

**Guidelines  
For Provider Agreement  
Between  
The Family Planning Program/  
Maternal Health/Sexually Transmitted Disease Programs  
And  
Interested Community Agencies**

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## **1 WHAT IS A PROVIDER AGREEMENT (hereafter referred to as PA)?**

A PROVIDER AGREEMENT is a way to provide more services for less monetary output through cooperation between providers. It exists as a signed agreement between two or more parties agreeing to fulfill certain functions or duties. In the specific cases here, the agreement relates to providing goods or services which enable family planning program (Title X) and other Public Health Division (PHD) preventative health care and educational services to be delivered by an entity other than Public Health.

A "PA" differs from a contract because usually there is no money exchanged. Under most PAs with the Family Planning Program, a community agency provides a clinical or educational facility, management, staffing, and clients. The Family Planning Program (and other Public Health Division programs) provides contraceptive methods, diagnostic supplies, educational materials, and drugs for treatment at no cost. All service providers must follow the Family Planning Program Title X administrative and clinical guidelines. This allows services to reach high risk populations at a reduced cost to all involved.

## **2 WHO IS ELIGIBLE TO PARTICIPATE IN A PROVIDER AGREEMENT?**

The primary party in a PA must be a public or nonprofit agency within the state of New Mexico. A variety of types of agencies are eligible, such as schools, community clinics, governmental agencies, and juvenile facilities. In order to be eligible to receive wholesale drugs and other prescriptive devices, an agency must be a licensed facility with a consulting Pharmacist.

One or more of the other parties represented in a PA will be a program of the Public Health Division. Because some PHD programs are interrelated, several programs or bureaus may be represented in the same agreement.

When the Family Planning Program initiates an agreement, commonly these PAs include several other Family Health Bureau programs such as Maternal Health and Child or Adolescent Health. The other entity frequently involved is the Sexually Transmitted Disease Program. Other PHD programs may be considered for inclusion as appropriate such as Tuberculosis Control, Hepatitis, and HIV programs although agreements with the Immunization program usually are handled in a separate document.

## **3 CLIENTS SERVED UNDER A PA**

The populations to be served are those people at high risk for public health conditions whose needs for preventive health care and education, and are underserved by present delivery systems.

The target population may include adolescents, the incarcerated, homeless people, immigrants, and the poor. Some populations may simply be residents of an area, which are underserved for certain health care services. The specific client population to be covered is defined in each PA.

Clients who are determined to be Medicaid eligible under special categories such as 1115 Family Planning Waiver or Managed Care would not be eligible under this agreement. Payment for these clients should be billed accordingly.

## **4 PA SITE LOCATIONS**

PAs will be considered for service sites in any location in the state. Particular emphasis is placed on reaching underserved sites or populations. Prospective service providers will be asked to provide information or documentation that the proposed population is indeed underserved, and that they have the ability to serve this population.

## **5 TIME REQUIRED FOR PROCESSING A PA**

A PA may be initiated at any time. It takes several months to complete negotiations and get all aspects of an agreement in place. Most agreements run through the Programs federal calendar year, ending on December 31. Once in place, an agreement can be renewed in accordance with renewal process.

## **6 HOW TO SET UP A PA**

A successful PROVIDER AGREEMENT requires cooperation from many different entities. Any community agency interested in providing services under a PA can begin the process. If interested, please contact your Public Health Region Director or Region Health Officer to request a meeting. The contact names and numbers are:

Region I & 3 plus Tarrant County (NW quadrant & Albuquerque) 841-4100  
Margy Weinbar, Region Director  
Naomi Kistin MD, Region Health Officer

Region II (NE quadrant including Santa Fe & Taos) 476-2601  
Susan Gonzales, Region Director  
Karen Armitage MD, Region Health Officer

Region IV (SE quadrant including Ruidoso & Tucumcari) 347-2409 ext.6113  
Albert Esparsen, Region Director  
Winona Stoltzfus MD, Region Health Officer

Region V (SW quadrant including Socorro & Alamogordo) 528-5000  
Ray Stewart, Region Director  
Eugene Marciniak MD, Region Health Officer

The Region Staff will then contact the Family Planning Program to send a PA Checklist to the interested provider/agency. This Checklist along with requested supporting documentation must be submitted to the Family Planning Program. Instructions will accompany the Checklist and include Family Planning Program Contacts.

## **7 NEGOTIATING AND COMPLETING THE DETAILS OF A PA**

Usually some early negotiating is conducted by phone or in small meetings between representatives of public health Region Office(s) and the community agency. Upon review of this document/Guidelines for Provider Agreement the agency is asked to complete a "Checklist for PAs" to clarify expectations and to document basic information.

Once it is known what services are desired and which programs will be involved, a joint meeting or phone conference is convened. This allows all parties to state their needs, ask questions, and determine what they will bring to the agreement. The "checklist" is used to assure that decisions are documented correctly, and that all parties understand their responsibilities in accordance with the Family Planning Programs Title X Guidelines.

Documents stated on the Checklist must be submitted for review and approval along with the Checklist prior to initial meeting. They must be submitted to the Family Planning Program Attention: Program Planner for review and inclusion in the agency file.

The Program Planner uses the checklist and meeting notes to draw up a draft agreement. Included with the

draft are the same attachments that accompanied the Checklist. They spell out details, such as regulatory guidelines, required reports, fee collections, drug formulary, etc. All parties review the draft, and changes and corrections are incorporated.

When it seems that the agreement has been properly described to the satisfaction of all parties, each party signs (two copies of the final document). The formalized agreement is then signed by the DOH Director and also must go to the DOH/Office of General Counsel for final approval. Please note the formalized agreement is not valid/final until it has been signed by the Director and DOH/Office of General Counsel. No part of the clinical services can take place until all these steps are completed. Even with good communication and prompt responses at each step, agreements usually take two to four months from inception to actually providing services.

## **8 ORDERING DRUGS UNDER A PA**

Once approved to receive formulary items under a PA, each site will need to make drug-ordering arrangements. The Family Planning Program staff must approve all drug orders. Each site will be notified of the specific ordering schedule.

A copy of the formulary will be attached to each PA so it is clear exactly what items are covered by the agreement. By law all drugs supplied as stock quantities must be repacked and labeled under pharmacist's direction prior to being dispensed by a properly licensed individual.

## **9 ACCESSING LABORATORY SERVICES**

The arrangements for supplying laboratory services will vary. Based on your particular PA, you may be eligible to receive supplies and analysis for a number of different diagnostic procedures. Information regarding setting up accounts for laboratory services will be given when the PA is formalized.

## **10 CODING LABORATORY SLIPS**

Laboratory services will be processed through Public Health Division contracts. The agency must mark eligible lab slips with the appropriate program "**User Code**" given to assure recording and billing to the correct program. User code for Family Planning billing is 52120, for STD billing, the user code is 52320. You must also use a unique 3 digit "**Submitter Code**" which is assigned only to your clinic site. The agencies full address is required on all laboratory specimens submitted to assure that results are returned correctly to them.

## **11 HANDLING THE "FEE FOR SERVICES" COMPONENT**

All sites must follow basic Title X fee collection guidelines. This mandates an approved sliding fee scale, which slides to zero. Account books must be kept and available for audit. Certain sites may choose to serve only clients who have no income (such as adolescents), who must sign an income affidavit. Any fees collected will remain with the agency to be used for family planning expenditures.

## **12 GUIDELINES GOVERNING TITLE X FAMILY PLANNING SERVICES**

These are the federal guidelines based on the DHHS Program Guidelines for Project Grants For Family Planning Services. All participants in PAs with the Family Planning program must adhere to these guidelines which will be supplied to the agency.

## **13 THE "CONTACT PERSON" AND THEIR RESPONSIBILITIES**

Each PA clinic site will have a designated contact person from PHD. Usually this is the local Nurse Manager, Region Health Officer, or Director of Nursing Services. This person serves as the first-line information and resource person for the PA agency. This contact person is the first-line source of any “technical assistance” needed to get clinic services running smoothly. The contact person will serve as the liaison between the agency and Region or State program(s) by directing inquiries, which they are unable to answer personally.

#### **14 TRAINING AND RESOURCES**

Several PHD programs provide training to keep staff updated on relevant matters. For example, the Family Planning program provides a series of trainings throughout the calendar year. PA agency staff are eligible to attend these trainings at no charge. The STD program offers clinical updates and specialty seminars several times a year. The Family Planning program has a video lending library for use in staff and client education. PA sites are eligible to receive appropriate client education materials.

#### **15 QUALITY ASSURANCE AND CHART REVIEWS**

Quality Assurance functions will be handled through the contact person by an appointed representative of PHD. Site reviews are performed once a year at the discretion of the Public Health Division, utilizing a standard site review tool, which is included in attachments. QA site reviews are intended to foster open communication within a service community as well as to assure compliance with the required standards.

#### **16 DATA COLLECTION**

Grant reporting data is collected through the Family Planning Annual Report. This quarterly report collects data on the number of clients seen, both total visit and unduplicated users. A copy of the various tables is included in the agreement.

**Family Planning Provider Agreements & HKF**

**July 1, 2005 – June 30, 2006**

**21 Provider Agreements**

Region	Facility Name	Mailing Address	Phone	Fax	Clinic Contact	Additional clinic sites & Phone Number
State-wide	Presbyterian Medical Services	PO BOX 2267 Santa Fe, NM 87505	954-2347	986-8299	Monica Niess	Estancia, NM – Hope Med. Ctr. 384-2777 Gallup, NM- Western NM Med. Group 863-3120 Logan, NM – Logan Family Health Ctr. 487-5488 Magdalena, NM- Magdalena Area Health. Ctr. 854-3161 Mountainair, NM- Mountainair Family Health. Ctr. 847-2271 Questa, NM- Questa Health. Ctr. 586-0322 Rio Rancho, NM- Rio Rancho Family Health. Ctr. 896-0928 Reserve, NM - Catron County Med Ctr. 533-6456 Socorro, Socorro Community Health Ctr. 835-4444 Santa Fe, NM- Teen Health Centers (Santa Fe and Capitol High) 989-5577 Tucumcari, NM- Quay County Family Health. 461-2200
2	Health Centers of Northern New Mexico	PO Box 158  Espanola, NM 87532	747-5901	753-5815	Dr. Alfredo Vigil  Clinic Contact: Manuelita Chacon	<b>HKF sites</b> Anton Chico - La Loma Clinic 427-5036 Coyote -Coyote Clinic 638-5487 Chama - Dr.JI Dunham Memorial Clinic 756-2143 Embudo - Embudo Clinic 579-4255 Espanola - Espanola Clinic 753-7395 Espanola - SBHC EVHS 753-4159 Espanola - Wellness Clinic 753-9503 Las Vegas - Las Vegas Clinic 425-6788 Las Vegas - NMHU Student Health Clinic 454-3218 Penasco - Penasco Clinic 587-2205 Roy - Roy Clinic 485-2484 Ribera - San Miguel Clinic 421-1113 Springer - Springer Clinic 483-0282 Truchas - Truchas Clinic 689-2461 Wagon Mound - Wagon Mound Clinic 666-2288
2	Holy Cross Penasco	Highway 73 No. 24 PO BOX 205	587-1833	587-1918	Patty Torres, Clinic Director	

		Penasco, NM 87553				
2	La Familia Medical Center	1035 Alto Street PO BOX 5395 Santa Fe, NM 87501	982-5460	982-8440	Paula Devitt, RN, CDE Health Ed. Rick Adesso, CEO	Santa Fe, NM- Alto Clinic 982-4425 Santa Fe, NM- Southside Clinic 438-3195 Santa Fe, NM – Health Care For the Homeless 988-1742
2	Las Clinicas del Norte	215 Placitas Cr. PO BOX 237 El Rito, NM 87530	581-4728	581-4789	Tamara Singleton, MD	El Rito, NM – El Rito Clinic 581-4728 Ojo Caliente, NM- Ojo Caliente Clinic 583-2191 Ojo Caliente, NM- Mesa Vista School Based Health Clinic – 583-2401 Ext. 112 Abiquiu, NM- Abiquiu Clinic 685-4479
2	Pecos Valley Medical Center	PO BOX 710 Highway 50 Pecos, NM 87552	757-6482	757-2700	Jenny Varela, Eligibility Clerk	
2	La Clinica de Pueblo de Rio Arriba	PO BOX 250 Hwy 84/64 County rd 034 Tierra Amarilla, NM 87575	588-7252	588-7771	Bernabe Madrid CEO Susana Ulibarri	Tierra Amarilla, NM – Escalante Teen Wellness Center 588-7201
2	Taos High School Clinic	213 Paseo de Canon Taos, NM 87571	751-8074	751-8001	Maria Chavez, RN	
2	Women’s Health Services	901 W. Alameda #25 Santa Fe, NM 87501	988-8869	982-7321	Christi Wickman	

3	Albuquerque Job Corp	1500 Indian School Rd. NW Albuquerque, NM 87104	346-2562 x4166 222-4166	346-2570	Dianne Ortega, RN	
3	First Choice Community Health	2001 N. Centro Familiar Blvd. SW Albuquerque, NM 87105	873-7410	873-7444	Dr. Saverio Sava, Medical Director Dr. Kathy Ganz 452-4048	<b>HKF site</b> Albuquerque, NM – South Valley Center 873-7400 Albuquerque, NM- South Broadway Center 768-5450 Albuquerque, NM- North Valley Center 345-3244 Albuquerque, NM- Alamosa Center 831-2534 Albuquerque, NM- Alameda Center 890-1458 Belen, NM- Belen Center 861-1013 Edgewood, NM – Valley Regional Health Center 281-3406 Los Lunas, NM – Los Lunas Center 865-4618
3	First Nations Community Health Source	5608 Zuni Rd. SE Albuquerque, NM 87108	262-2481	262-0781	Jackie Dominguez, LPN 262-6549	
3	UNM Para Los Ninos	Carrie Tingley Hospital 1127 University Blvd. NE 2 <sup>nd</sup> Floor Albuquerque, NM 87102	272-6849	272-6844	Renee Ornelas, Medical Director Elaine Kozlowski	
3	UNM School Based Health Ctr.	2400 Tucker NE, 3 <sup>rd</sup> Floor Family Practice Center Albuquerque, NM 87131	272-0457	272-8045	Nissa Patterson	<b>HKF site</b> Albuquerque High School Teen Health Center 244-1330 Highland High School Health Center 256-3363 Washington Middle School Health Center 248-1116 Van Buren Middle School Center 256-2555

4	First Step Center	<i>PO Box 6550</i> 390 Calle De Alegra Las Cruces, NM 88005	556-8201	556-8180	Leticia Serecerez-Murphy, Director of Outreach Services and Health Programs	
4	La Clinica de Familia	1110 S. Main Street, Suite A  <i>Las Cruces, NM 88005</i>	526-1105	524-4266	Harriet Brandstetter, Executive Director	<b>HKF site</b> Las Cruces, NM – Las Cruces Clinic, 521-7181 Las Cruces, NM – Womens Clinic, 532-2044 Las Cruces, NM – East Mesa Clinic, 373-9202 Anthony, NM – Anthony Clinic, 882-5706 Mesilla, NM – Mesilla Clinic, 524-3571 San Miguel, NM – San Miguel Clinic, 233-3830 Santa Teresa, NM – Santa Teresa School Based Clinic, 874-9338 Sunland Park, NM – Sunland Park Clinic, 589-0887 Chaparral, NM – Chaparral Clinic, 824-0820
4	Western NM University	PO Box 680 1000 W. College Ave. Silver City, NM 88061	538-6014	538-6017	Sharon Clarke, Director	
4	NM Tech Counseling and Health Ctr.	801 Leroy Place Socorro, NM 87801	835-5094	835-5959 835-5097	Susan Lewark	
5	Eastern NM University	Station 31 1500 S. Avenue K.P. Portales, NM 88130	562-2326	562-2324	Carol Holland, CFNP	
5	Region IX Education Cooperative	1400 Sudderth Ruidoso, NM 88345	258-4859	258-3320	Celeste Franklin	HKF Site
5	Tatum Clinic	PO BOX 265 204 N. Main Tatum, NM 88267	398-2111	398-6112	Norma Atkinson,	