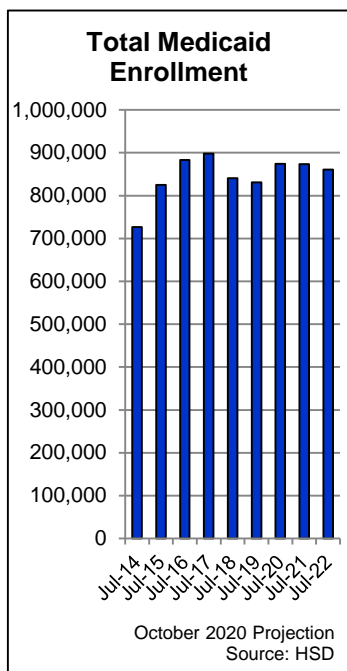


ACTION PLAN

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

The Covid-19 pandemic, the resulting declining economic outlook, and federal stimulus policy are all important factors in the Medicaid program's enrollment, utilization, costs, and health outcomes. On March 18, 2020, Congress enacted and the President signed into law the Families First Coronavirus Response Act (FFCRA). FFCRA included a 6.2 percent increase in the regular Medicaid matching rate in response to the Covid pandemic. States that received the 6.2 percentage point increase were required to continue Medicaid eligibility for any individuals who were enrolled as of March 18, 2020, or became enrolled during the public health emergency, unless the individual voluntarily terminates eligibility or is no longer a resident of the state. Between June 2020 and September 2020, Medicaid enrolled 22,913 new members. A total of 883,657 New Mexicans were enrolled in Medicaid as of October 1, 2020. In October 2020, the U.S. Department of Health and Human Services declared the national public health emergency be extended through March 2021. The Human Services Department (HSD) joined the Department of Health and other agencies in managing the state's response to the COVID-19 public health emergency.



In October, HSD posted on its website a performance “dashboard.” The dashboard provides comparative annual data on a few performance measures for the three managed care organizations (MCOs), and also provides some high level data on how other HSD programs and services are performing. Examples of data include how MCOs compare with ensuring follow-up appointments, how much child support payments are 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, the LFC report cards endeavor to report more detailed quarterly performance data.

Medical Assistance Division

The Medical Assistance Division (MAD) only reported on three performance measures in the first quarter of FY21. The PB-2 FY21 listing of performance measures for Medicaid did only include these three performance measures, and the Department of Finance and Administration did not allow any retroactive changes to be made to quarterly performance reports. However, in FY20 HSD cooperatively elected to report on the full slate of Medicaid performance measures reported on in previous fiscal years. It should be noted the FY22 PB-1 performance measure listing includes 18 performance measures for the Medicaid program. It would be odd to have a gap year where only three performance measures are reported on for the Medicaid program. Therefore, the first quarter performance report submitted by MAD would appear to be an anomaly that should be revisited as soon as possible and adjusted to include reporting on the regular full slate of Medicaid performance measures. The Medicaid program is too important to proceed with such minimal performance reporting.

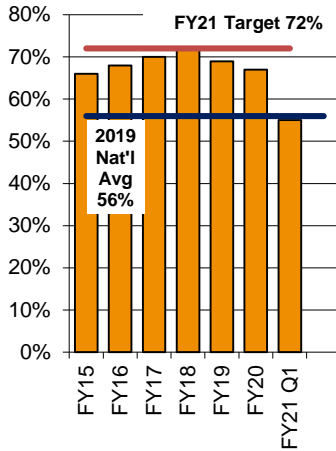
Furthermore, the General Appropriation Act of 2020 mandates the Medical Assistance Division at a minimum report on the following performance measures: 1) Percent of children ages two to 20 years enrolled in Medicaid managed care who had at least one dental visit during the measurement year (included in report); 2) 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 (excluded from report), 3) Average percent of children and youth ages 12 months to 19 years in Medicaid managed care who received one or more well-child visits with a primary care physician during the measurement year (included in report); 4) Percent of hospital readmissions for adults in Medicaid managed

PERFORMANCE REPORT CARD

Human Services Department

First Quarter, Fiscal Year 2021

Children in Medicaid Receiving Annual Dental Visit



The Medicaid caseload in September 2020 was 883,657 individuals, a 6.8 percent increase over a year ago. The count of Medicaid recipients increased by 6,550, an increase of 0.8 percent over August 2020.

In September 2020, children on Medicaid increased by 15,266, or 4.3 percent, over September 2019. In September 2019, Medicaid served 356,676 children, and in September 2020, Medicaid served 371,942 children. Children on Medicaid in September 2020 increased by 1,569 over August 2020, or 0.4 percent.

The Supplemental Nutrition Assistance Program (SNAP) caseload in September 2020 was 225,950, a 0.9 percent increase over a year ago, and a decrease of 23,758 cases below August, a 6 percent decline. The Temporary Assistance for Needy Families (TANF) caseload was 11,425 in September, an increase of 7.6 percent over September 2019, and a decrease of 732 cases or 6 percent below August 2020.

care, ages 18 and over, within 30 days of discharge (included in report); and 5) Rate per one thousand members of emergency room use categorized as nonemergent care (excluded from report).

Two of the three Medicaid performance measures reported on by MAD indicated declining performance for the first quarter of FY21. The declining performance could be attributable to Medicaid members' hesitancy to seek services during the Covid-19 pandemic.

	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			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*			85%	75.6%	88%	72%			R
Children ages 2 to 21 enrolled in Medicaid managed care who had at least one dental visit during the measurement year			69%	68%	70%	55.2%			R
Individuals in managed care with persistent asthma appropriately prescribed medication			60%	66%	N/A	No Report			R
Hospital readmissions for children ages 2 to 17 within 30 days of discharge			5.6%	4.5%	N/A	No Report			R
Hospital readmissions for adults 18 and over within 30 days of discharge			7.2%	7.4%	<8%	7.6%			G
Emergency room use categorized as non-emergent per one thousand Medicaid member months ²			60%	60%	N/A	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			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			R
Medicaid managed care members with a nursing facility level of care being served in the community			87%	86%	N/A	No Report			R

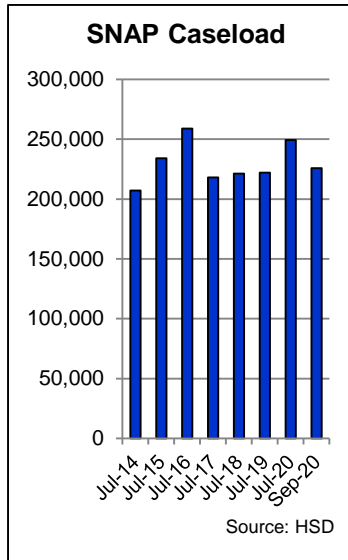
Program Rating

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

The Income Support Division (ISD) removed two performance measures which had been reported on for years – Temporary Assistance for Need 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 negatively impacted employment opportunities for TANF recipients.

ISD added a performance measure for TANF recipients in the University of New Mexico's Accelerated College and Career Education program and who graduated and obtained their certificate of completion. An average of 162 TANF recipients were active in the program, but because of challenges due to the pandemic, only one person successfully completed the program.

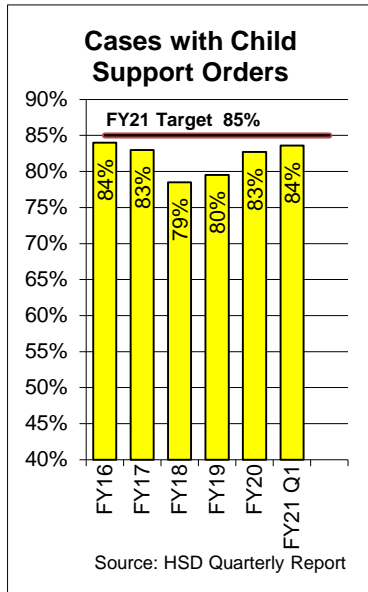
Due to the declaration of a public health emergency due to Covid-19, ISD lifted all New Mexico Works (NMW) sanctions related to work participation and restored participants' benefits to their full benefits.

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 this time, the NMW service provider, Career Works Solutions, is actively re-engaging all previously sanctioned participants.

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.

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

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 FY20 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 the local offices due to the social distancing order. However, CSED kept 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%			Y
Total child support enforcement collections, in millions	\$137.5	\$156.1	\$145	\$36.9			G
Child support owed that is collected	57.7%	58.7%	60%	60.8%			G
Cases with support orders	79.5%	83.2%	85%	83.6%			Y
Total dollars collected per dollars expended	\$3.55	\$4.67	\$4.00	Annual			Y
Program Rating	R	Y					Y

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