

Provider Bulletin

Molina Healthcare of New Mexico, Inc.

October 7, 2024

Dear Agency Based Community Benefits (ABCB) Provider,

As an ABCB Provider, there are specific qualification requirements that agencies and caregivers must meet to provide Personal Care Services (PCS) to Medicaid Members. Molina would like to remind you of the importance of maintaining the caregiver requirements in accordance with [Section-08-Agency-Based-Community-Benefits-FINAL.pdf \(nm.gov\)](#) of the Managed Care Policy Manual. All PCS agencies and caregivers are required to provide information and caregiver qualification documentation related to the annual MCO provider audit upon request by Molina..

The State of New Mexico Health Care Authority has provided the following link to the August 2024 Office of Inspector General (OIG) Report, [NEW MEXICO DID NOT ENSURE ATTENDANTS WERE QUALIFIED TO PROVIDE PERSONAL CARE SERVICES, PUTTING MEDICAID ENROLLEES AT RISK \(hhs.gov\)](#). The objective of this audit was to determine whether New Mexico ensured that Personal Care Services were provided by qualified caregiver attendants under Federal and State requirements. The audit resulted in 69 percent of caregiver attendants associated with PCS claims during the audit period did not meet qualification requirements which include criminal background checks, abuse registry checks, tuberculosis testing, written competency tests, annual training, and CPR and first aid certifications.

Please review the OIG report and ensure that you are following the qualification requirements set forth in the Managed Care Policy Manual as indicated above.

Questions? Please email MHNM.ProviderServices@MolinaHealthcare.com, and they will be routed to the appropriate individual. **Thank you for your commitment to serving Molina Healthcare of New Mexico members and the community!**