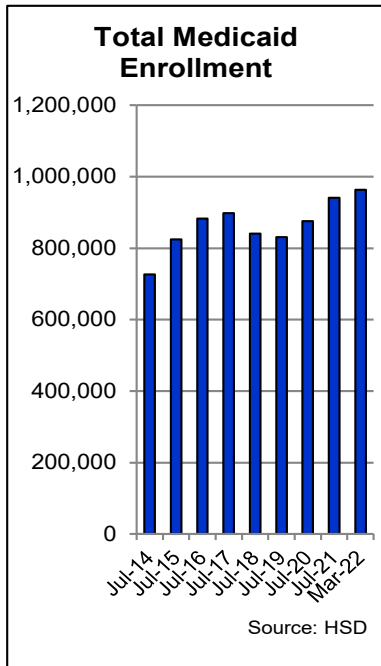


## ACTION PLAN

Submitted by agency?	Yes
Timeline assigned?	No
Responsibility assigned?	No



The Medicaid caseload in March 2022 was 962,985 individuals, a 4.7 percent increase over a year ago. The count of Medicaid recipients increased by 1,776, or 0.2 percent, over February.

In March 2022, 386,115 children were on Medicaid, an increase of 7,875 children, or 2.1 percent, over March 2021. The number of children on Medicaid increased by 1,483 members, or 0.3 percent, from February to March.

The Human Services Department's Medicaid Program enrolls almost 50 percent of New Mexicans making it the largest per capita Medicaid Program in the country. The Medicaid Program also represents 40 percent of the state's general fund spending. However, most of the performance measures for the Medicaid Program appear to be lagging behind the targeted trend resulting in a red rating which is concerning for a program of this size and import. A reported 7.6 percent out of a targeted 88 percent of children received one or more well-child primary care visits. The previous quarter reported 38 percent of children received one or more well-child primary care visits. With almost 8,000 children added to Medicaid during the federally declared public health emergency, positive performance outcomes are crucial for infant and maternal health.

Medicaid managed care organizations (MCOs) receive per member per month (PMPM) payments for most Medicaid enrollees regardless if they access services. Notably, utilization rates appear well below the projected levels on which the PMPM rates were built, resulting in the Medical Assistance Division capturing financial recoupments from the MCOs. Network adequacy must be ensured to enable Medicaid clients to have access to services funded through the MCOs.

Labor force participation is needed at all levels in the state. However, the Income Support Division's (ISD) Temporary Assistance for Needy Families (TANF) Program reported 0.8 percent out of a targeted 37 percent of TANF recipients were ineligible for cash assistance due to work-related income. Notably, TANF participants had federal work participation requirements waived and also were eligible for certain unemployment benefits through 2021. ISD and the Child Support Enforcement Division both received a red rating for the third quarter.

**Pandemic-Related Enrollment and Funds.** The public health emergency (PHE), federal policy, and workforce participation greatly impact the Medicaid program's enrollment, utilization, costs, and outcomes. In 2020, the Families First Coronavirus Response Act included a 6.2 percent increase in the federal Medicaid matching rate. States receiving the increase are required to continue Medicaid eligibility for any individuals enrolled during the public health emergency which extends through December 2022, unless the individual voluntarily terminates eligibility or is no longer a resident of the state. During the PHE between March 2020 and March 2022, Medicaid enrolled over 160 thousand new members, for a total approaching 970 thousand.

**HSD Scorecard.** The Human Services Department's (HSD's) website added a performance "scorecard" in 2020. The scorecard provides comparative annual data on Medicaid MCO contract management performance measures and high level data on the performance of 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 measures are included in the LFC quarterly performance report cards.

## Medical Assistance Division

The Medicaid Program received a red rating for the third quarter based on performance continuing to fall short of targeted levels and national benchmarks on several measures, including infant and maternal health. The Medical Assistance Division (MAD) reports it is working with MCOs to ensure every qualified New Mexican

## PERFORMANCE REPORT CARD

### Human Services Department

### Third Quarter, Fiscal Year 2022

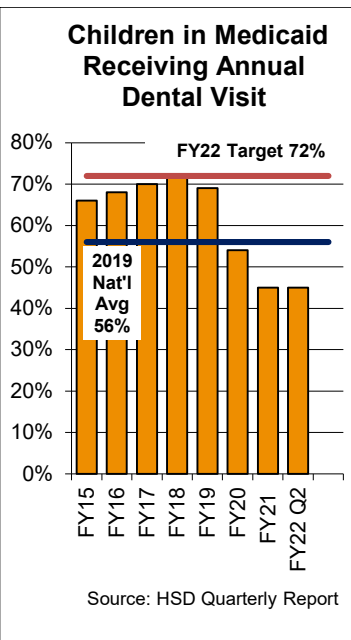
The Office of Superintendent of Insurance (OSI) implemented network adequacy compliance reporting requirements for commercial health insurance beginning January 1, 2022. OSI also implemented more rigorous standards for existing network adequacy compliance reporting.

Medicaid MCOs should be required to comply with OSI regulations for network adequacy and reporting.

receives timely and accurate benefits. Provision of data on appointment no show rates would be a helpful benchmark.

The performance measure, “infants in Medicaid managed care who had six or more well-child visits with a primary care physician during their first 15 months” is a new measure created by National Committee for Quality Assurance in 2020. HSD added the well-child measure as a Medicaid MCO tracking measure in FY22 and requested MCOs provide detailed action plans with their quarterly performance measures. MCO strategies to improve well-child visits include increasing outreach calls; instituting value-based contracts with providers; creating a reward program for well-child visit compliance; offering assistance with scheduling appointments and transportation; and implementing a member texting campaign.

**Home Visiting.** The Centennial Home Visiting Program (CHV), established in 2020, provides in home services to young children, children with special health care needs, and to the parents and primary caregivers of those children. The CHV’s goals are to improve maternal and child health, promote child development and school readiness, encourage positive parenting, and connect families to support in their communities. MAD requires the prenatal and postpartum performance measures and each MCO is expected to meet the target of 64.8 percent.



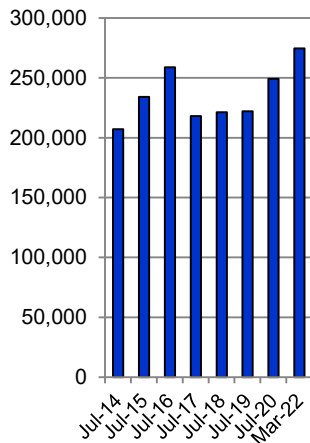
The Supplemental Nutrition Assistance Program (SNAP) caseload in March 2022 was 274,715, a 2.8 percent decrease from a year ago, and a decrease of 7,498 cases, or 2.7 percent, below February.

The Temporary Assistance for Needy Families (TANF) caseload was 12,176 in March 2022, a decrease of 2 percent from a year ago, and a decrease of 486 cases, or 3.8 percent, below February.

	Budget: \$6,351,758.6	FTE: 215.5	FY20 Actual	FY21 Actual	FY22 Target	FY22 Q1	FY22 Q2	FY22 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*			52%	51.6%	N/A	53%	54%	38.5%	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*			33%	67.2%	88%	30%	38%	7.6%	R
Children ages 2 to 21 enrolled in Medicaid managed care who had at least one dental visit during the measurement year			54%	49.5%	72%	45%	50%	No Report	R
Hospital readmissions for children ages 2 to 17 within 30 days of discharge			4.9%	6.7%	<5%	8%	8%	5.1%	Y
Hospital readmissions for adults 18 and over within 30 days of discharge			9.3%	No Report	<8%	9%	11.7%	8.9%	R
Emergency room use categorized as non-emergent per one thousand Medicaid member months			61%	50%	50%	51%	53%	53%	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*			72%	No Report	83%	56%	56%	54%	R
Medicaid managed care members ages 18 through 75 with diabetes, types 1 and 2, whose HbA1c was >9 percent during the measurement year*			54%	No Report	86%	75%	67%	87%	G
<b>Program Rating</b>			Y	Y					R

\*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. The most recent unaudited data available includes the last quarters of FY21 and the first quarters of FY22. The data for HEDIS measures is preliminary and will be finalized in June 2022.

### SNAP Caseload



Source: HSD

HSD's partnership with the Workforce Solutions Department (WSD) to provide work program case management services to mandatory TANF participants is reportedly unfolding slowly. WSD is slated to assist TANF participants with gaining the skills, experience, and resources to improve the family's financial stability, find employment, and receive living wages.

However, WSD is experiencing staffing issues while learning TANF rules and regulations. ISD received several federal waivers to help families during the peak of the pandemic such as automatic extensions on certifications and waived interviews. New Mexico also opted to pause all work program noncompliance on households for nonparticipation. The number of mandatory TANF recipients also increased while during the pandemic, resulting in larger caseloads.

### Income Support Division

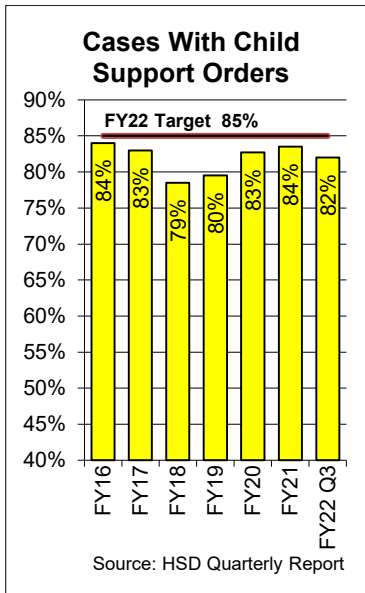
The Income Support Division's (ISD) Temporary Assistance for Needy Families (TANF) and Supplemental Nutrition Assistance Program (SNAP) caseloads rose over the previous year but declined in the third quarter. The performance measure, "TANF recipient's ineligible for cash assistance due to work-related income," reflects adults whose new employment income exceeded TANF guidelines. Although unemployment has declined in New Mexico, less than 1 percent of TANF recipients were ineligible for cash assistance due to work-related income. However, TANF recipients had work participation requirements waived and were eligible for certain unemployment benefits through September 2021, possibly affecting their workforce participation into the second and third quarters.

Many TANF participants have significant barriers which prevent full workforce participation and require more intense case management to help alleviate the barriers. Participants may be unable to keep their scheduled appointments which prolongs engagement in work program activities. Often participants cannot easily be contacted because their phone numbers or addresses have changed. The federal Administration for Children and Families allows states to reduce its targeted work participation rate based on additional state and local expenditures on low-income programs that impact TANF related goals.

The Workforce Solutions Department (WSD) is partnering with ISD to establish employment placements for TANF Career Link Program and Wage Subsidy Program participants. WSD started a campaign called "Ready NM" with access to training, education and employment resources that can assist TANF participants.

Budget: \$1,080,047.7	FTE: 1,133	FY20 Actual	FY21 Actual	FY22 Target	FY22 Q1	FY22 Q2	FY22 Q3	Rating
Regular Supplemental Nutrition Assistance Program cases meeting the federally required measure of timeliness of 30 days		98.8%	98.6%	96%	98%	97.6%	98%	<span>G</span>
Expedited Supplemental Nutrition Assistance Program cases meeting federally required measure of timeliness of seven days		98.8%	98.5%	98%	98%	97.5%	97.3%	<span>Y</span>
Temporary Assistance for Needy Families recipients ineligible for cash assistance due to work-related income		14.1%	7.6%	37%	3%	0.8%	0.8%	<span>R</span>
Two-parent recipients of Temporary Assistance for Needy Families meeting federally required work requirements		28.2%	3.5%	52%	3.1%	1.6%	No Report	<span>R</span>
All families receiving Temporary Assistance for Needy Families meeting federally required work requirements		24.3%	4.2%	37%	1.8%	1.8%	No Report	<span>R</span>
<b>Program Rating</b>		<span>Y</span>	<span>R</span>					<span>R</span>

### Child Support Enforcement Division



The Child Support Enforcement Division (CSED) is engaged in modernizing the program to set accurate child support obligations based on the noncustodial parent's ability to pay; increasing consistent, on-time payments to families; moving nonpaying cases to paying status; improving child support collections; and incorporating technological advances and evidence-based standards that support good customer service and cost-effective management practices. These modernization efforts were tested in pilot offices and have since been implemented statewide beginning in February 2022. CSED is expecting performance to improve with these efforts, although the performance in the third quarter continues to lag somewhat behind targeted levels.

CSED reported child support collections are not on track to meet the FY22 target of \$145 million for the year. The decrease in collections began in September 2021 when many non-custodial parents lost unemployment benefits, which were being collected as part of wage withholding payments. The third quarter of each fiscal year sees an increase in payments due to federal and state tax interceptions. With the implementation of Laws 2021, Chapter 20 (Senate Bill 140, Child Support Changes), CSED is setting orders based on the new guidelines and reviewing cases for possible modifications for right-sized court orders that the non-custodial parents can pay on a more consistent basis. Total dollars collected per dollars expended is a federal fiscal year performance measure. CSED expected to see a drop in this measure due to several IT expenditures for modernization projects, the largest of which is the Child Support Enforcement System mainframe platform project, which was implemented in February 2022.

	FY20 Actual	FY21 Actual	FY22 Target	FY22 Q1	FY22 Q2	FY22 Q3	Rating
<b>Budget: \$32,794.2 FTE: 370</b>							
Noncustodial parents paying support per total cases with support orders	51.7%	55.7%	58%	55%	51%	52%	R
Total child support enforcement collections, in millions	\$156.1	\$147.4	\$145	\$33.6	\$29	\$33.5	R
Child support owed that is collected	58.7%	60.9%	60%	59%	56%	57%	R
Cases with support orders	83.2%	83.5%	85%	84%	83%	82%	R
Total dollars collected per dollars expended	\$3.44	\$2.90	\$4.00	No Report	No Report	No Report	R
Noncustodial parents paying support to total cases with support orders	New	New	N/A	\$129	\$113	\$132	Y

#### Program Rating

R

Y

R

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