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A MEMORIAL

REQUESTING THE HUMAN SERVICES DEPARTMENT TO CONVENE A "NURSEADVICE NEW MEXICO" TASK FORCE TO ADDRESS THE NEED FOR SUSTAINABLE NURSE ADVICE SAFETY NET SERVICES FOR MEDICAID ENROLLEES.

WHEREAS, nurse advice lines are valuable telephonic and internet resources for individuals who are concerned about health conditions to obtain answers that help them to address their conditions at home or to seek appropriate care in emergent or non-emergent health care settings; and

WHEREAS, since 2006, NurseAdvice New Mexico has provided families and individuals across the state with nurse advice line services, providing access to registered nurses twenty-four hours a day, seven days a week and three hundred sixty-five days a year; and

WHEREAS, New Mexico is the first state in the nation to create a web-enabled, fully integrated statewide nurse advice line through a public and private partnership but does not provide a dedicated, permanent funding source for these nurse advice line services; and

WHEREAS, since 2006, the department of health has provided some funding through contracts with NurseAdvice New Mexico for the provision of nurse advice line services for uninsured and under-insured New Mexicans and for disease surveillance services; and

WHEREAS, many New Mexico health care providers, including individual practitioners, hospitals and other entities, routinely refer patients to NurseAdvice New Mexico but do not currently have arrangements with NurseAdvice

1 New Mexico to cover the cost of the nurse advice line services
2 provided; and

3 WHEREAS, NurseAdvice New Mexico provides triage and
4 referral services to many medicaid recipients statewide, most
5 of whom are enrolled in centennial care managed care
6 organization plans and some of whom are enrolled in
7 "fee-for-service" medicaid; and

8 WHEREAS, centennial care managed care organizations have
9 their own nurse advice line services that assist these
10 organizations in collecting patient data and providing the
11 care coordination and triage services that they are required
12 to provide to medicaid recipients; and

13 WHEREAS, both NurseAdvice New Mexico and the proprietary
14 centennial care managed care organization nurse advice lines
15 routinely make referrals to each other's nurse advice line
16 services; and

17 WHEREAS, proprietary centennial care managed care
18 organization nurse advice lines use a comprehensive medicaid
19 recipient database, or "portal", through the human services
20 department in order to refer medicaid recipients to the
21 appropriate nurse advice line services; and

22 WHEREAS, NurseAdvice New Mexico does not currently have
23 access to this medicaid recipient portal; and

24 WHEREAS, NurseAdvice New Mexico is currently
25 experiencing a budgetary shortfall, due in part to those nurse
advice line services it provides to medicaid recipients and
the general public for which it does not receive compensation;

NOW, THEREFORE, BE IT RESOLVED BY THE SENATE OF THE
STATE OF NEW MEXICO that the human services department be
requested to convene a "NurseAdvice New Mexico" task force

1 made up of representatives from the department of health,
2 NurseAdvice New Mexico, the medicaid centennial care managed
3 care organizations, the New Mexico hospital association, the
4 New Mexico primary care association, the New Mexico medical
5 society, the New Mexico osteopathic society, the New Mexico
6 nurses association and the New Mexico behavioral health
7 professional community to discuss ways for NurseAdvice
8 New Mexico to receive the funding it requires to continue to
9 provide safety net referral services for medicaid recipients;
10 and

11 BE IT FURTHER RESOLVED that the NurseAdvice New Mexico
12 task force be requested to examine the nurse advice line
13 referral practices of New Mexico health care providers,
14 including individual practitioners, hospitals and other
15 entities, and the type of arrangements that will ensure that
16 NurseAdvice New Mexico is reimbursed for the nurse advice line
17 services it provides; and

18 BE IT FURTHER RESOLVED that the NurseAdvice New Mexico
19 task force be requested to examine what arrangements,
20 including those for data sharing, are needed for medicaid
21 centennial care managed care organizations and the human
22 services department to appropriately reimburse the nurse
23 advice line services that NurseAdvice New Mexico renders to
24 medicaid recipients; and

25 BE IT FURTHER RESOLVED that the NurseAdvice New Mexico
task force be requested to make recommendations for ways in
which NurseAdvice New Mexico may obtain access to the medicaid
recipient portal in order to make referrals in a timely and
accurate manner; and

BE IT FURTHER RESOLVED that the NurseAdvice New Mexico

1 task force be requested to report its progress and findings
2 and recommendations to the legislative health and human
3 services committee by July 15, 2016 and again by
4 November 1, 2016; and

5 BE IT FURTHER RESOLVED that copies of this memorial be
6 transmitted to the secretary of human services, the secretary
7 of health, the chair and vice chair of the legislative health
8 and human services committee, the executive director of
9 NurseAdvice New Mexico, the president and chief executive
10 officer of the New Mexico hospitals association, the
11 executive director of the New Mexico primary care
12 association, the executive director of the New Mexico medical
13 society, the executive director of the New Mexico osteopathic
14 medical association and the executive director of the
15 New Mexico nurses association. _____
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