



What's Inside my Member Handbook?

My Team- Contact Information

What is SDCB?

SDCB Roles and Responsibilities

What to Expect During the SDCB Process

SDCB Helpful Tips

Hiring Employees/Vendors and Completing Required Training

Recognizing and Reporting Abuse, Neglect and Exploitation

Recognizing and Reporting Medicaid Fraud, Waste and Abuse

Grievances and Appeals

Submitting a Completed Environmental Modification Packet



Welcome to SDCB!

My Team Is:

My Agency's Contact Information Is:

Los Amigos Bilingual Services
Physical: 1601 Randolph Ct SE Suite 110-S
Albuquerque, NM 87106
Mailing: 6533 Valentine Way
Santa Fe, NM 87507
P: 505-204-6035
F: 505-474-2804

My Support Broker Is:

My Support Broker's Phone Number Is:

Conduent's Information Is:

Physical Address:
1720-A Randolph Ct SE
Albuquerque, NM 87106
P: 1-866-916-0310
F: 1-866-302-6787

Self-Direction

- Members are able to decide when, where, how and who will provide SDCB covered services.
- Members have more choice, control, flexibility, freedom and responsibility in directing their services

Guiding Principles

All members:

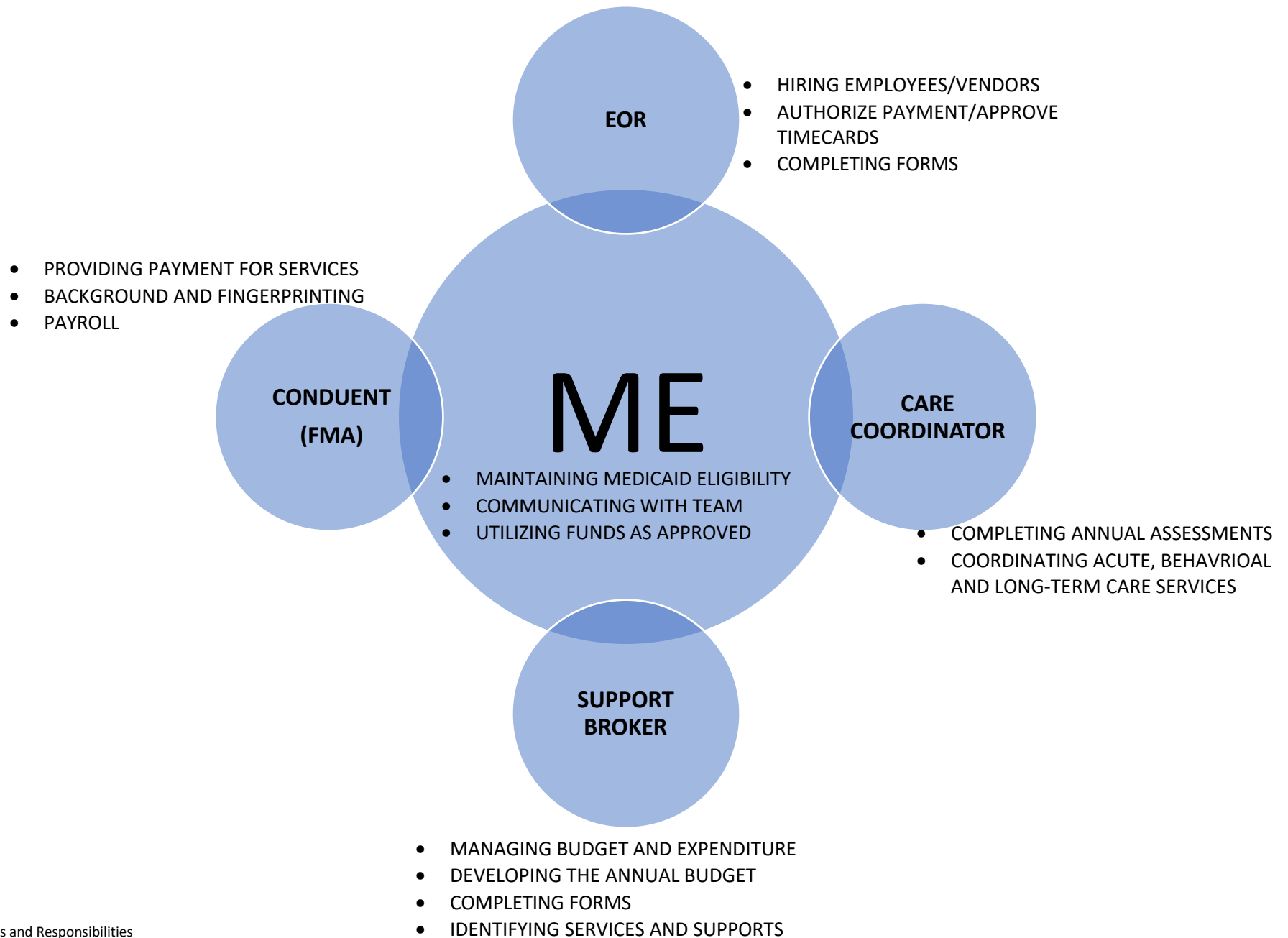
- Have value and potential;
- Will be viewed in terms of their abilities;
- Have the right to participate and be fully included in their communities; and
- Have the right to live, work, learn, and receive services and supports to meet their individual needs, in the most integrated settings possible within their community

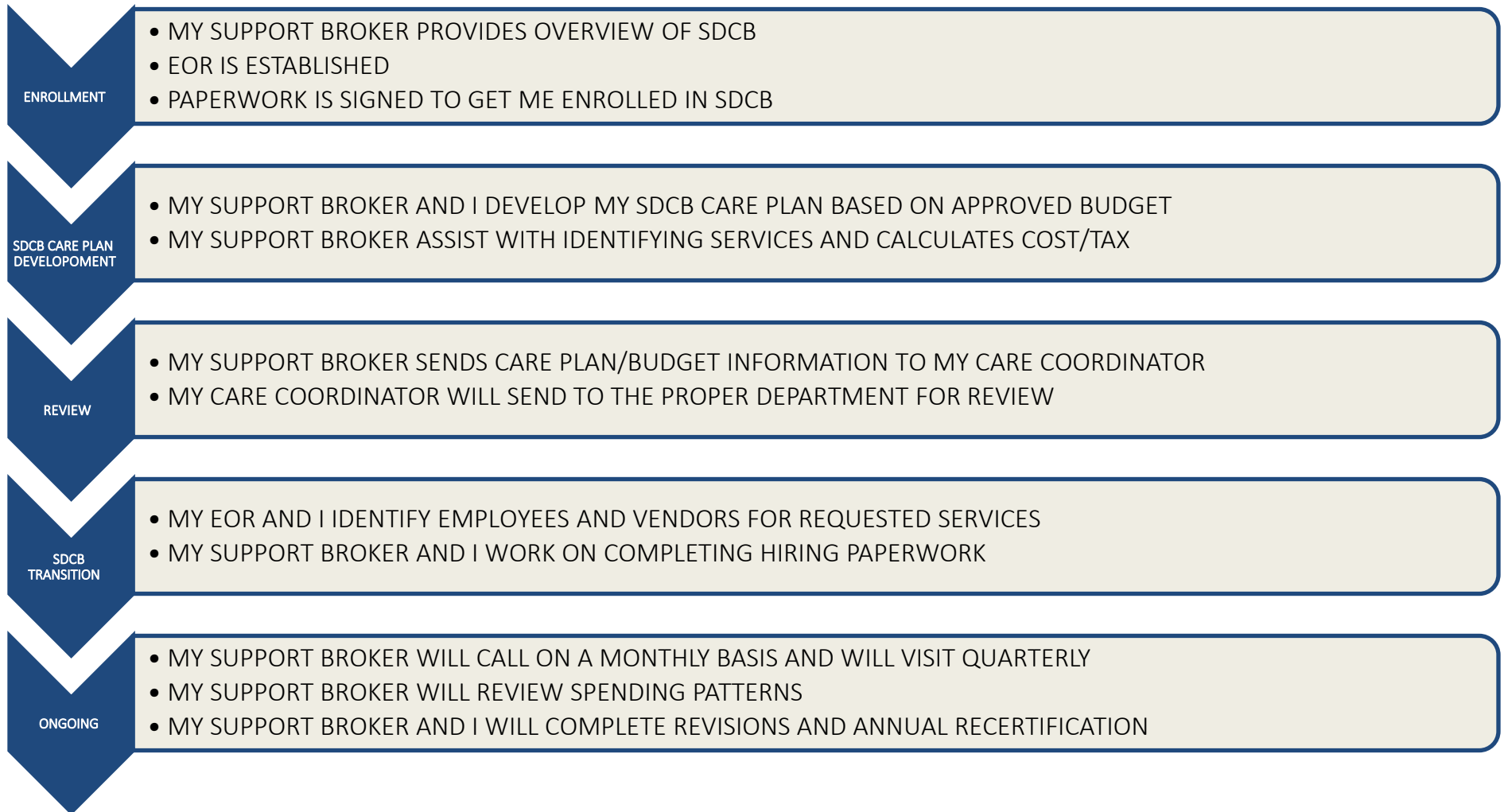
Member Rights

- Decide where and with whom to live;
- Choose his/her own work or productive activity;
- Choose how to establish community and personal relationships;
- Make decisions regarding his/her own support, based upon informed choice;
- Be respected and supported during the decision-making process and in the decisions made;
- Recruit, hire, train, schedule, supervise and terminate SDCB service providers, as necessary;
- Receive training, resources and information related to SDCB in a format that meets the ADA

requirements;

- Have the right to appeal denial decisions through the MCO appeals and State fair hearing processes;
- Transfer to programs that are not self-directed; and
- Receive culturally competent services





Self-directing your long-term care services grants you the freedom and flexibility to manage your care according to your individualized preferences.

This freedom and flexibility come with great responsibilities as the SDCB program also requires greater involvement from you. In order to keep track of important dates and processes, you will find it useful to keep track of certain information.

Use the tips below to assist you in this endeavor:

- Keep a notebook to keep information about medical providers, referrals, important dates, treatments, facilities, Internet searches, etc.
- Keep a record and date of benefit programs you have applied for, such as SSI, Medicaid eligibility, etc.
- Keep a calendar to record medical, personal events and appointments as well as when your annual review of eligibility is due with ISD and visits scheduled with your Support Broker.
- Keep medical records in a safe place along with other important medical or SDCB information.
- Maintain an updated list of medications and emergency contacts within reach in case of emergency. You can use the back-up plan you've created with your Support Broker.
- Keep a copy of at least one pre-hire packet, one employee packet and one vendor packet in the event you need to start hiring process right away. This will save you a trip to Conduent!
- When calling Conduent, ask for a reference number to keep for your records.
- Keep you Support Broker's number and your SDCB agency information handy.
- Reach out to your Support Broker with questions or concerns or to request assistance with obtaining information.

Your Support Broker will assist you in every step of the employee/vendor hiring process as well as assisting you in obtaining necessary employees/vendor packets from Conduent.

In addition, your Support Broker will assist you in submitting and obtaining payment for approved services and goods and will provide numerous trainings throughout the implementation of your SDCB Care Plan.

Your Support Broker will be training and assisting you in the activities listed below:

Pre-Hire Packet Forms:

- Division of Health Improvement (DHI) Authorization for Release of Information
- 3 fingerprint cards
- Process:
 - Pass criminal background check and NM Consolidated On-Line Registry screening (NMCOR)
 - Takes about 48 hours
 - Employees may not provide services until Conduent notifies EOR

Employee Packet Forms:

- Employee Information Form
- Employment Agreement
- Self-Directed Attestation Form
- Declaration of Relationship
- W-4 Withholding Form
- I-9 Employment Verification Form
- Direct Deposit (optional)
- LRI (if applicable)

Vendor Packet Forms:

- Vendor information Form
- Vendor Agreement
- Federal W-9 Request for Taxpayer Identification Number
- Direct Deposit (optional)
- Business or Service License

Timesheets

- Requesting access to Focosonline
- Submitting timesheets in Focosonline
- Approving timesheets in Focosonline
- Process:
 - Timesheets are submitted in a two-week pay schedule
 - The workweek starts on Saturdays and ends the following Friday
 - Timesheets must be submitted electronically by Tuesday 11:59am
 - Timesheets can only be approved by EOR

- Identifying need for exception to online timesheet submission

Vendor Invoices

- Completing and submitting Payment Request Forms (PRFs) to Conduent
- Obtaining quotes/invoices for requested services and goods
- Process:
 - PRFs and invoices must be faxed to the FMA for processing
 - The processing time for a PRF/invoice is approximately two (2) weeks.
 - Vendor checks are mailed directly to the participant/EOR
 - Payments are mailed to the vendor if the vendor has elected to utilize direct deposit.
 - After the participant/ EOR receives the vendor check, they forward the check to the vendor as soon as possible to ensure prompt payment.

Conduent/Focosonline Trainings

- Requesting Access to Focosonline
- Changing password
- Accessing training videos
- Running and understanding spending reports
- Entering and reviewing charges
- Accessing forms
- Viewing submitted and approved plans
- Accessing the 24-hour back up plan
- Obtaining employee/vendor packets
- Completing employee/vendor/PRF forms properly

Related Links

For Focosonline and Charge Entry:

<https://nm.focosonline.com/nm>

For all SDCB Forms, Packets and Payroll Information

<https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm#Self-DirectionForms>

Conduent's Information Is:

Physical Address:

1720-A Randolph Ct SE
Albuquerque, NM 87106 P:
1-866-916-0310
F: 1-866-302-6787

What is an Incident?

Incident means any known, alleged, or suspected event of abuse, neglect, exploitation, suspicious injury, or any death.

What is Abuse?

Abuse is the willful infliction of injury, unreasonable confinement, intimidation, or punishment with resulting physical harm, pain, or mental anguish. Abuse can be verbal, sexual or physical.

What is Neglect?

Neglect is the failure of the caretaker to provide basic needs of a person, such as clothing, food, shelter, supervision, and care for the physical or mental health of that person.

What is Exploitation?

Exploitation is the deliberate misplacement, misuse or wrongful, temporary or permanent, use of a person's belongings or money without the person's consent.

What are Suspicious Injuries?

- Any injury that is not consistent with the explanation given for it.
- Reoccurring injuries happening to an individual regardless of care plan
- Frequency, severity, location of injuries raises concerns.

What are Environmental Hazards?

Environmental Hazards - A condition in the physical environment, which creates an immediate threat to health or safety of the individual.

What are other types of reportable incidents?

All deaths, law enforcement involvement, and emergency medical services.

How soon and how should I report abuse, neglect, exploitation and deaths?

Incidents should be reported immediately by calling:

Adult Protective Service (APS): Telephone: (866) 654-3219

Child Protective Service (CPS): Telephone: (855) 333-7233

You can also call you Support Broker or Care Coordinator.

What is Medicaid Fraud?

Fraud is the intentional deception or misrepresentation by a person or an entity.

Example: Knowingly submitting claims for services that were not rendered.

What is Medicaid Waste?

Waste is the overutilization of services or other practices that result in unnecessary costs.

Example: Costs incurred when an individual is receiving more units or hours of service than needed, e.g., when an individual's health improves but their intensity of supports remains the same.

What is Medicaid Abuse?

Abuse is provider practices that are inconsistent with sound fiscal, business, or clinical practices, and result in unnecessary costs to the Medicaid program.

Example: A caregiver bills for services during an individual's institutional stay.

How soon and how should I report Medicaid Fraud, Waste and Abuse?

Incidents should be reported immediately:

To report public assistance fraud, waste, or abuse, including Medicaid provider fraud, please use one of the methods below:

Phone 1 (800) 228-4802

Fax (505) 797-5127

Email HSDOIGFraud@state.nm.us

Mail New Mexico Human Services Department

Office of Inspector General

8909 Adams St. NE, Suite A

Albuquerque, NM 87113

You can also call you Support Broker or Care Coordinator.

In the event that a member expresses or experiences dissatisfaction with the services offered or rendered to him/her, a formal process should be initiated to review, investigate and resolve the problem.

Information Procedure:

1. The member should speak to his/her Support Broker about the dissatisfaction with services, providers, or any other aspect of the SDCB program.
2. If the member's dissatisfaction is related to his/her assigned Support Broker, and the member does not feel comfortable speaking to his/her Support Broker, the member can bypass the informal grievance procedure.
3. The member may verbally express dissatisfaction with services through the Support Broker or the agency's Program Manager.
4. The assigned Support Broker, or agency's Program Manager, will attempt to resolve the dissatisfaction in a timely manner by addressing the issues presented by the member.

Formal Procedure:

1. The member should, verbally or in writing, register a complaint/grievance with Los Amigos. Such a complaint should specify the following:
 - a. A clear statement of the member's complaint.
 - b. A clear statement of efforts made by the member or his/her representative to correct the problem.
 - c. A specific statement of what the member or authorized representative would like to happen to resolve the issue.
2. The written complaint can be submitted to the Support Broker or to Los Amigos directly through the following methods:
 - a. Email to Quality@losamigosnm.com
 - b. Fax to 505-474-2804
 - c. Mail to 6533 Valentine Way Santa Fe, NM 85707

Responding to a Grievance:

1. When a member calls with a complaint, the Support Broker listens to the issue and encourages direct communication between the member and the responsible party.
2. If direct communication with the responsible party is not possible, the Support Broker will facilitate communication and will actively advocate and support member in achieving a solution.
3. The Support Broker follows up with member telephonically on a weekly basis or as needed to see if the issue has been resolved to member's satisfaction.
4. If unresolved, the member/EOR should contact Los Amigos as soon as possible by phone (informal) or in writing (formal) to register the complaint with the Program Manager. This should be done within 5 days of in which the grievance was filed.
5. The Program Manager will follow up with interview within 7 days from the date the complaint was originated and will respond to formal and informal complaints within 15 days of receipt of grievance. This timeframe will allow for further investigation of issue and escalation to relevant parties.

6. As needed, the Program Manager will provide information and clarification on policy, procedures and background to help mediate the member's/EOR's concerns.

Further Actions:

If the member/EOR is not satisfied with the results; and:

1. The issue pertains to Los Amigos directly; the member/EOR may submit an elevated formal request (in writing) within 10 calendar days to the appropriate MCO Manager. A description of the complaint and the steps taken to resolve it, including guidance and recommendations offered by Los Amigos must be detailed in the formal request.
2. If, the issue pertains to the MCO; Support Brokers will assist the member/EOR in the submission of the grievance through the proper MCO channels. The Support Broker will contact the Care Coordinator to inform of the situation at hand and will follow up accordingly.
3. The issue pertains to decisions made or actions taken by the New Mexico Human Services Department (HSD), regarding a member's Medicaid services that have been terminated, modified, reduced, suspended, or denied; HSD has Recipient Hearing Policies (8.352.2 NMAC) in place to provide member the opportunity for an administrative hearing to address these issues. Los Amigos can assist the member in obtaining guidelines and regulations.

MCO Grievances and Appeals

If member dissatisfaction is compromised due to MCO denial, reduction, limited authorization, suspension or termination of benefits:

1. Support Brokers will assist members in the submission of additional supporting documentation to go through the reconsideration process of denied services or related goods. Reconsiderations must be submitted within 30 calendar days of notice.
2. If reconsideration of the denied service or related good has been denied, Support Brokers will support and assist members throughout the appeals process outlined by the assigned MCO denial letter. Appeals can be filed with the MCO verbally or in writing within 90 calendar days of notice.
3. Support Brokers will assist member in requesting an extension of benefit, as appropriate per the assigned MCO, while the appeals process takes place. The extension of benefit will allow member to continue receiving services previously approved in his/her SDCB Care Plan that contributes to the member's health and safety and must be requested within 10 calendar days from receipt of denial notice.
4. If the internal MCO appeals process has been exhausted, the Support Broker will assist and support member in the fair hearing process. A fair hearing may be requested within 30 calendar days from the date of the denial letter. A fair hearing request in addition to a continuation of service request must be received by HSD within 10 calendar days of denial notice.
5. Support Brokers will escalate all payment dispute to Los Amigos Program Manager as soon as identified by member/EOR or provider. The Program Manager will escalate payment dispute to MCO Manager within 10 business days of notice.

Problem Resolution

The member will be given a report on the findings of facts and statement as to the suggested cause of action. The report will be made within 15 days from the date the complaint was originated. In the event the member is not satisfied, this matter will be referred to the current MCO who will take final responsibility.

Non-Discrimination Clause

Los Amigos, LLC does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, subcontractors, vendors, and clients.

Grievant:	Member's Name:
Relationship to Member:	Telephone Number:
Mailing Address:	Email:
GRIEVANCE SUMMARY	
1. What Happened? Who was involved? Please describe details that gave rise to the grievance, please include names and titles as applicable.	
2. When and where did it occur? Please provide day, time, date and location.	
3. Is your Support Broker aware of the situation? If yes, what was the response?	
4. How can the situation be improved? What outcome you would like to see?	
5. Please describe any steps that have already been taken either by you, your Support Broker, or Los Amigos staff to remedy the situation.	
_____ GRIEVANT'S SIGNATURE	_____ DATE
If completed by Los Amigos staff, STAFF NAME: _____	Grievance was completed: <input type="checkbox"/> In person <input type="checkbox"/> By Phone DATE: _____

Please return this form to our office in person, by mail, email or fax:

In person: 1601 Randolph Ct. SE Suite 110-S Albuquerque, NM 87106

By mail: 6533 Valentine Way Santa Fe, NM 87507

By email: sergio@losamigosnm.com

By fax: 505-474-2804

- 1. Discuss the need for environmental modification with you Care Coordinator:**
 - a. What type of environmental modification you are requesting?
 - b. Do you need a letter from the doctor to show medical necessity?
 - c. Do you have enough funds to cover for the environmental modification?
- 2. Find a licensed contractor who has experience doing the type of environmental modification you are requesting:**
 - a. Make an appointment with contractor to complete evaluation
 - b. Ask contractor for a cost estimate
- 3. Gather the following information:**
 - a. Environmental Modification evaluation (from the contractor)
 - b. Service Cost Estimate- not to exceed \$5,000 (from the contractor)
 - c. Letter of Acceptance of Service Cost Estimate (copy included in this mailing)
 - d. Letter of Permission from property owner (copy included in this mailing)
 - e. Documentation demonstrating compliance with the Americans with Disabilities Act (from the contractor, can be attached to the evaluation/cost estimate)
 - f. 1-year Warranty (from the contractor, can be attached to the evaluation/cost estimate)
 - g. Copy of Business License (from the contractor)
 - h. Copy of Liability Insurance (from the contractor)
 - i. "Before" Pictures
 - j. Vendor Packet
- 4. Submit all paperwork to your Support Broker.**

REMEMBER:

Your Support Broker help you throughout the process, please call with any questions or concerns.