

1 SENATE MEMORIAL 105

2 **52ND LEGISLATURE - STATE OF NEW MEXICO - SECOND SESSION, 2016**

3 INTRODUCED BY

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10 A MEMORIAL

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

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

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

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

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

11 WHEREAS, many New Mexico health care providers, including
12 individual practitioners, hospitals and other entities,
13 routinely refer patients to NurseAdvice New Mexico but do not
14 currently have arrangements with NurseAdvice New Mexico to
15 cover the cost of the nurse advice line services provided; and

16 WHEREAS, NurseAdvice New Mexico provides triage and
17 referral services to many medicaid recipients statewide, most
18 of whom are enrolled in centennial care managed care
19 organization plans and some of whom are enrolled in "fee-for-
20 service" medicaid; and

21 WHEREAS, centennial care managed care organizations have
22 their own nurse advice line services that assist these
23 organizations in collecting patient data and providing the care
24 coordination and triage services that they are required to
25 provide to medicaid recipients; and

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1 WHEREAS, both NurseAdvice New Mexico and the proprietary
2 centennial care managed care organization nurse advice lines
3 routinely make referrals to each other's nurse advice line
4 services; and

5 WHEREAS, proprietary centennial care managed care
6 organization nurse advice lines use a comprehensive medicaid
7 recipient database, or "portal", through the human services
8 department in order to refer medicaid recipients to the
9 appropriate nurse advice line services; and

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

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

16 NOW, THEREFORE, BE IT RESOLVED BY THE SENATE OF THE STATE
17 OF NEW MEXICO that the human services department be requested
18 to convene a "NurseAdvice New Mexico" task force made up of
19 representatives from the department of health, NurseAdvice New
20 Mexico, the medicaid centennial care managed care
21 organizations, the New Mexico hospital association, the New
22 Mexico primary care association, the New Mexico medical
23 society, the New Mexico osteopathic society, the New Mexico
24 nurses association and the New Mexico behavioral health
25 professional community to discuss ways for NurseAdvice New

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1 Mexico to receive the funding it requires to continue to
2 provide safety net referral services for medicaid recipients;
3 and

4 BE IT FURTHER RESOLVED that the NurseAdvice New Mexico
5 task force be requested to examine the nurse advice line
6 referral practices of New Mexico health care providers,
7 including individual practitioners, hospitals and other
8 entities, and the type of arrangements that will ensure that
9 NurseAdvice New Mexico is reimbursed for the nurse advice line
10 services it provides; and

11 BE IT FURTHER RESOLVED that the NurseAdvice New Mexico
12 task force be requested to examine what arrangements, including
13 those for data sharing, are needed for medicaid centennial care
14 managed care organizations and the human services department to
15 appropriately reimburse the nurse advice line services that
16 NurseAdvice New Mexico renders to medicaid recipients; and

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

22 BE IT FURTHER RESOLVED that the NurseAdvice New Mexico
23 task force be requested to report its progress and findings and
24 recommendations to the legislative health and human services
25 committee by July 15, 2016 and again by November 1, 2016; and

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

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