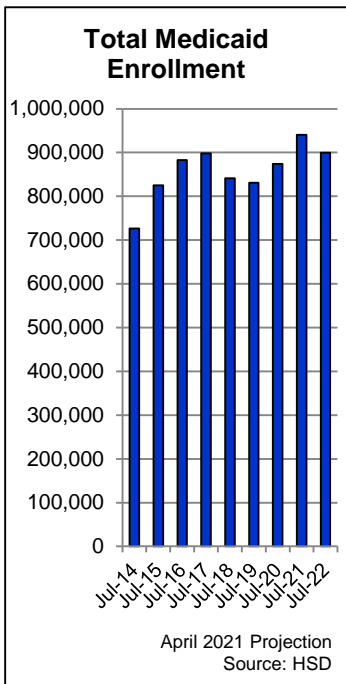


ACTION PLAN

Submitted by agency?	Yes
Timeline assigned?	Yes
Responsibility assigned?	Yes



The Medicaid caseload in March 2021 was 919,923 individuals, a 10.7 percent increase over a year ago. The count of Medicaid recipients increased by 4,245, or 0.5 percent, over February.

In March 2021, 378,240 children were on Medicaid, an increase of 20,733, or 5.8 percent, over March 2020. The number of children on Medicaid decreased by 217 members, or 0.06 percent, from February to March

The Covid-19 pandemic, unemployment, and federal Medicaid policy greatly impacted the state's Medicaid program's FY21 enrollment, utilization, costs, and health outcomes. In March 2020, the Families First Coronavirus Response Act (FFCRA) was enacted and included a 6.2 percent increase in the regular Medicaid matching rate. States receiving the 6.2 percentage point increase are required to continue Medicaid eligibility for any individuals enrolled as of March 18, 2020, or enrolled during the public health emergency, unless the individual voluntarily terminates eligibility or is no longer a resident of the state. Between March 2020 and March 2021, Medicaid enrolled over 90,000 new members. A total of 919,923 New Mexicans were enrolled in Medicaid as of March 2021.

In October, the Human Services Department's (HSD's) website added a performance "scorecard." The scorecard provides comparative annual data on a few contract management performance measures for the three managed care organizations (MCOs), and provides some high-level data on the performance of other HSD programs and services. Examples include how MCOs compare with ensuring follow-up appointments, child support payments collected, and percent of follow-up appointments with mental health practitioners. Some of the dashboard's performance measures are included in the LFC quarterly performance report cards; however, HSD's third-quarter performance report did not include any new reporting of quarterly data for multiple performance measures.

Medical Assistance Division

The Medicaid program has a red rating because of incomplete quarterly reporting as well as declining performance. The Medical Assistance Division reported on three performance measures on health outcomes for the first three-quarters of FY21. In FY20, HSD elected to continue reporting on the full list of Medicaid performance measures reported on in previous fiscal years. And in FY22, HSD is required to report on 18 performance measures for the Medicaid program; however, it is problematic to have a gap year with only three performance measures reported quarterly for Medicaid. The Medicaid program is too important to proceed with quarterly performance reporting on just a handful of measures.

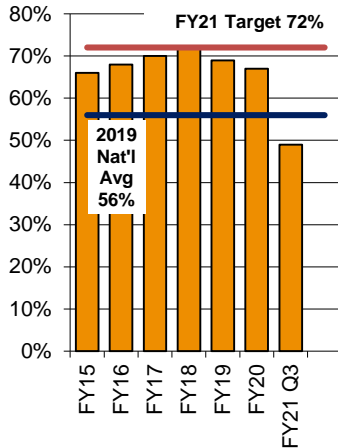
Two of the three Medicaid performance measures reported on by HSD attributed their declining performance to members' hesitancy to seek services during the pandemic. However, it should be noted Covid-19 significantly impacted the utilization of services due to closures of healthcare and dental offices and implementation of office safety protocols that limited the number of scheduled appointments. MCOs were directed to extend all existing prior authorizations and maintain 24-hour/7-day per week nurse advice lines for the duration of the emergency declaration. Additionally, MCOs were directed to offer access to out-of-network services for Medicaid members where appropriate and required.

Furthermore, HSD is not reporting quarterly data on two performance measures identified in the General Appropriation Act of 2020 including 1) Percent of infants in Medicaid managed care who had six or more well child visits with a primary care physician before the age of 15 months; and 2) Rate per one thousand members of emergency room use categorized as nonemergent care.

PERFORMANCE REPORT CARD

Human Services Department Third Quarter, Fiscal Year 2021

Children in Medicaid Receiving Annual Dental Visit



Source: HSD Quarterly Report

The Supplemental Nutrition Assistance Program (SNAP) caseload in March 2021 was 267,291, an 18.5 percent increase over a year ago, and an increase of 3,211 cases, or 1.2 percent, above February.

The Temporary Assistance for Needy Families (TANF) caseload was 12,422 in March, an increase of 24.3 percent over a year ago, and a decrease of 202 cases, or 1.6 percent, from February.

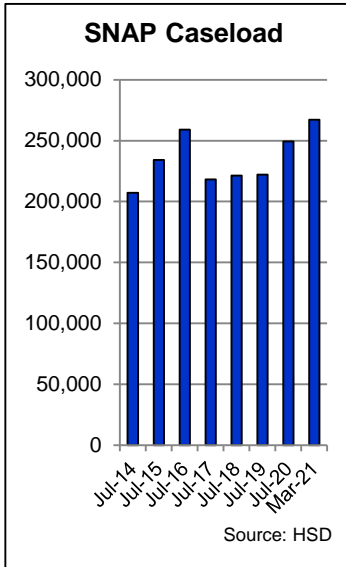
Budget: \$5,919,667.4 FTE: 220.5	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Infants in Medicaid managed care who had six or more well-child visits with a primary care physician during their first 15 months*	44.5%	46.1%	N/A	No Report	No Report	No Report	R
Children and youth in Medicaid managed care who had one or more well-child visits with a primary care physician during the measurement year*	86%	85%	88%	72%	70.4%	67.2%	R
Children ages 2 to 21 enrolled in Medicaid managed care who had at least one dental visit during the measurement year	72%	69%	70%	55.2%	51.3%	49.5%	R
Individuals in managed care with persistent asthma appropriately prescribed medication	60%	66%	N/A	No Report	No Report	No Report	R
Hospital readmissions for children ages 2 to 17 within 30 days of discharge	5.6%	4.5%	N/A	No Report	No Report	No Report	R
Hospital readmissions for adults 18 and over within 30 days of discharge	7%	7.5%	<8%	7.6%	7.8%	7.6%	G
Emergency room use categorized as non-emergent per one thousand Medicaid member months ²	60%	60%	N/A	No Report	No Report	No Report	R
Individuals with diabetes in Medicaid managed care ages 18 through 75 whose hospital admissions had short-term complications	16.7	24.6	N/A	No Report	No Report	No Report	R
Newborns with Medicaid whose mothers received a prenatal care visit in the first trimester or within 42 days of enrollment in the managed care organization*	77%	82%	N/A	No Report	No Report	No Report	R
Medicaid managed care members with a nursing facility level of care being served in the community	87%	86%	N/A	No Report	No Report	No Report	R
Program Rating	Y	Y					R

¹ HSD uses a rolling average; the most recent unaudited data available includes the last quarters of FY20 and the first quarters of FY21. The data for HEDIS measures is preliminary.

² The target was a per capita target whereas the data is per 1,000 members. HSD previously reported it would use a consistent methodology in the future.

*Measures are Healthcare Effectiveness Data and Information Set (HEDIS) measures which represent a tool used by more than 90 percent of America's health plans to measure performance on important dimensions of care and service.

Income Support Division



Due to the declaration of the Covid-19 public health emergency, ISD lifted all New Mexico Works (NMW) requirements related to work participation and restored participants' benefits to their full benefit levels.

In addition to ensuring all newly approved TANF recipients received the proper orientation and assessments to identify and locate additional resources to support vulnerable families during the pandemic, the NMW service provider, Creative Work Solutions, is actively re-engaging all previous sanctioned participants through phone calls, texts, and emails.

This re-engagement effort ensures participants have access to the supports they need in their communities and remain engaged with NMW to avoid sanctions in the future.

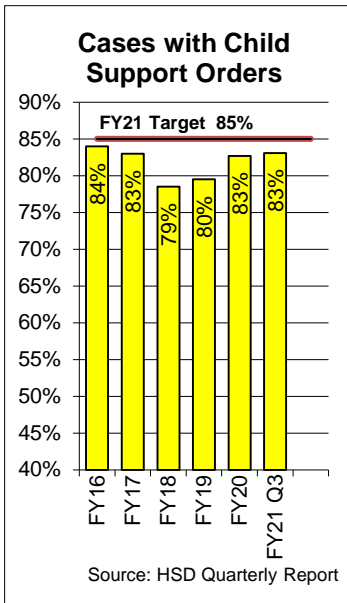
The Income Support Division (ISD) declined to provide quarterly reporting for two performance measures which had been reported on quarterly for several years – Temporary Assistance for Needy Families (TANF) federal two-parent recipients and families meeting federally required work requirements. These measures are required by the federal Administration for Children and Families (ACF) and will not be reported on by HSD in FY21, but will be restored in FY22, but only annually, instead of the previous quarterly reporting.

The new performance measure, TANF recipients ineligible for cash assistance due to work related income, reflects adults whose new employment income exceeded TANF guidelines. However, during the first quarter the average unemployment rate in New Mexico was 10.8 percent and is currently about 8 percent, which negatively impacts employment opportunities for TANF recipients.

ISD added a performance measure for TANF recipients in the University of New Mexico's (UNM) Accelerated College and Career Education program and who graduated and obtained their certificate of completion. During FY21, an average of 189 TANF recipients were active in the UNM program, but because of challenges due to the pandemic, of those who were active in the program, two people successfully obtained their high school equivalency. This represents a success rate of less than one percent.

	Budget: \$945,325.0	FTE: 1,149	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Regular supplemental nutrition assistance program cases meeting the federally required measure of timeliness of 30 days			99.1%	98.8%	96%	99%	98.4%	98%	G
Expedited supplemental nutrition assistance program cases meeting federally required measure of timeliness of 7 days			99.1%	98.8%	98%	98.5%	98.4%	97.8%	Y
Temporary assistance for needy families recipients ineligible for cash assistance due to work related income			No Report	14.1%	37%	2%	1.2%	1.4%	Y
Temporary assistance for needy families recipients who obtain a high school equivalency certificate			New	New	N/A	0.01%	0.01%	0.03%	Y
Two-parent recipients of temporary assistance for needy families meeting federally required work requirements			59.5%	39.5%	N/A	No Report	No Report	No Report	R
All families recipients receiving temporary assistance for needy families meeting federally required work requirements			48.9%	31.1%	N/A	No Report	No Report	No Report	R
Program Rating			Y	R					Y

Child Support Enforcement Division



The Child Support Enforcement Division (CSED) reported it is engaged in modernizing the program in an effort to set accurate child support obligations based on the non-custodial parents ability to pay; increase consistent, on-time payments to families; move non-paying cases to paying status; improve child support collections rates; reduce the accumulation of unpaid and uncollectable child support arrearages; and incorporate technological advances and evidence-based standards that support good customer service and cost-effective management practices.

Due to Covid-19, CSED escalated implementation of its child support prioritization tool to assist with managing for performance. CSED also worked on having parties agree to an establishment order, when possible, to avoid reliance on court hearings which could delay establishing court orders during the Covid-19 public health emergency.

CSED reported its child support collections for calendar year 2020 were up from about \$138 million to \$156 million due to intercepting federal CARES Act stimulus funds checks that went out to non-custodial parents (NCPs). CSED encouraged NCPs to use electronic means to make payments, including mailing payments, rather than dropping off payments at local offices due to the social distancing order. However, CSED is keeping daily limited office hours to allow NCP payments to continue to flow to the custodial parents during the pandemic. In addition, NCPs who apply for unemployment insurance will be automatically linked with the child support system and a portion of their unemployment benefit will pay for their child support obligation.

	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Budget: \$32,508.6 FTE: 378							
Non-custodial parents paying support per total cases with support orders	No Report	51.7%	58%	56%	55.4%	55.6%	R
Total child support enforcement collections, in millions	\$137.5	\$156.1	\$145	\$36.9	\$33.7	\$36.5	Y
Child support owed that is collected	57.7%	58.7%	60%	60.8%	60.5%	60.1%	G
Cases with support orders	79.5%	83.2%	85%	83.6%	83.3%	83.1%	R
Total dollars collected per dollars expended	\$3.55	\$3.44	\$4.00	No Report	No Report	No Report	R
Program Rating	R	Y					Y

Note: Children with paternity acknowledged or adjudicated are reported in the federal fiscal year.