Recognition of Family Caregivers in Managed Long-Term Services and Supports

New Mexico Centennial Care—Contract References Related to Family Caregivers

Contract date: Undated (based on Blue Cross and Blue Shield contract amendment for the contract term October 30, 2018–December 31, 2022)

<table>
<thead>
<tr>
<th>Contract Element</th>
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</table>
| Are family caregivers assessed on their health and well-being and/or other areas, such as training and support needs? | Yes     | p. 69
4.4.5.5.2: Assess Long-Term Care needs, including but not limited to: environmental safety including items such as, smoke detectors, pests/infestation and trip and fall dangers and adaptive needs such as ramps or other mobility assistance. If the Member is eligible for the Community Benefit, the CONTRACTOR shall assess for all Community Benefit services:
4.4.5.5.2.1: Identify and assess the primary caregiver to determine if respite services are appropriate.
4.4.5.5.2.2: Identify any primary caregiver training needs and resources available for training such as the Savvy Caregiver Program, cardio-pulmonary resuscitation (CPR), First Aid, Mental Health First Aid, etc. |
<p>| Does the contract reference the inclusion of family caregivers in the development of the beneficiary’s service plan, care coordination, or the care team? | No      |                                                                                                                                                   |</p>
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| **Does the contract cover services and supports for family caregivers?**         | Yes     | p. 401  
Respite  
Coaching/Education for Parents, Spouse or Others (not available for paid caregivers)  
Coaching/Education for Parents, Spouse or Others- Classes only (not available for paid caregivers)  
Coaching/Education for Parents, Spouse or Others- Conferences and Seminars (not available for paid caregivers)  

**pp. 67–69**  
4.4.5 Comprehensive Needs Assessment (CNA) for Care Coordination Level 2 and Level 3  
4.4.5.5 At a minimum, the CNA shall:  
4.4.5.5.2 Assess Long-Term Care needs including, but not limited to: environmental safety including items such as, smoke detectors, pests/infestation, and trip and fall dangers and adaptive needs such as ramps or other mobility. If the Member is eligible for the Community Benefit, the CONTRACTOR shall assess for all Community Benefit services:  
4.4.5.5.2.2 Identify any primary caregiver training needs and resources available for training such as the Savvy Caregiver Program, CPR, First Aid, Mental Health First Aid, etc.  

**Does the contract allow payment to family caregivers in the program’s consumer direction option (if available)?** | Yes     | p. 126  
4.6.8–Provider Qualifications  
4.6.8.5–Following formal approval from the Contractor, spouses of members may serve as providers under extraordinary circumstances in order to assure the health and welfare of the member and to avoid institutionalization. The contractor shall provide such approval on a case by case basis.  

**Does the contract require a beneficiary to be reassessed upon loss of the caregiver (including circumstances such as death, illness, hospitalization, work responsibilities, or financial strain)?** | No      |  

**Does the contract require family caregivers to be included in the health plan member advisory committee?** | Yes     | p. 178  
4.12 Quality Assurance  
4.12.2 Member Advisory Board  
4.12.2.2 The Member Advisory Board shall consist of Members representing all Centennial Care populations, family members and Providers. The CONTRACTOR shall have an equitable representation of its Members in terms of race, gender, special populations and New Mexico’s geographic areas. |
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| Does the contract require quality measures related to family caregivers and/or for them to be included in the program's quality assessment/performance improvement processes? | Yes     | p. 178  
4.12 Quality Assurance  
4.12.2 Member Advisory Board  
4.12.2.2 The Member Advisory Board shall consist of Members representing all Centennial Care populations, family members and Providers. The CONTRACTOR shall have an equitable representation of its Members in terms of race, gender, special populations and New Mexico's geographic areas. |

How to Interpret the Finding

<table>
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<th>Option</th>
<th>Description</th>
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<tbody>
<tr>
<td>Yes</td>
<td>“Yes” indicates the language was found in the contract.</td>
</tr>
<tr>
<td>No</td>
<td>“No” indicates the language was not found in the contract.</td>
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<tr>
<td>Other</td>
<td>“Other” indicates the state provided supplemental information (not found in the contract) that met the criteria for the element. For example, one state provided additional information from its managed LTSS program handbook that confirms the member can select family and/or friends to be paid caregivers in the consumer direction program.</td>
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