Frequently Asked Questions

Who can receive the Community Benefit?
Centennial 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 Centennial Care, you may contact the Aging and Disability Resource Center at 1-800-432-2080 for further assistance.

How can I receive the Community Benefit if I did not qualify before, but my condition has changed?
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 receive?
The services you receive will be based on your needs. You and your care coordinator will complete a needs assessment in your home that will determine the amount and type of services you may receive.

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 request to move to Self-Direction at any time, but the earliest the switch may take effect is after being enrolled in Agency-Based Community Benefits for at least 120 days.

Who are the Centennial Care Managed Care Organizations?

- Blue Cross Blue Shield of New Mexico
  Phone: 1-866-689-1523
  TTY: 711

- Molina Healthcare
  Phone: 1-877-373-8986
  TTY: 1-800-659-8331

- Presbyterian
  Phone: 1-888-977-2333
  TTY: 1-888-685-8450

- UnitedHealthcare
  Phone: 1-877-236-0826
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www.CentennialCare.net

Receive the care you need in the comfort of your home.
Self-Directed Community Benefit

Members have more responsibilities under this option. You will have a care coordinator and choose a support broker agency to 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 identified by your care coordinator.

Self-Directed Services

**Behavior Support Consultation:** Training and support for individuals who are caring for members 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 get help in an emergency.

**Employment Supports:** Assists you with job training or finding a job.

**Environmental Modifications:** Changes to your home to help you with safety and independence.

**Home Health Aide:** A trained provider helps you with your activities of daily living including bathing, dressing, cooking, and shopping. A family member may be able to provide this service.

**Homemaker:** Helps you with your activities of daily living including bathing, dressing, cooking, and shopping. A family member may be able to provide this service.

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

**Private Duty Nursing for Adults:** Health-related services provided by an RN or LPN.

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

**Respite:** Gives the main unpaid caregiver a break to reduce stress in case of illness or a family emergency.

**Skilled Maintenance Therapies:** Occupational Therapy (OT), Physical Therapy (PT), and Speech and Language Therapy (SLT) for adults (21 and older).

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