Care Transition Program

NEW MEXICO
AGING &
LONG-TERM
SERVICES
DEPARTMENT

Gina Gallardo

Care Transition Bureau Chief

Carlos Moya

CERD Division Director

Kyky Knowles

Cabinet Secretary

What is the Care Transition Program?

Mission

The Care Transition Program provides New Mexico residents with a clear pathway of available long-term service and support options for residents wishing to return home or to another residential setting in the community.

Our Services

Care Transition Specialist (CTS) assist in many ways:

- ✓ Assist in eligibility for Medicaid
- ✓ Educate residents of community programs
- ✓ Advocate for a safe and healthy discharge

Our Goal

Care Transition Specialist ensure a resident receives the necessary supports for a successful transition.

What is the Care Transition Program?

Care Transition Services are **free** to New Mexico residents wishing to to return to the community from the following settings:

- **Skilled Nursing Facilities**
- **Assisted Living Facilities**

- Do you know someone in a facility wishing to return to the community?
- Do you know someone in a facility who would need assistance navigating the long-term care service system?

If you answered **YES** to either
of these questions, this
Program might be for them.

Who Do I Contact?

- New Mexico Aging and Disability Resource Center (ADRC) provides Statewide coverage

  toll free

  1-800-432-2080

- The ADRC Option Counselors are available Monday through Friday 8am to 5pm.

How We Can Assist

Nursing Home & Assisted Living Transitions

- Person Centered Approach
- Provide individualized advocacy
- Provide an action plan directed by the resident
- Empower the resident
- Assess resident needs prior to transition
- Coordinate community programs and services available

How We Can Assist

CTS meet with the resident to discuss:

- Their wish to return to the community
- Discuss the options/services available
- Explain Medicare/Medicaid eligibility
- Member of the discharge team
- Ensure a successful transition

What We Need to Consider

- Resident Need upon discharge
- Financial Resources (Social Security income, retirement, private pensions, assets)
- Natural supports, family, friends
- Decisional Making Capacity
- Self-Care and safety
- POA/Guardian/Surrogate Decision-Maker

Care Transition Program Challenges

Residents are often faced with the following:

- Affordable housing availability
- Transportation (non-medical)
- Wait list for services
- Delays in the Medicaid process
- Eligibility and program requirements

Care Transition Program Challenges

Some of the following occur upon discharge:

- Delay in delivery of durable medical equipment
- Delay in home health care
- Delivery of personal care services (eligible Medicaid Recipients)
- Natural support availability
- Social isolation/depression post-discharge

CTB Short Term Assistance (STA) Program

Our program offers the following:

- Statewide assistance providing individuals with resources, options counseling to improve their quality of life and promote independence
- An STA is referred by an ADRC Options Counselor when the following occur:

  - The callers issue is complex and requires further assistance.
  - A more in depth one-on-one support
  - Medicaid benefit troubleshooting
  - Medicaid to Medicare transition, application assistance
  - Face to Face assistance is needed to better assist

Short Term Assistance (STA) Program

STA Regional Coordinators

- Provide a clear pathway for individuals to access Long Term Service and Supports (LTSS).
- Empower individuals to make informed decisions.
- Develop an action plan using a person-centered approach
- Provide information of benefits for which they are eligible.
- Follow an individual for up to 30 days.

How We Can Assist?
Short-Term Assistance

Individual

Living within the community

Contact the ADRC

NEW MEXICO ADRC

1-800-432-2080

Referral to:

The Care Transition Team

Care Transition Team

Division Director:

Carlos Moya

Care Transition Program Bureau Chief:

Gina Gallardo

Care Transition Program Manager:

Louella Garcia

Care Transition Specialist Team:

NE/NW Region - Ericka Armijo

Metro - Linda Clark, Theresa Encinias, Dianne Simmons

SW Region - Antonio Galvan

SE Region - Linda Davidson

Short Term Assistance Team

Division Director:

Carlos Moya

Care Transition Program Bureau Chief:

Gina Gallardo

Short Term Assistance Regional Counseling Manager:

Valarie Valdez

STA Regional Coordinators:

NE Region – John Lujan

NW Region – Esperanza Amaya

Metro – Michael Miller

SW Region – Stephanie Lazarin

SE Region – Elizabeth Sanchez

Contact Us

We are here to assist you.

Our services are **free** of charge and confidential.

Information is just a phone call away!

How we can serve you...

1-800-432-2080 Toll Free

1-505-476-4846 Santa Fe

1-505-476-4910 Fax

1-505-476-4937 TTY

NEW MEXICO AGING & LONG-TERM SERVICES DEPARTMENT

Visit us Online:

www.nmaging.state.nm.us

www.nmresourcedirectory.org

THANK YOU