
FAQ – Frequently Asked Questions (taken from DHI’s online reporting link)

How do I reset my password? If you have forgotten your password, navigate to the login screen and click the Forgot Password button. This will take you to a screen where your account email will be submitted. The system will generate an email. Click the link in this email and you will be able to reset your password.

What does DHI/IMB do? IMB investigates allegations of Abuse, Neglect, Exploitation, environmental hazards, suspicious injuries and death.

What can I do to stop A/N/E? If you suspect someone that receives services on the developmental disabilities waiver is being abused, neglected, or exploited please report.

How do I file an IR? (ANE Report Form) You call the 1-800-445-6242 hotline to report. To send in an ANE report you can click on the link on the IMB website (<https://ane.health.state.nm.us/welcome.aspx>).

Will I be notified of the outcome of the investigation? As a reporter you can be notified of the outcome of the investigation.

Can I remain completely anonymous when I report? Yes, but you do need to request a username and password when submitting a report on-line.

Should I report ANE incident to APS, IMB or CPS? If you are reporting Abuse, Neglect, and exploitation for an individual on the DDW, Medically Fragile Waiver, Mi Via Waiver, or for a *Jackson* Class Member living in an Intermediate Care Facility, then you need to report to IMB only. All other reports can be reported to APS and CPS.

What is the response time after an incident is reported? 3 hours, 24 hours, and 5 days depending on the type of incident being alleged.

Will I be contacted after making a report? You may be contacted as a witness.

Why was my report "screened out"? The allegation may not have met the definition of abuse, neglect, exploitation, or environmental hazard. The allegation may not have been in IMB's jurisdiction.