



As of March 1, 2015, Qualis Health will provide Third Party Assessor (TPA) and utilization (UR) review services to the State of New Mexico Human Services Department/Medical Assistance Division (HSD/MAD). Our regional office is located in Albuquerque, NM. Qualis Health strives to improve and advance the efficiency, economy, effectiveness and quality of healthcare services provided to New Mexico Medicaid recipients.

#### As the TPA, we:

- Contract with HSD/MAD for select Home and Community Based Services (HCBS) waiver reviews, including initial and annual Levels of Care (LOC) and Individual Service Plan or Service and Support Plan and budgets.
- Answer clinical and technical questions related to waiver authorizations and processes.
- Offer telephonic and onsite provider education.
- Provide resource accessibility on our webpage.

#### We will provide reviews for these HCBS Waivers:

- Mi Via Waiver
- Medically Fragile Waiver
- Developmental Disabilities Waiver (DDW)



#### TPA functions will also include LOC reviews for:

- Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID)
- Program of All-Inclusive Care for the Elderly (PACE)

#### Contact Us:

##### Telephone

Customer Service Line: (866) 962-2180 (Toll free)

##### Fax

Mi Via Waiver Fax Line: (800) 251-9993 (Toll free)

DD Waiver & Medically Fragile Waiver Fax Line: (877) 575-8309 (Toll free)

PACE & ICF/IID Fax Line: (877) 834-5591 (Toll free)