



## FREQUENTLY ASKED QUESTIONS (FAQs) RE: Medicaid Mi Via, SALUD and SALUD EPSDT Services

These FAQs are designed to provide answers to questions about Mi Via and Salud, and about Salud EPSDT services. Sometimes it can be hard to understand the way Mi Via and Salud must work together. If you want to talk with someone about this, the answers include places to go to get more information.

FAQs	STATE RESPONSE
<p><b>1. What is the difference between Mi Via and Salud?</b></p>	<p>Mi Via and Salud are two separate Medicaid programs.</p> <p>Mi Via is a self-directed home and community-based services program that covers services, supports and goods at home and in the community. In Mi Via, a participant can choose to purchase services and supports to help meet his/her functional, medical and social needs, and the Mi Via Consultant is available to assist.</p> <p>Salud is a Medicaid managed care program that covers State Plan (regular Medicaid) services, like doctor visits, hospitalizations, pharmacy, behavioral health, and laboratory. Most Mi Via participants under 21 must receive their State Plan services through Salud. In Salud, a participant can access Salud services based on his/her medical needs, and the Salud Care Coordinator is available to assist.</p>
<p><b>2. You mentioned the Mi Via Consultant and Salud Care Coordinator. Are they different?</b></p>	<p>Yes, the Mi Via Consultant and Salud Care Coordinator are different.</p> <p>Your Mi Via Consultant assists you to understand Mi Via and develop and implement your Mi Via Service and Support Plan and budget. You have flexibility and control over what services and supports you need.</p> <p>Your Salud Care Coordinator can help, on an as needed basis, to ensure that your physical and behavioral health needs are identified and Salud services are provided and coordinated with all service providers, with you and, if appropriate, your family.</p>
<p><b>3. How do I know if I am a member of a Salud Managed Care Organization (MCO)?</b></p>	<p>If you do not know if you are in Salud, or which Salud Managed Care Organization (MCO) you belong to, or if you are a new Medicaid recipient and have not received a blue Medicaid card, call the Medicaid Client Services number at 1-888-997-2583.</p> <p>If you do not participate in Salud, the Medicaid Client Services representative can assist you to sign up with a Salud MCO or you can contact the Salud MCOs directly at the following numbers:</p> <ul style="list-style-type: none"> <li>• <b>Molina Member Services - 1-800-580-2811</b></li> </ul>

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	<ul style="list-style-type: none"> <li>• <b>Lovelace Member Services</b> - 1-888-232-2750</li> <li>• <b>Presbyterian Member Services</b> - 1-888-977-2333</li> </ul>
<p><b>4. How can I get a Salud Care Coordinator?</b></p>	<p>Call your Salud Member Services number. If you already have a Care Coordinator but don't know who that is, Member Services will know and can connect you. If you don't have a Care Coordinator and want one, ask for one at that time.</p>
<p><b>5. How can I reach a Mi Via Consultant and get information on what services and supports Mi Via covers?</b></p>	<p>Call Consumer Direct Personal Care, at 1-866-786-4999 (toll free); or in Albuquerque, at (505) 884-3116.</p>
<p><b>6. What services does Salud cover?</b></p>	<p>Salud covers all the physical and behavioral health services included in the regular Medicaid program, like doctor visits, hospitalizations, pharmacy, laboratory services and DME (diapers, under-pads, chair lifts, shower chairs).</p> <p>For children under age 21, it also covers Early and Periodic Screening, Diagnosis and Treatment (EPSDT) services. Children under age 21, who are in Salud, must receive their EPSDT services through Salud.</p>
<p><b>7. What are EPSDT services?</b></p>	<p>EPSDT services are medically necessary services, including prevention, treatment, and ameliorative services (to help the person improve) for Medicaid recipients under 21. Prior to receiving EPSDT services, recipients have a tot-to-teen health check. EPSDT treatment services include services such as, Private Duty Nursing; Personal Care; Behavioral Health, and Rehabilitation Services, such as Physical, Occupational and Speech Therapy services.</p>
<p><b>8. What does “medically necessary” mean?</b></p>	<p>The State defines “medically necessary services” in 8.302.1.7 NMAC, as clinical and rehabilitative physical, mental or behavioral health services that are (1) essential to prevent, diagnose or treat medical conditions or are essential to enable the individual to attain, maintain or regain function capacity; and (2) are delivered in the amount, duration, scope and setting that is clinically appropriate to the specific physical, mental and behavioral health care needs of the individual; (3) are provided within professionally accepted standards of practice and national guidelines; and (4) are required to meet the physical, mental and behavioral health needs of the individual and are not primarily for the convenience of the individual, the provider or the payer.</p>
<p><b>9. If I am a Mi Via participant and in Salud, who do I call to find out what services Salud covers, including EPSDT services?</b></p>	<ul style="list-style-type: none"> <li>• Call your Salud Care Coordinator or your Salud Member Services number.</li> </ul>

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<b>10. How can I get help with accessing EPSDT services through Salud?</b>	Call your Salud Care Coordinator. If you already have a Care Coordinator but don't know who that is, call your Salud Member Services number and the representative will know and connect you. If you don't have a Care Coordinator and want one, ask for one at that time.
<b>11. How can I get EPSDT Personal Care Services?</b>	Medically necessary EPSDT Personal Care services must be accessed through an EPSDT assessment and evaluation. Call your Salud Care Coordinator to ask about Personal Care services.
<b>12. How can I find out the maximum caregiver hours for EPSDT?</b>	Personal Care service hours, allowed under EPSDT, are based on your needs, as determined through the EPSDT assessment and evaluation. Call your Salud Care Coordinator for more information.
<b>13. What is the normal EPSDT budget for Personal Care Services in Salud?</b>	There is no "normal budget" for EPSDT Personal Care services. EPSDT Personal Care service hours are based on your needs, as determined through the EPSDT assessment and evaluation. Call your Salud Care Coordinator for more information.
<b>14. Can a family member provide EPSDT Personal Care Services through Salud?</b>	EPSDT Personal Care services <b>may not</b> be furnished by a member of the participant's family. In this instance, a family member is defined as a legally responsible relative, such as parents of minor children and stepparents who are legally responsible for minor children. For participants 18 to 21 years of age, parents or other relatives may provide Personal Care services if they are not legally responsible for the participant. The parents or other relatives must be employed by an agency eligible to bill the Medicaid program for Personal Care services and must meet the training and supervision standards required by the Medicaid program.
<b>15. If I cannot find EPSDT providers in my area but could find Mi Via providers, can Mi Via pay for the services?</b>	The State recognizes that in some parts of the state, it is hard to find providers. However, Mi Via cannot pay for EPSDT services or other services available through Salud. Talk to your Salud Care Coordinator about how to find Salud providers.
<b>16. How can I get help with coordinating my Mi Via and EPSDT services?</b>	Ask your Mi Via Consultant and Salud Care Coordinator to talk with you about how to coordinate your services between the two programs.
<b>17. What happens if I have a private payer or the schools cover the services I need?</b>	Mi Via and Salud cannot cover services that are paid for by the Medicaid School-Based Services program or a private payer. For more information, ask your Salud Service Coordinator or Mi Via consultant.