



# The New Mexico Aging and Disability Resource Center

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# What is the Aging and Disability Resource Center?

## **New Mexico ADRC Mission Statement**

Serving all of New Mexico-Connecting people with resources to maximize personal choice and independence.

Real People

Real Answers

Real Options

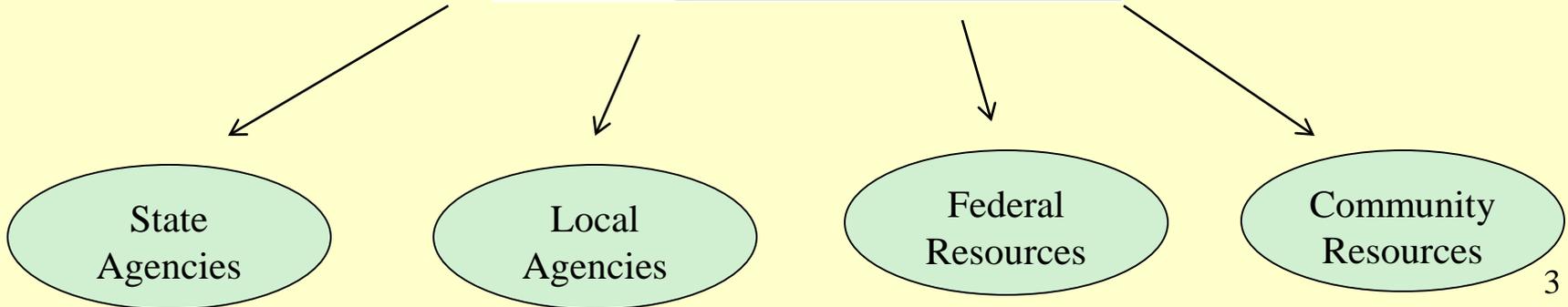
Helping people understand their options, pointing them in the right direction, advocating on their behalf, and improving their quality of life in some way are basic concepts of an New Mexico Aging and Disability Resource Center.

# How We Can Help

**YOU**



**Living within the community**



# What is the Aging and Disability Resource Center?

- The ADRC provides access to information, assistance, referrals, options counseling and advocacy in those areas of daily living that maximize personal choice and independence for New Mexico's older adults, adults with disabilities and their families and caregivers through a telephonic, web-based, and community-based point of entry system.
- The Aging & Disability Resource Center staff offer options, coordinate New Mexico's aging and disability service systems, provide objective information and assistance, and empower people to make informed decisions.

# What is the Aging and Disability Resource Center?

- Statewide coverage toll free number 1-800-432-2080.
- Community assistance with offices in Las Cruces, Albuquerque and Roswell.
- Operational Monday through Friday 8am to 5pm.
- 40 dedicated staff.
- On average, the ADRC receives over 150 phone calls and walk-ins per day

# ADRC New Opportunity

## Veterans Directed Home & Community Based Services Program (HCBS)

- Veteran Directed HCBS empowers Veterans!
  - Veteran to choose and manage service and supports in their homes as an alternative to living in a long-term care facility.
  - Partnership opportunity between VA Medical Center and Aging & Disability .
  - Pilot program in Santa Fe, Taos, Las Vegas & Pecos to serve 10 veterans.

# ADRC New Opportunity Veteran Directed -HCBS

- It's All About the Veteran! The Veteran decides:
  - What services, supports and goods are needed (buys supports and goods to achieve his or her goals).
  - When the services and supports are to be provided.
  - Who provides those services and supports (hires and manages his/her own Employees to provide the services and supports).
  - Where the services and supports are provided.
  - How the services and supports are provided.

# How We Can Help

## Long-Term Options Counseling & Short-Term Assistance

- Empowering individuals to make informed decisions.
  - Support informed decision-making about Long-Term Services and Supports (LTSS).
  - Provide a clear pathway for individuals to access LTSS.
  - Help understand and obtain benefits for which they are eligible.
  - Provide short-term assistance in connecting individuals to available services and supports.
  - Follow up to assist in resolving any issues and ensure the assistance was a success.

# How We Can Help

## Nursing Home & Assisted Living Transitions

- Empowering individuals to make informed decisions.
  - Person Centered Approach.
  - Provide an action plan directed by the resident.
  - Advise the resident of resource options available to them.
  - Teach advocacy skills.
  - Conduct home visits/telephone contacts.
  - Follow up for up to 6 months post-discharge to assist in resolving any issues and ensure the transition was a success.

# How We Can Help

## Information and Assistance

- The consumer's gateway to information, assistance, and access to services.
  - Provide information on community services, over 2,600 social service programs in ADRC data base.

## Health and Independent Living

- Health and wellness, prevention and early intervention.
  - Providing information and education on understanding and living with disabilities, connecting to wellness programs, and staying healthy and independent.

# How We Can Help

## Live Web Chat

- Easily access information quickly and by methods which include popular mobile devices.
- Increase accessibility for Caregivers and Care Recipients.
- Counselors available Monday –Friday 8.30am to 4.30pm.
- [www.nmaging.state.nm.us](http://www.nmaging.state.nm.us)

# How We Can Help

## Medicaid Centennial Care

- Choice Counseling
  - Administer the Central Registry for the Centennial Care Community Benefit.
  - Educate callers on Medicaid benefits and services.
  - Assist in selection of Managed Care Organization.
  - Educate callers on Self-Directed Community Benefit.
  - Enrolled with Agency Based Community Benefits and can then move to Self-Directed Community Benefit after 120 days.

# How We Can Help

## State Health Insurance Programs (SHIP)

- Providing answers to questions and concerns regarding private and government benefit programs.
  - Offers one-on-one benefit counseling and assistance to people with Medicare and their families.
  - Coordinators provide benefits counseling on the Medicare, Medicare Prescription Drug Program, and Low Income Subsidy Programs.
  - Ensures that New Mexicans receive accurate, unbiased information about health care options and other entitlements. It does not sell, endorse or recommend any specific insurance or other health plans.

# How We Can Help

## Senior Medicare Patrol (SMP)

- Health Care Fraud Prevention
  - Help Medicare and Medicaid beneficiaries *avoid, detect, and prevent* health care fraud.
  - Help preserve the integrity of the Medicare and Medicaid programs.
  - Teach Medicare beneficiaries how to protect their personal identity, identify and report errors on their health care bills and identify deceptive health care practices, such as illegal marketing, providing unnecessary or inappropriate services and charging for services that were never provided.

# How We Can Help

## Prescription Drug Assistance

- Providing help paying for medications
  - Assist uninsured and under-insured individuals obtain the medications they need at a cost they can afford.
  - Provide a voucher to allow eligible MEDBANK enrollees to obtain free prescriptions, up to \$300 while awaiting shipment from drug companies.

# How We Can Help

## ALTSD- ADRC Resource Directory

- The online gateway to social service providers
  - Easy way to access up-to-date, comprehensive services offered by national, state, and local social service providers.
  - Access important health resources and social service resources in your community.
  - Online library of information about health and human services.
  - <http://newmexico.networkofcare.org/aging/>

# How We Can Help

## Community Information and Education

- Providing community partners with up-to-date information
  - Presentations on the following:
    - ADRC
    - Care Transitions
    - Low Income Subsidy (LIS)
    - Medicare 101
    - Medicare Fraud
    - Medicare Preventative Services
    - Prescription Drug Assistance

# How You Can Help

## Volunteer!

- Nothing feels quite as good as helping someone else...
  - ADRC needs volunteers to carry out its advocacy services.
  - Our volunteers provide benefit counseling, presentations, administrative work and most important they make a difference in people's lives.
  - Call today at 1-800-432-2080 to become one of our many needed volunteers!

# Get the Assistance You Need

- Long -Term Options  
Counseling/Short-Term  
Assistance
- Nursing Home & Assisted  
Living Transitions
- Information and Assistance
- Health and Independent  
Living
- Medicaid Centennial Care
- State Health Insurance  
Program
- Senior Medicare Patrol
- Prescription Drug  
Assistance
- Community Information and  
Education

# Questions or Comments?



Thank you!

# Contact Information



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**1-800-432-2080**