

HOW TO GET A MEDICAID CARE COORDINATOR

WHAT IS A CARE COORDINATOR AND WHY DO I NEED ONE?

Care Coordination is a free service included in your Medicaid member benefits that provides support to members. A Care Coordinator is like a personal wellness coach that can help inform you about your member benefits. They work closely with you to access resources and plan your health goals. These services can include:

- Help making appointments and accessing free transportation to appointments
- Guidance on maternity and infant care needs
- Accessing behavioral/mental health support
- Accessing community resources for food, shelter, and other support programs in your community
- Accessing home-based healthcare
- Support and educational information about making healthy lifestyle choices

1. CALL YOUR MANAGED CARE ORGANIZATION

Western Skies Community Care:

- Call Member Services 1-844-543-8996
- press 4 for care coordination

Presbyterian Health Plan:

- Call (505) 923-8858
- State "member" then type in your information or say "customer service", then ask to be transferred to care coordination

Blue Cross Blue Shield of New Mexico:

- Call 1-877-232-5518
- Press 3 then 2 then ask to be transferred to care coordination

2. COMPLETE OR UPDATE YOUR HRA AND CNA*

A Health Risk Assessment (HRA) is required to be assigned a coordinator.

- Takes approximately 5 minutes to complete and is online or over the phone
- After completion it may take 5-10 business days for a coordinator to contact you

A Comprehensive Needs Assessment (CNA) with your coordinator

- Determines level of services
- May take place in your home; you do not have to allow this
- Will help coordinator create a care plan for you/your child

IF YOU ARE PREGNANT- ADDITIONAL STEPS AND SERVICES

Blue Cross Blue Shield of New Mexico:

- During your HRA, your pregnancy status will be noted to get you a Special Beginnings Program care coordinator.

Western Skies Community Care: Fill out the notice of pregnancy assessment as soon as possible

- You will be registered for "Start Smart for Your Baby" and assigned a nurse care manager
- Secure transportation is free- please call 855-739-9987 (3 days prior to the appointment)

Presbyterian Health Plan: If you are pregnant or think you may be, call the Presbyterian Customer Service Center ((505) 923-5200) right away. When you call, they will:

- Help you get a care coordinator.
- Help you choose a primary obstetrician or certified nurse midwife for your pregnancy (prenatal) care.
- Tell you about programs for pregnant members such as Home Visiting to support new parents and promote infant health.
- Discuss Presbyterian Centennial Care Baby Benefits, a reward program for your pregnancy care.
- Help you choose a pediatrician for your baby and a Primary Care Provider (PCP) for you following the birth of your baby.

***If you are under 18, your parent/guardian may already have completed your HRA. You may have to tell the member services representative that you have a change in condition that requires it to be updated. If you wish this information to remain confidential, you will need to say so.**