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FISCAL IMPACT REPORT

ORIGINAL DATE 2/15/16

SPONSOR Ortiz y Pino **LAST UPDATED** _____ **HB** _____

SHORT TITLE "Nurseadvice New Mexico" Task Force **SM** 105

ANALYST Boerner

ESTIMATED ADDITIONAL OPERATING BUDGET IMPACT (dollars in thousands)

	FY15	FY16	FY17	3 Year Total Cost	Recurring or Nonrecurring	Fund Affected
Total		NFI	NFI			

(Parenthesis () Indicate Expenditure Decreases)

SOURCES OF INFORMATION

LFC Files

Responses Received From

SUMMARY

Synopsis of Bill

Senate Memorial 105 directs the Human Services Department to convene a “NurseAdvice New Mexico” task force to discuss ways for NurseAdvice New Mexico to receive the funding it requires to continue to provide safety net referral services for Medicaid recipients.

The taskforce would be charged with examining nurse advice line referral practices of New Mexico health care providers and arrangements needed for Medicaid Centennial Care managed care organizations and HSD to appropriately reimburse the nurse advice line for services provided

The taskforce would also be required to make recommendations for ways in which NurseAdvice New Mexico may obtain access to the Medicaid recipient portal in order to make referrals in a timely and accurate manner and report its findings and recommendations to the Legislative Health and Human Services Committee by July 15, 2016 and again by November 1, 2016.

FISCAL IMPLICATIONS

None noted.

SIGNIFICANT ISSUES

According to a February 2015 article published by the Pew Charitable Trusts <http://www.pewtrusts.org/en/research-and-analysis/blogs/stateline/2015/2/25/new-mexicos-nurse-hotline-touted-as-model-in-states>], the U.S. Centers for Disease Control and Prevention touts NurseAdvice New Mexico (NANM) hotline as a model in states. Financial support comes from a public-private partnership that includes nearly every insurance carrier and managed care organization in the state, the state's Medicaid and public health departments, the University of New Mexico's Health Sciences Center, Indian Health Services, and numerous hospitals, physician practices and community health centers across the state.

According to the Department of Health, the current annual appropriation from DOH to NANM is \$399 thousand per year. While NANM partners with other entities such as the University of New Mexico Health Sciences Center, Presbyterian Health Plan, and Bernalillo and Union Counties among others, it is unclear how much support NANM receives from each of those partners.

The 2015 Pew article also notes the statewide reach of New Mexico NurseAdvice line, as well as its close ties with the medical community, have made it particularly effective at stemming the spread of infectious diseases. Similarly, when wildfires start burning in the summer, the line is able to quickly pinpoint who is experiencing breathing problems so the state can set evacuation plans. NANM also stands out for its 98 percent customer approval rating and a compliance rate of 85 percent, meaning callers heed the nurses' advice and either care for themselves at home, go to a doctor or go directly to a hospital based on the nurses' orders.

Nurses On Call

Key Statistics

Operating hours	24/7
Staff (registered nurses)	46
Number of individual callers	1.5 million
Call volume	15,000 calls per month
Percent of callers diverted from emergency rooms	65%
Savings per phone call	\$40.96
Annual budget	\$2.3 million
Start-up costs	\$500,00

New Mexico's statewide call center, operating since 2006, is financed by a public-private partnership that includes insurers, state health agencies, hospitals and other health care providers.

Source: Stateline research
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According to the NANM web page:

- NurseAdvice New Mexico (NANM) is a 501(c)(3) not-for-profit organization and currently approximately 15 percent of the services the organization provides has no funding source.
- NANM receives about 15,000 calls per month and has more than 1 million New Mexicans registered in the NANM system. The service adds value to managed care organizations, health insurers, physician groups, community health centers, hospitals, Counties and individuals.
- The service is not a free service available to all of New Mexico; rather, NANM is a public-private collaborative model that currently serves a little more than half of the state of New Mexico, with no charge to the callers thanks to the partnership of many private provider and insurance sponsors, and some funding from the Department of Health and a few counties to help serve a portion of the uninsured population.
- As more providers, insurers, and counties partner with NANM, the nonprofit seeks to reach the goal of being able to serve the entire population of New Mexico.

Current NurseAdvice New Mexico partners include the following:

New Mexico Department of Health
Indian Health Services – Albuquerque and Santa Fe Service Units
University of New Mexico – Health Sciences Center
Presbyterian Health Plan
New Mexico Health Connections
Primary Care Association
NM Hospital and Health Systems Association
Bernalillo and Union Counties
Several Provider Groups, Community Health Centers, and Hospitals throughout the State

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