

Centennial Care – Agency-Based Community Benefits

Nursing Facility Level of Care

Centennial Care members who have a Nursing Facility Level of Care (NF LOC) can get special services. NF LOC means that a member is medically eligible to get certain care and services that can be provided in a nursing home or in the community. Many NF LOC members choose to get care and services in their home or in the community setting that is not a nursing home. These services are called Community Benefits.

Choosing Where and How to Get NF LOC Care and Services

Once you know you are eligible for NF LOC, your Care Coordinator, through your Managed Care Organization (MCO), will help you choose where and how to get your NF LOC care and services. You can get care and services at home or in another community setting through an agency. This is called Agency-Based Community Benefits (ABCB).

How Agency-Based Community Benefits Work

Once you have chosen to get your Community Benefits through ABCB, your care coordinator will work with you, your family and your caregivers to decide which benefits and services will best meet your healthcare needs. You and your care coordinator will make a care plan that includes the services you feel you need. The care plan will describe the services, and how and when to get them. Before you can get these services, your MCO must review your care plan to make sure your plan meets your needs. Once your care plan is approved, you will begin to get services.

Personal Care Services

Personal Care Services are special benefits for long-term care members who receive Agency Based Community Services. Personal Care Services help you stay in your home or in another community setting instead of going to a nursing home. Basic personal care services are help with eating, bathing, dressing, going to the bathroom, care of your teeth, hair, and nails when medically necessary. Members receiving Agency Based Community Services can get Personal Care Services when it is medically necessary for them to get help to stay in a community setting.



New Mexico
Independent
Consumer
Support System

Centennial Care – Agency-Based Community Benefits (Continued)

There are two ways you can get Personal Care Services:

Consumer-Directed Model or the Consumer Delegated Model

Either way, you can:

- Pick a caregiver to help you – you may pick a family member,
- Stay in your home or neighborhood and
- Work with a provider contracted with your managed care organization (MCO).

Your MCO and your providers will make sure:

- Your caregivers have passed a Caregiver Criminal History Screening Test and
- You get the right care and services.
- Your caregiver uses the Electronic Visit Verification (EVV) system

The Consumer-Directed Model lets you:

- Direct your own care,
- Be in charge of the way your services are given,
- Choose your own caregivers and
- Supervise your caregivers and dismiss them if you have to.

The Consumer-Delegated Model:

- If you do not want to be in charge of your own care and
- Want services provided by a Personal Care Services agency contracted with your MCO that will hire your caregivers.

Your Care Coordinator will help you no matter which way you choose to receive your Personal Care Services.