

April 10, 2020

To Providers of Therapy Services and Behavioral Support Consultation,

The New Mexico Developmental Disabilities Supports Division (DDSD) has contracted with Public Consulting Group, Inc (PCG) as a continuation of the previous rate study conducted in 2018-2019. This study will entail data collection from providers to develop new rate recommendations for Physical Therapy, Physical Therapy Assistants, Occupational Therapy, Certified Occupational Therapy Assistants, Speech-Language Pathology and Behavioral Support Consultation

During this time of uncertainty, it's more important than ever to obtain data and develop plans to help sustain and support the future of these services in the DD and Medically Fragile Waivers. DDSD and PCG are aware of the significant stresses and burdens the Covid-19 pandemic has added to your operations. Therefore, we have altered the typical study process to ease the burden on providers by customizing this study for Therapy and BSC agencies. These steps include:

- **Removal of time study component:** DDSD and PCG realize that as business operations have shifted and face-to-face interactions have slowed or stopped, completing a new time study would place an unfair burden on you and result in inaccurate information. Therefore, we have removed this component.
- **Customized Cost Reporting:** PCG has spoken with several providers over the past few weeks to better customize our Cost Reporting tools for this study. These tools will better reflect your business structure, operational model, and cost fields. PCG has also taken measures to make these tools more user friendly and less burdensome to complete. They are designed to capture historical costs for previous fiscal years that have not been impacted by the Covid-19 pandemic.
- **Enhanced Technical Assistance:** DDSD and PCG are developing new ways to enhance our technical assistance operations. These include a recorded YouTube walk-through of the tools so providers can view or repeat at their convenience, and "office hour" web sessions where providers can "drop in" to ask questions. These steps are in addition to direct outreach via email, and phone options that are provided as part of our standard services.

PCG will be distributing the Cost Reporting tools on April 17th along with instructional materials and access to the Technical Assistance links. Providers will have several weeks to complete the tools and respond. We urge all providers to participate in this critical study to collect the best information available and set the most accurate rates to reflect service delivery in the State of New Mexico.

Please reach out to the contacts listed on page 2 with any questions or concerns.

Sincerely,

Scott Doan



Acting Director- DDSD

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