Michelle Lujan Grisham, Governor
Kari Armijo, Secretary
Kathy Slater Huff, Deputy Secretary
Niki Kozlowski, Acting Deputy Secretary
Alanna Dancis, Acting Medicaid Director

Date: August 7, 2026

To: Darcie Robran-Marquez, Trey Lafeur, MHCStateDeliverables@MolinaHealthcare.com

From: Miriam Rivera, Acting MCOB Bureau Chief

CC: Alanna Dancis, Medical Assistance Division (MAD) Acting Director Michal Hayes, MAD Deputy Director, Keenan Ryan, MAD Acting Chief Medical Officer, Jarel LaPan Junior Deputy Director, and Charles Canada, Compliance Unit Bureau Chief, Kresta Opperman Program and Policy Bureau Chief, Tami Spelbring, BHSD Deputy Director, Nick Boukas BHSD Director.

RE: Notice of Concern: Inpatient Behavioral Health Coverage

The New Mexico Health Care Authority/ Managed Care Oversight Bureau (HCA/MCOB) is writing to Molina Health Care (MHC) to express concerns regarding coverage inpatient behavioral health services. The Turquoise Care Medicaid Managed Care Services Agreement (MSA) PSC 24-630-8000- 0032 section 4.5.2, and Turquoise Care Policy Manual (PM)

MSA section 4.5.2 requires MHC to cover all medically necessary services in accordance 42 C.F.R. § 438.210(a)(5). MHC current practices may be inconsistent with these standards as 5 (five) recent fair hearings have overturned MHCs denials of inpatient behavioral health services.

HCA is writing to MHC to clarify ongoing reporting expectations that MHC must:

- Ensure MHC is following HCA's policies and guidelines when approving inpatient behavioral health services as stated in 4.5.2 Medical Necessity; and,
- Provider HCA policies and procedures for discharge planning and appropriate placement

HCA must be submitted by email to HCA-Deliverables@hca.nm.gov within 10 (ten) business days of receipt of this letter.

Failure to demonstrate compliance with the requirements outlined in this Notice of Concern may result in progressive compliance actions pursuant to Section 7.3 of the MSA, up to and including monetary penalties.

If you have any questions, please contact your MCO contract manager.

Miriam Rivera

New Mexico Health Care Authority
Miriam Rivera, Acting MCOB Deputy Bureau Chief HCA-MCODeliverables@hca.nm.gov

LETTER FRAMEWORK USING IRAC

