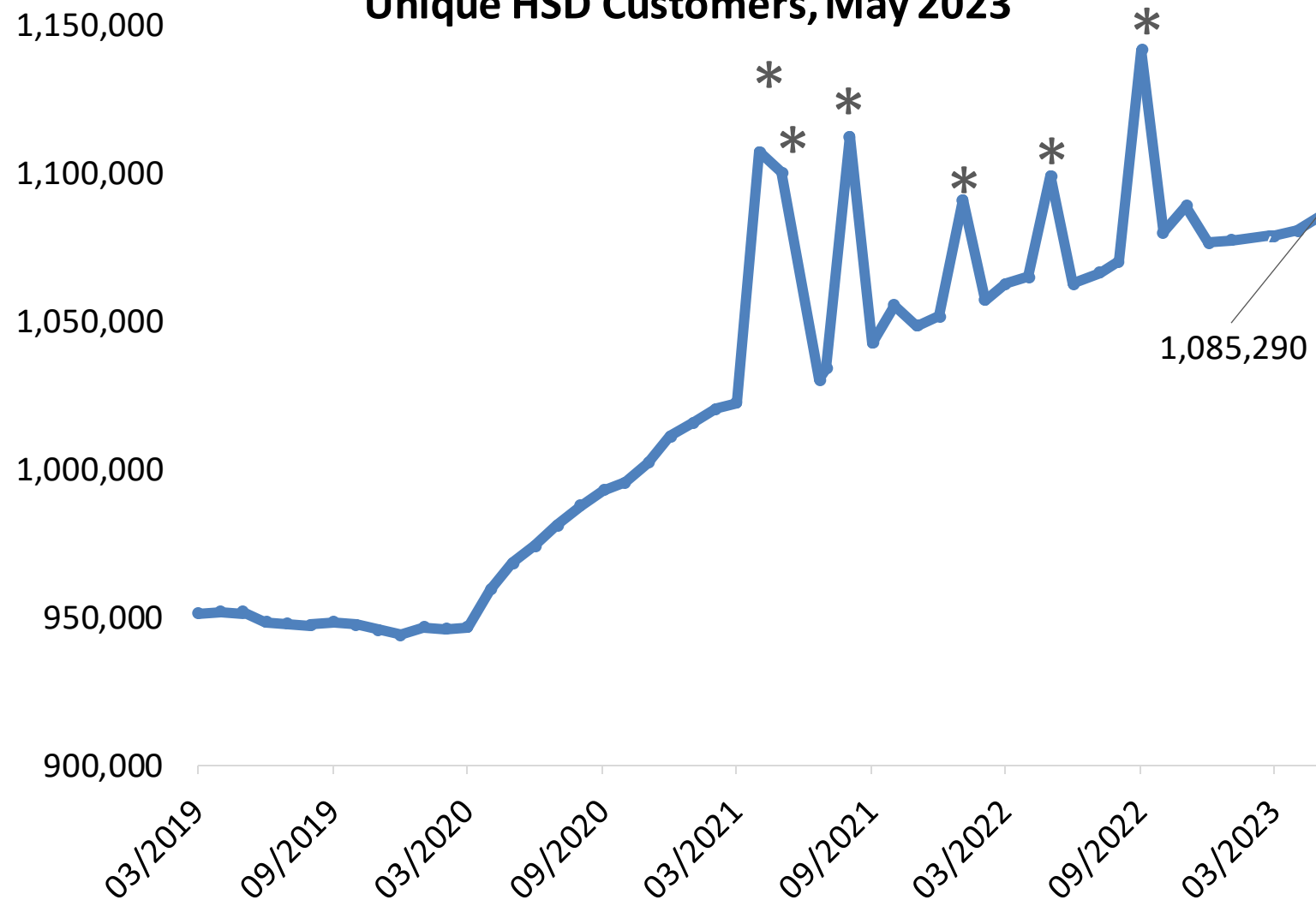
Darker color shows higher vulnerability



Source: <https://www.atsdr.cdc.gov/placeandhealth/svi/index.html>

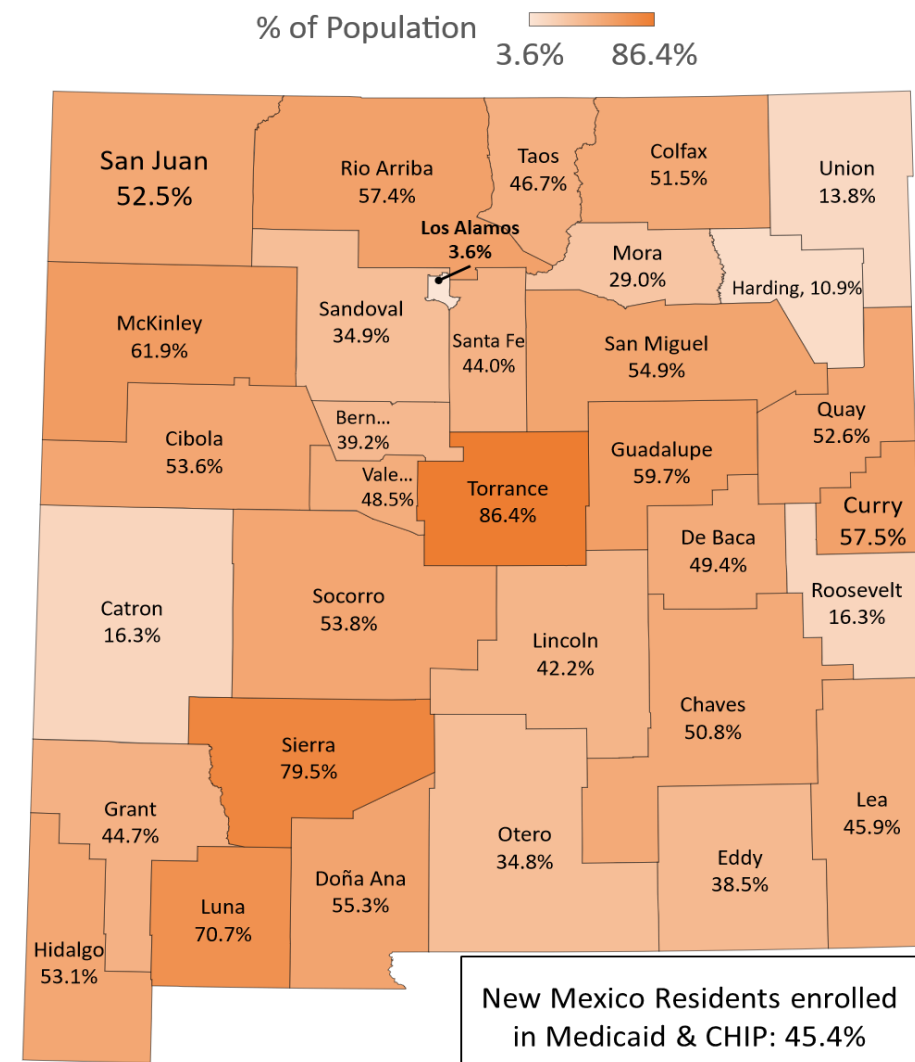
HSD SERVES 51% OF NEW MEXICANS

Unique HSD Customers, May 2023



*Months with a Pandemic EBT Payment

Medicaid & CHIP Recipients as a Percentage of Population by County, June 2022

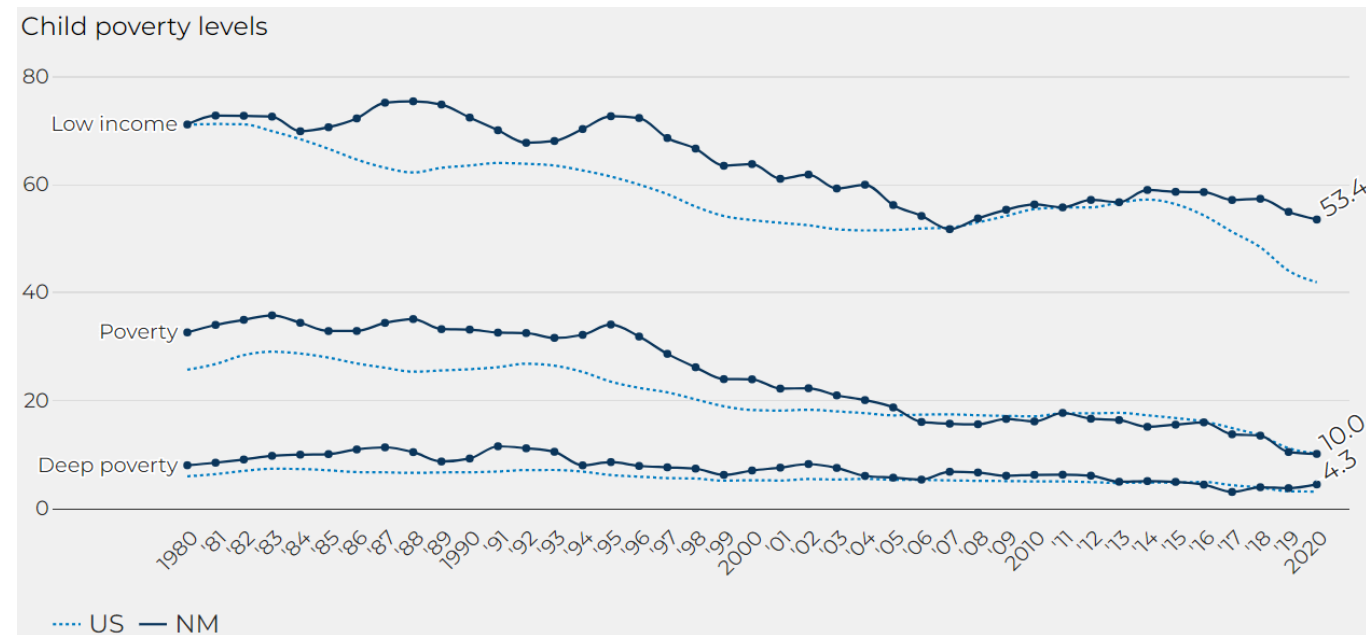


Investing for tomorrow, delivering today.

EXPANDED SAFETY NET DRIVES SHARP DROP IN CHILD POVERTY

- U.S. child poverty fell by 59% from 1993 to 2019- in every state, **including NM (from 31.5% in 1993 to 10% in 2020)**.
- Many factors contribute to decrease, including lower unemployment, increased labor force participation, and growth of minimum wages.
- Expansion of government aid significant.**
 - In 1993, safety net programs cut child poverty by 9%.**
 - By 2019, poverty level reduced by 44%, removing 6.5 M children from poverty.**
- More than 8 M children remain in poverty, and Black and Hispanic/Latino children ~3x as likely as white children to be lower-income.

U.S. & N.M. Trends in Child Poverty Rates Measured by Supplemental Poverty Measure, by level (%)



Source: <https://www.childtrends.org/publications/state-level-data-for-understanding-child-poverty>

HSD'S SOCIAL IMPACT: NM BENEFITS FROM MODERN AND RESPONSIVE SOCIAL SAFETY NET

HSD's Programs have had the following social impact:

519,631,238 meals provided to New Mexicans through Supplemental Nutrition Assistance Program (SNAP) over the last 12 months



989,199 individuals provided the ability to visit a doctor, afford medication and immunizations through Medicaid in April 2023



20,258 homes heated and cooled for New Mexico families through Low Income Energy Assistance Program (LIHEAP) in Federal Fiscal Year 2023



8,265 families provided shelter and necessities through Temporary Assistance for Needy Families (TANF) in April 2023



\$124.35* per month on average through child support to help kids be happy and healthy over the last 12 months



216,488 New Mexico adults supported by Behavioral Health programs and services** from July 2021-June 2022

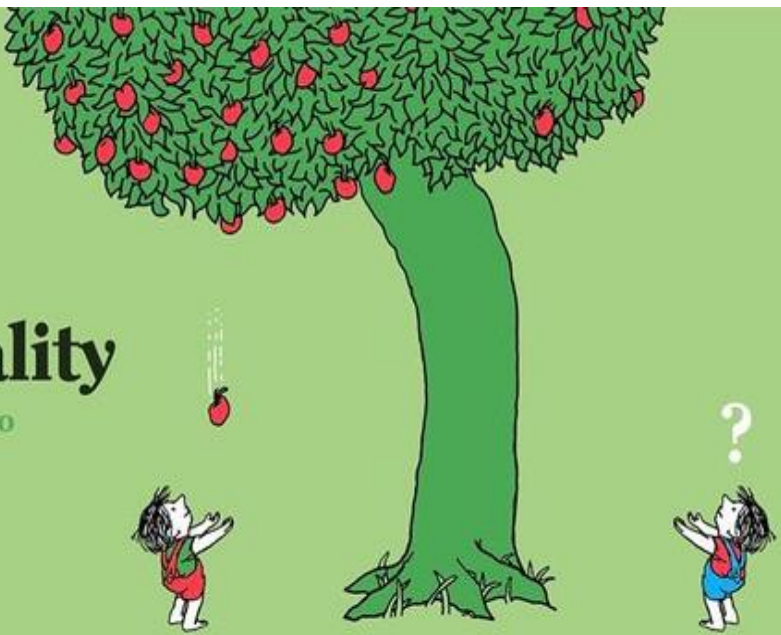


last updated: 5/18/2023

**BH services include those covered through Medicaid and other sources (federal and general funds). The total is affected by a 3 month claim lag and therefore this measure is updated quarterly.

Inequality

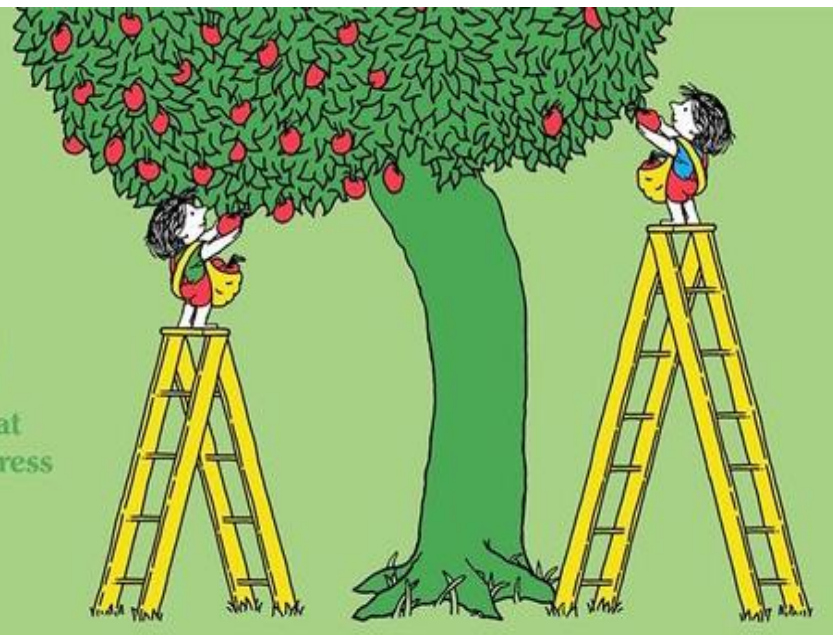
Unequal access to opportunities



With apologies to Shel Silverstein from @lunchbreakh
2019 Design in Tech Report | Addressing Imbalance

Equity

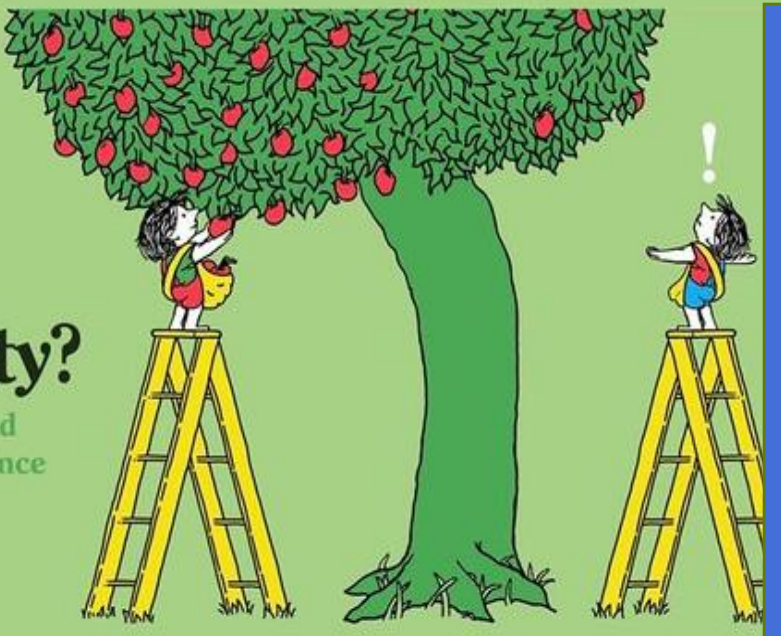
Custom tools that identify and address inequality



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Equality?

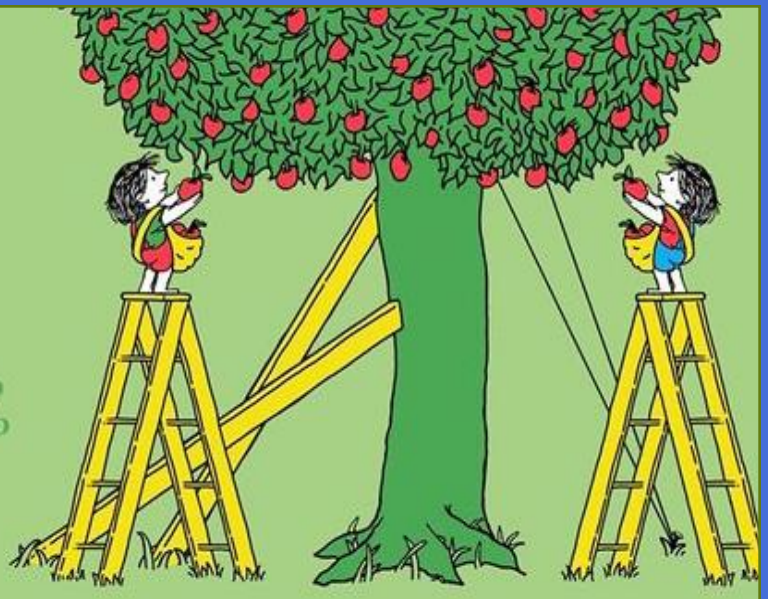
Evenly distributed tools and assistance



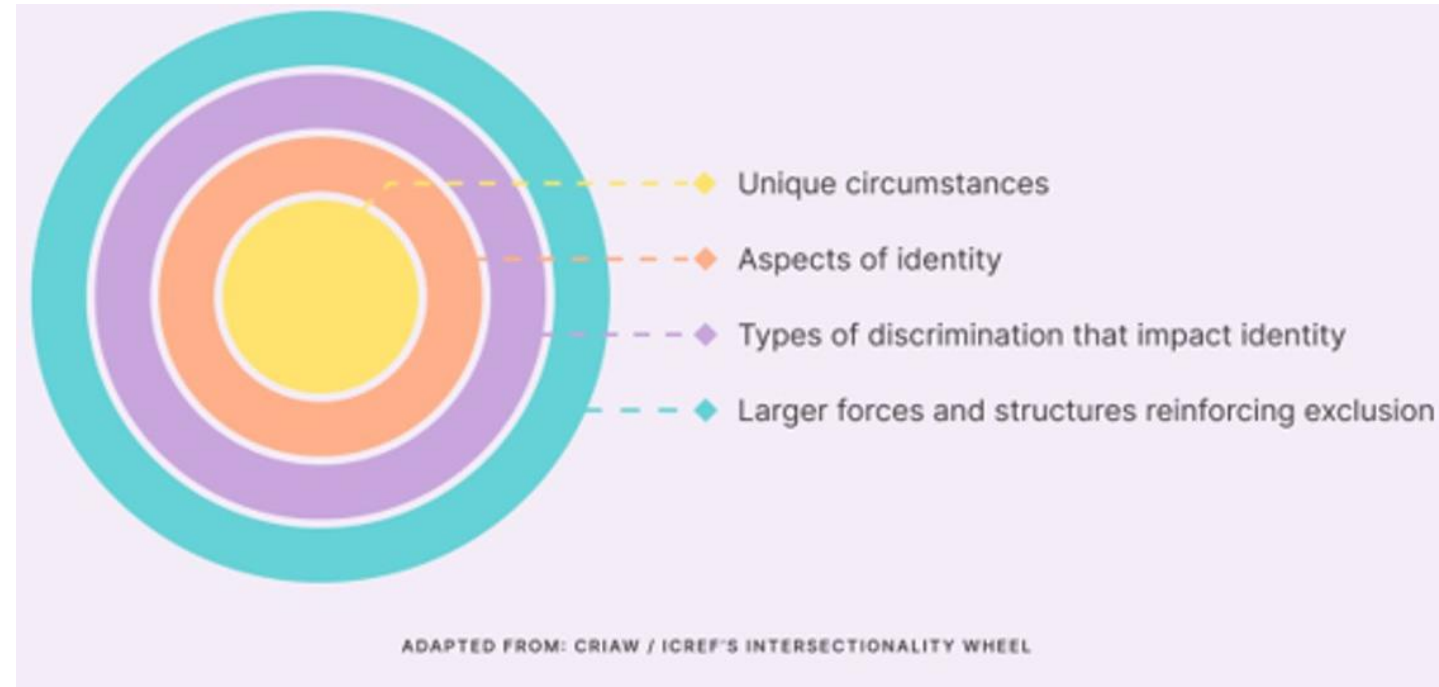
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Justice

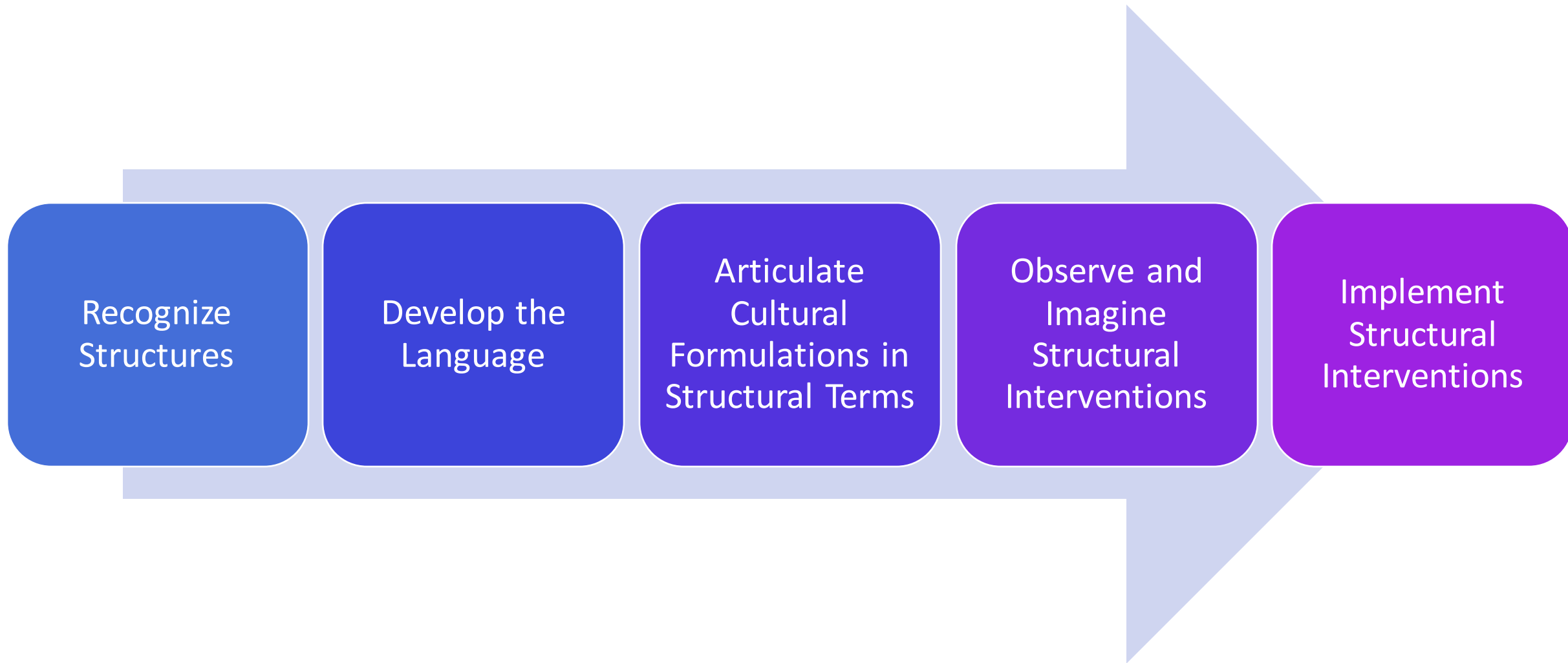
Fixing the system to offer equal access to both tools and opportunities



- **Social Determinants**
= circumstances in which people are born, grow, live, learn, work, and age.
 - Shaped by **structures** beyond control of individuals.
- **Structural Determinants** = “root causes” that shape quality of Social Determinants we experience.
 - Includes political and government, economic, geographic and social constructs that affect wealth, living and working conditions, education and health.



WE NEED YOU! HOW CAN YOU BECOME STRUCTURALLY INFORMED IN YOUR PRACTICE?

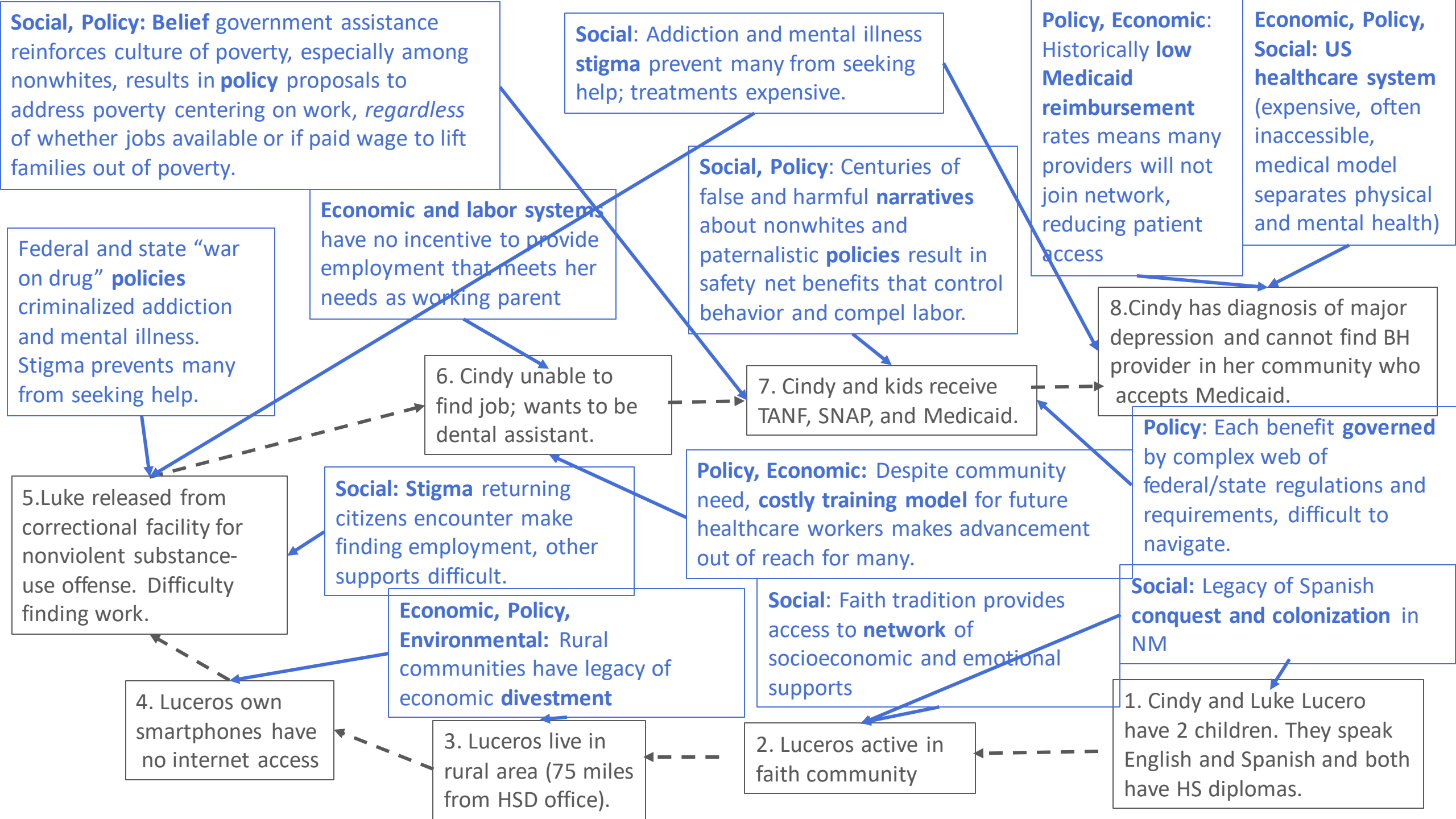


LUCERO FAMILY*

- Parents Cindy and Luke have 2 children. They speak English and Spanish. Quick learners, eager to provide for their family, and active in faith community. Enjoy spending time outdoors.
- Both have HS diplomas. Cindy worked in service industry and Luke in construction.
- Live in a rural area (75 miles from nearest HSD office).
- They own smartphones- have no other internet access.
- Luke recently released from correctional facility for a nonviolent substance-use related offense.
- Cindy unable to find consistent employment; she wants to become a dental assistant.
- Cindy and kids receive TANF, SNAP, and Medicaid benefits.
- Cindy has a diagnosis of major depression and cannot find a BH provider in her community who accepts Medicaid.



** To protect confidentiality, the case is a composite of several HSD customers.*



UNPRECEDENTED INCREASE IN MEDICAID REIMBURSEMENT

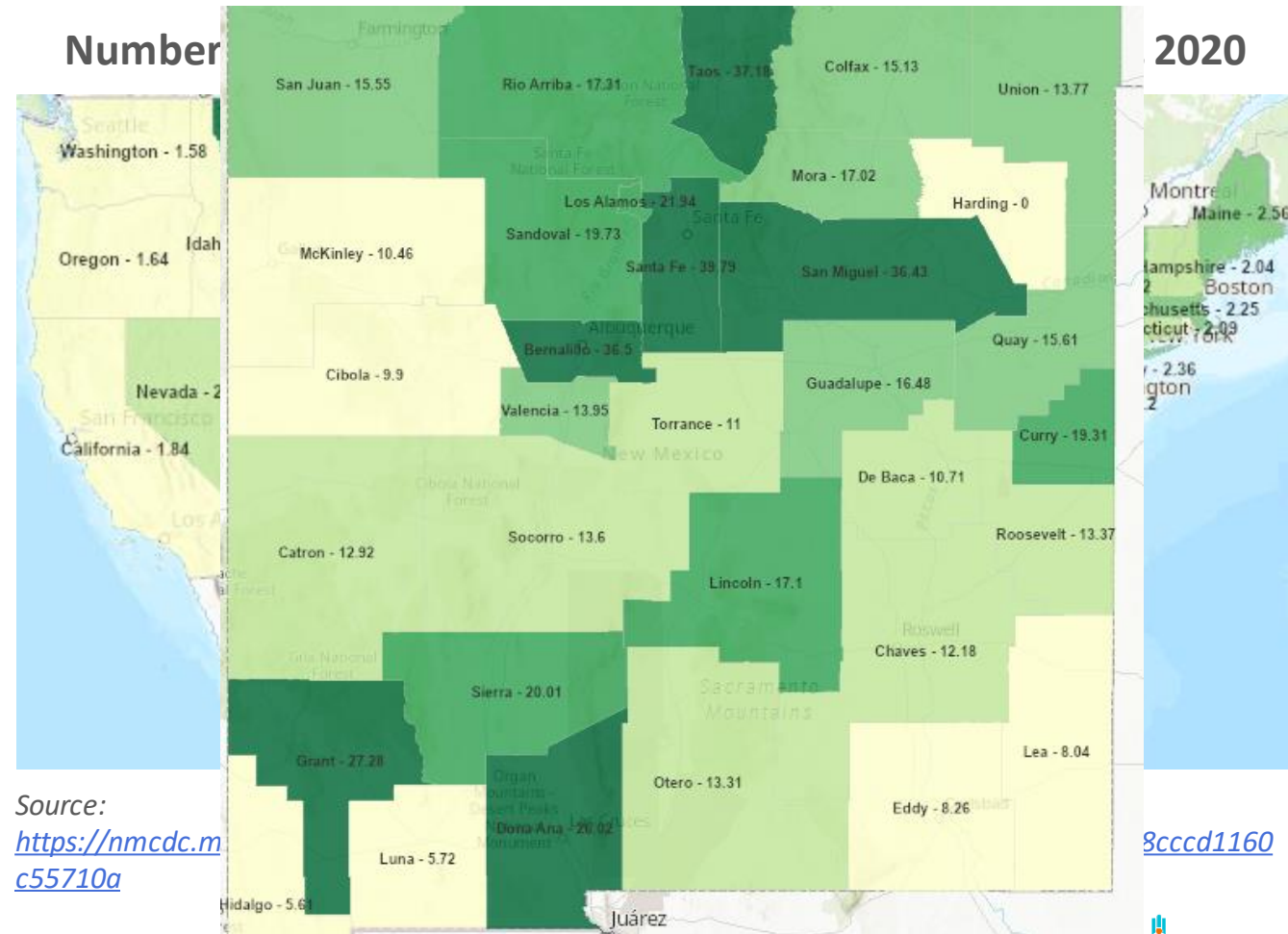
- HSD's FY24 budget will include funding required to raise primary care, behavioral health, and maternal/child health rates to nearly 120% of Medicare.
- All other rates raised nearly to 100% of Medicare.
- These rate increases:
 - Increase access to high-quality care.
 - Attract and retain providers.

Service Area	Service Subgroup	CY2019 Total MC Expenditures	100% of Medicare Rates (110% for Targeted Services)		100% of Medicare Rates (120% for Targeted Services)	
			Total Estimated Impact of Rate Increases	Estimated % Impact of Rate Increases	Total Estimated Impact of Rate Increases	Estimated % Impact of Rate Increases
Home & Community Based Services	1115 Waiver Community Benefit	\$ 430,703,514	\$ 35,969,973	8%	\$ 35,969,973	8%
	State Plan Case Management	\$ 12,988,872	\$ 156,768	1%	\$ 156,768	1%
	All Home & Community Based Services	\$ 443,692,386	\$ 36,126,741	8%	\$ 36,126,741	8%
Physician & Other Practitioners	Evaluation & Management	\$ 187,668,701	\$ 65,260,886	35%	\$ 88,254,485	47%
	Surgery	\$ 18,113,356	\$ 2,458,297	14%	\$ 4,089,415	23%
	Radiology/Laboratory/Pathology	\$ 24,857,097	\$ 4,341,903	17%	\$ 6,996,358	28%
	Medicine	\$ 26,162,965	\$ 8,858,799	34%	\$ 11,863,217	45%
	Anesthesia	\$ 7,862,495	\$ 2,182,649	28%	\$ 3,095,844	39%
	All Physician & Other Practitioners	\$ 264,664,613	\$ 83,102,535	31%	\$ 114,299,319	43%
HCPCS Level II	Other HCPCS	\$ 30,210,086	\$ 6,547,833	22%	\$ 6,547,833	22%
	Non-Emergency Medical Transportation	\$ 44,833,119	\$ 8,058,976	18%	\$ 8,058,976	18%
	Physician Administered Drugs	\$ 25,985,467	\$ 825	0%	\$ 825	0%
	Emergency Medical Transportation	\$ 36,637,127	\$ 15,411,342	42%	\$ 15,411,342	42%
	Durable Medical Equipment	\$ 16,537,401	\$ 868,895	5%	\$ 868,895	5%
	All HCPCS Level II	\$ 154,203,201	\$ 30,887,872	20%	\$ 30,887,872	20%
Maternal & Child Health	Maternity-Related	\$ 29,895,501	\$ 6,721,854	22%	\$ 9,171,793	31%
	Child Health and EPSDT	\$ 32,500,972	\$ 10,200,990	31%	\$ 13,376,507	41%
	Newborn-Related Care	\$ 12,722,237	\$ 2,030,538	16%	\$ 3,329,377	26%
	Family Planning	\$ 10,545,158	\$ 3,601,667	34%	\$ 3,927,440	37%
	All Maternal & Child Health	\$ 85,663,868	\$ 22,555,050	26%	\$ 29,805,117	35%
Behavioral Health	Other Behavioral Health	\$ 117,941,505	\$ 19,653,557	17%	\$ 29,691,743	25%
	Opioid Treatment Program	\$ 25,293,012	\$ 16,468	0%	\$ 16,468	0%
	Applied Behavioral Analysis	\$ 19,529,167	\$ 2,234,984	11%	\$ 2,234,984	11%
	All Behavioral Health	\$ 162,763,684	\$ 21,905,009	13%	\$ 31,943,195	20%
Dental	Diagnostic/Preventive/Other	\$ 71,047,347	\$ 11,053,847	16%	\$ 11,053,847	16%
	Orthodontics	\$ 11,202,940	\$ 554,061	5%	\$ 554,061	5%
	All Dental	\$ 82,250,287	\$ 11,607,907	14%	\$ 11,607,907	14%
All Professional Services	All Service Subgroups	\$ 1,193,238,039	\$ 206,185,114	17%	\$ 254,670,151	21%
Services Not in Top 20 Codes	All Service Subgroups	\$ 250,223,539	\$ 43,237,281	17%	\$ 53,404,655	21%
Medicare Crossover Claims	All Service Subgroups	\$ 15,713,678	\$ 10,406,349	66%	\$ 10,406,349	66%
Total Medical Expenses	All Service Subgroups	\$ 1,459,175,256	\$ 259,828,744	18%	\$ 318,481,155	22%
Non-Medical Expenses			\$ 46,686,876		\$ 57,225,732	
Total Computable Cost			\$ 306,515,620		\$ 375,706,888	
FFP	Non-Targeted		77.71%		77.71%	
Total State General Fund	Targeted		\$ 68,322,332		\$ 83,745,065	

WE NEED YOU! APPLY FOR THE RURAL HEALTHCARE DELIVERY FUND

- \$80M appropriated to HSD for FYs24-26
- Fund provides start-up grant funding for new or expanded services in rural NM counties.
- HSD will request Letters of Interest via SurveyMonkey from providers beginning June 9.
- HSD will release RFA in September.
- HSD will notify funding recipients in December 2023, with funds released early 2024.

Core Mental Health Professionals Full-Time Equivalent, 2020



MEDICAID TURQUOISE CARE GOALS

Vision: Every New Mexico Medicaid member has high-quality, well-integrated, person-centered care to achieve their personally defined health and wellness goals.

Goal 1

Build a New Mexico health care delivery system where **every** Medicaid member has a dedicated health care team that is accessible for both preventive and emergency care that supports the whole person – ***their physical, behavioral, and social drivers of health.***



Goal 2

Strengthen the New Mexico health care delivery system through the expansion and implementation of **innovative** payment reforms and value-based initiatives.



Goal 3

Identify groups that have been historically and intentionally **disenfranchised** and address health disparities through strategic program changes to enable an **equitable** chance at living healthy lives.



NEW MEDICAID TURQUOISE CARE BENEFITS



- Continuous enrollment for children 0-6
- Medicaid services for high-need justice involved members 30 days prior to release
- Home-delivered meals pilot program
- Medical respite for members experiencing homelessness
- Closed-loop referral service

MISSION

Revolutionize primary care into InterProfessional, sustainable teams delivering high-quality, accessible, equitable health care across New Mexico through partnerships with patients, families, and communities.

VISION

By 2026, New Mexico will exemplify same-day access to high-quality, equitable primary care for all persons, families, and communities.

Health Equity



Develop and drive investments in health equity to improve the health of New Mexicans.

Health Technology



Develop and drive health information technology improvements and investments that make high quality primary care seamless and easy for Primary Care Interprofessional Teams, patients, families, and communities.

GOALS



Payment Strategies

Develop and make recommendations regarding sustainable payment models and strategies to achieve high quality and equitable primary care for all New Mexicans.



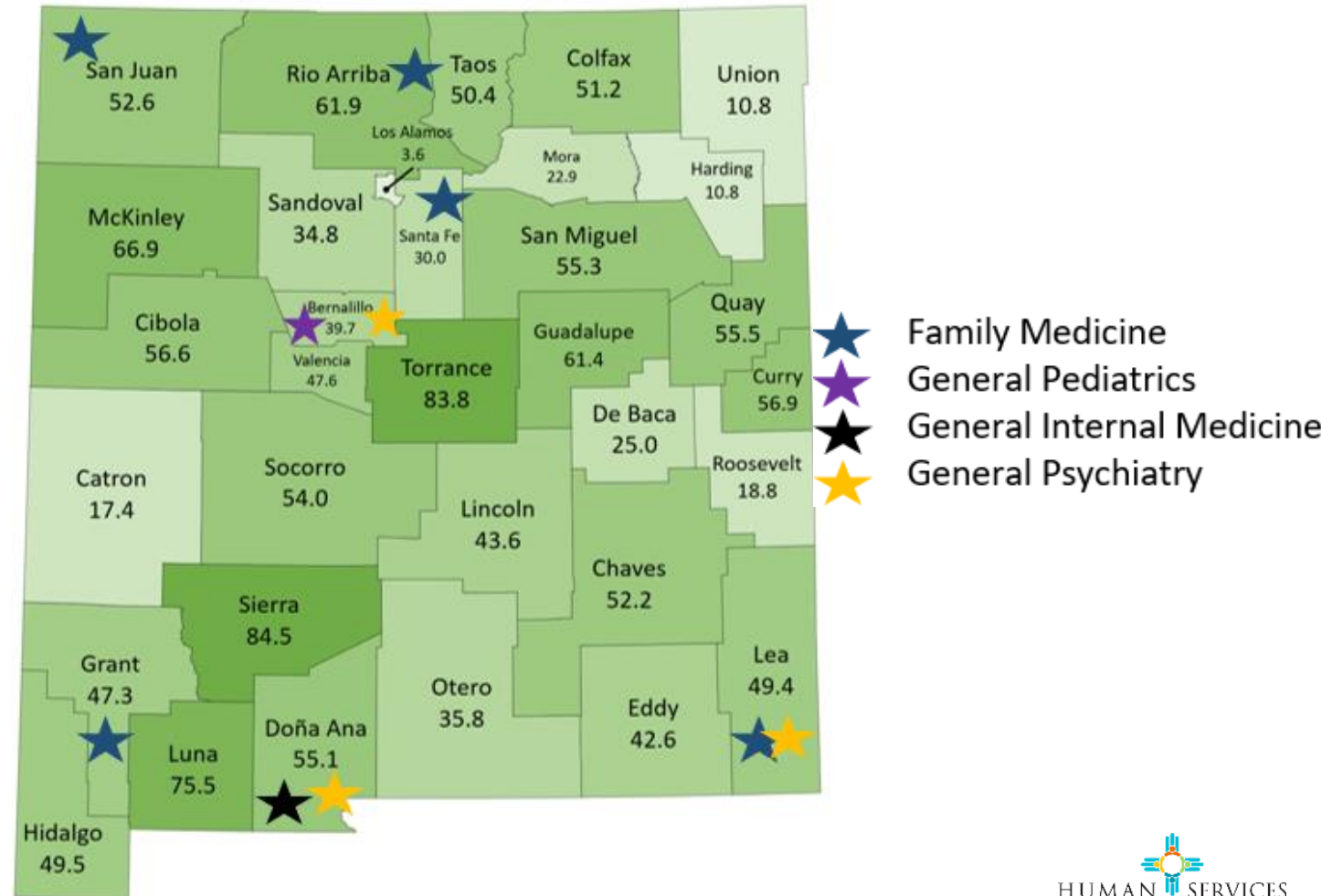
Workforce Sustainability

Create a sustainable workforce, financial model, and budget to support our mission and secure necessary state and federal funding.

WE NEED YOU! SUPPORT PRIMARY CARE RESIDENCY EXPANSION

- Over a 5-year period, starting in 2019, accredited primary care residencies expected to grow, from 8 to 16 (100% increase).
- Number of primary care residents in training will increase from 142 to 264 (86% increase) during this 5-year period.
- Number of graduates each year will grow from 48 to 82, a 71% increase.
- Residencies continue to be developed in counties with (and near to) high numbers of Medicaid customers.
 - HSD wants to see an expansion of FQHC-led residencies. Please step up and support; funding is available!**

PC Residencies Under Development as of 11/2022 & County Residents Enrolled in Medicaid as of 11/2021 (%)



NM's 988 Crisis Now Continuum of Care



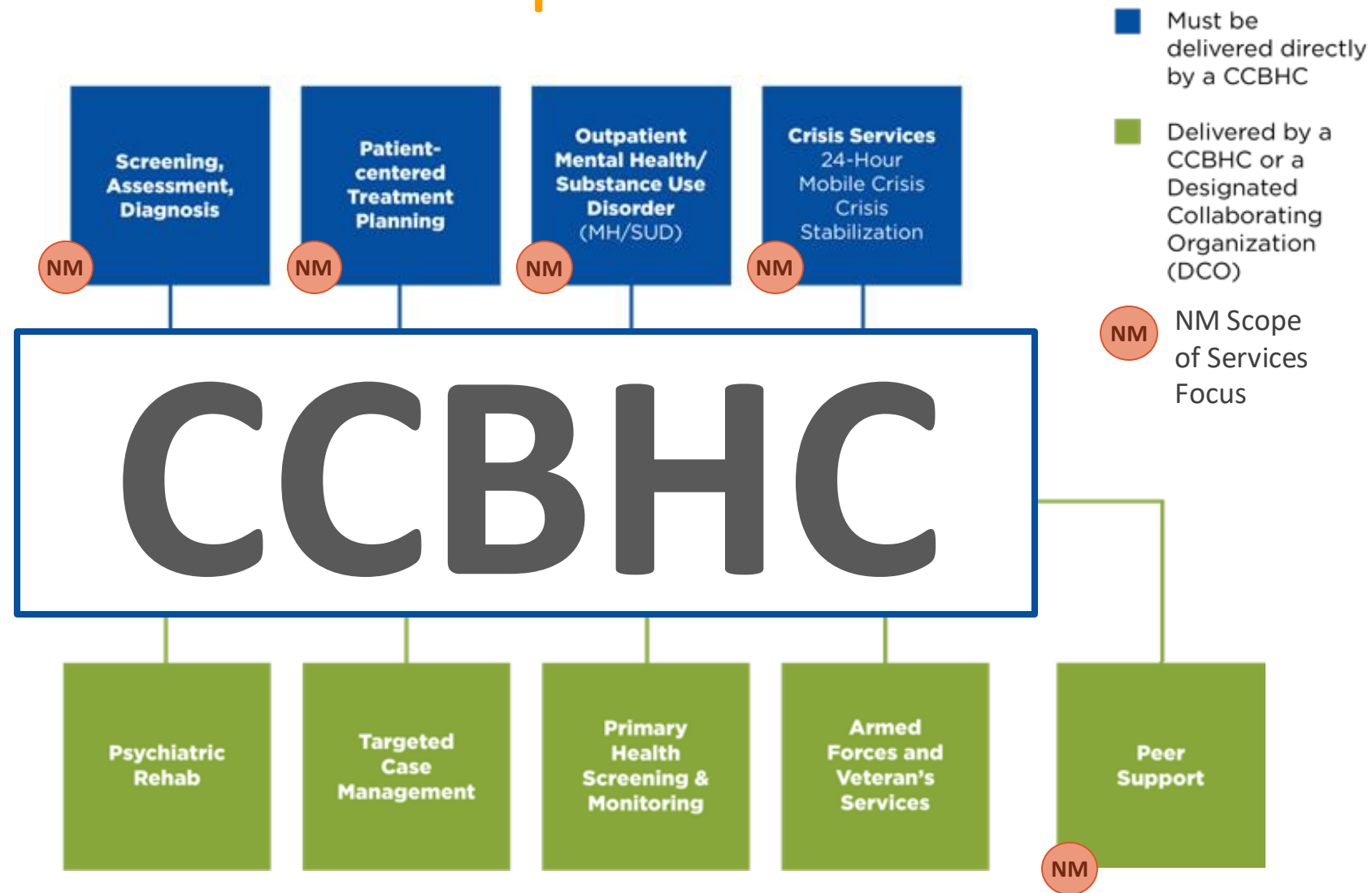
24/7 Lifeline for Emotional,
Mental or Substance Use Distress

A behavioral health response for a behavioral health crisis

CERTIFIED COMMUNITY BEHAVIORAL HEALTH CLINICS (CCBHCs)

- HSD received a CCBHC federal planning grant.
- CCBHCs ensure access to coordinated comprehensive behavioral health.
- CCBHCs must provide care coordination across behavioral health, physical health, and social services.



CCBHC Scope Of Services





It's Time to **Renew NM!**


- **Renew NM** provides resources and information to HSD customers and community partners about how and when to renew Medicaid & SNAP benefits.
- **3 important steps to remember:**
 - Update your contact info.
 - Look for your Turquoise envelope.
 - Submit your renewal.

RENEW.HSD.NM.GOV





Actualice Su Información de Contacto Ahora Mismo

- ✓ Visite **yes.state.nm.us** y actualice su información de contacto en el chat. 
- ✓ El Departamento de Servicios Humanos de Nuevo México le enviará un **sobre turquesa** cuando sea el momento de renovar. 



Todos los clientes deben renovar su Medicaid y SNAP cuando reciban el aviso.
 Aprenda más: **renew.hsd.nm.gov**





HUMAN
SERVICES
DEPARTMENT



QUESTIONS

INVESTING FOR TOMORROW, DELIVERING TODAY.