Turquoise Care Managed Care Organizations (MCOs)

BlueCross Blue Shield
(866) 689-1523
bcbsnm.com/medicaid

Presbyterian Health Plan, Inc.
(888) 977-2333
https://www.phs.org/health-plans/turquoise-care-medicaid

Molina Healthcare
(844) 862-4543
https://www.WelcomeToMolina.com/NM

United Healthcare
(877) 236-0826
https://www.uhc.com/communityplan/new-mexico/plans/medicaid/turquoise-care

NM Human Services Department
MAD 792 - Revised 7/01/2024

TURQUOISECARE

COMMUNITY BENEFIT

Receive the care you need in the comfort of your home.

Frequently Asked Questions

What is the Turquoise Care Community Benefit?
The Community Benefit offers services for members who qualify for nursing facility services but want to live at home/in their community. This program is an alternative option to placement in a nursing facility. The Community Benefit is not available for 24-hour care. This benefit supplements your natural supports.

Turquoise Care Managed Care Organizations (MCOs) provide the Community Benefit. It is based on your needs. It is limited to available services. Turquoise Care members have the option of selecting the Agency-Based Community Benefit or the Self-Directed Community Benefit.

Who can receive the Community Benefit?
Turquoise Care members who meet a nursing facility level of care may qualify to receive the Community Benefit. Talk to your care coordinator.

If you do not qualify for Turquoise Care, call the Aging and Disability Resource Center for help. Call 1-800-432-2080.

I did not qualify before. My condition has changed. How do I get the Community Benefit now?
Talk to your care coordinator and let them know what has changed. Discuss whether you now qualify for the Community Benefits.

How much help will I get?
It is based on your needs. You and your care coordinator will do a needs review. It takes place in your home. It will set how much help you get. It will set what type of services you get.

How do I choose between Agency-Based and Self-Directed?
If you are new to the Community Benefit, you must begin with Agency-Based for at least 120 days. You may ask to move to Self-Directed at any time. But the switch can't take place until 120 days from when you start.

What does the Aging & Disability Resource Center (ADRC) do? How do I reach them?
The ADRC assists elders, persons with disabilities and caregivers to find services and resources to help them live well and independently.
Call ADRC (toll-free) at **1-800-432-2080** Or visit to **www.aging.nm.gov.**

Agency-Based Community Benefit

The Agency-Based Community Benefit is delivered by a provider who is contracted with your MCO.

With the help of your care coordinator, you will develop a care plan. Your care coordinator will coordinate and manage your services based on your needs.

Agency-Based Services

Adult Day Health: Day programs in the community where you can enjoy activities such as making art, exercising, or visiting with others.

Assisted Living: Residential service in a home-like setting that offers individualized services to meet your needs.

Behavior Support Consultation: Training and supports for individuals who are caring for members with special needs.

Community Transition Services: One time set-up expenses for adults who are going from a nursing facility to a living arrangement in the community where they are responsible for their own living expenses.

Emergency Response Services: An electronic device that will help you to get help in an emergency.

Employment Supports: Help with job training or finding a job.

Environmental Modifications: Changes to your home. This is to make you safer and more independent.

Home Health Aide: A trained provider helps you with daily living activities including bathing, dressing, and cooking.

Nutritional Counseling: Provides eating plans and support for health conditions such as diabetes, under nutrition, cardiovascular health, etc.

Personal Care: Helps you with your activities of daily living including bathing, dressing, cooking, and shopping. You may choose the consumer delegated or consumer directed model. A family member may be able to provide this service.

Private-Duty Nursing for Adults: Health care from an RN or LPN.

Respite/Nursing Respite: Gives the main caregiver a break. This is to reduce stress in case of illness or a family emergency.

Skilled Maintenance Therapies: Occupational therapy, physical therapy, speech and language therapy. This is for adults (21 and older).

Self-Directed Community Benefit

You must do more on this plan. You will have a care coordinator. You choose a support broker. They help with self-direction.

You get to choose the people who provide your services. You will become the employer of your providers or you may ask another qualified person to be the employer of record. With help from your support broker, you will create a care plan. You are responsible for managing your care plan and budget. Your support broker will also help you manage your care plan and budget to meet your needs as identified by your care coordinator.

Self-Directed Services

Behavior Support Consultation: Trains and helps those who care for those with special needs.

Customized Community Supports: Day programs in the community where you can enjoy activities such as making art, exercising, or visiting with others.

Emergency Response Services: An electronic device that will help you to get help in an emergency.

Employment Supports: Trains you for a job. Helps you find a job.

Environmental Modifications: Changes to your home. These help make you safer and more independent.

Home Health Aide: A trained provider helps you with your activities of daily living including bathing, dressing, and eating.

Nutritional Counseling: Provides eating plans and support for health conditions such as diabetes, undernutrition, cardiovascular health, etc.

Private-Duty Nursing for Adults: Health care from an RN or LPN.

Related Goods: Services, goods, and equipment that help you to stay in the community.

Respite/Nursing Respite: Gives the main caregiver a break. This is to reduce stress in case of illness or a family emergency.

Self-Directed Personal Care: Helps you with your activities of daily living including bathing, dressing, cooking, and shopping. A family member may be able to provide this service.

Skilled Maintenance Therapies: Occupational therapy, physical therapy, speech and language therapy. This is for adults (21 and older).

Specialized Therapies: Acupuncture, Biofeedback, Chiropractic, Cognitive Rehab Therapy, Hypnotherapy, Massage Therapy, Naprapathy, and Native American Healing.

Start-Up Goods: For new self-directed members only, items for self-direction such as a computer or fax machine.

Transportation (non-medical): Takes you to and from local community services, activities, and resources.

Aging & Disability Resource Center
Toll Free: 1-800-432-2080

NM Medicaid Call Center
Toll Free: 1-800-283-4465