

# Coordination of Long-Term Services (CoLTS) Program



## TIP SHEET

### What is the Coordination of Long-Term Services (CoLTS) Program?

CoLTS is a program that manages health care and long-term services for certain Medicaid recipients. CoLTS Managed Care Organizations manage and coordinate all physical health services, such as doctor visits, hospital services, prescriptions, etc., services that would be covered by Medicaid and long-term care services. There are two Managed Care Organizations (MCOs), who are contracted to manage and coordinate services for the CoLTS program: Evercare and AMERIGROUP. Individuals enrolled in CoLTS may choose which MCO they want to work with.

### Who is enrolled in the CoLTS Program?

Individuals who are:

- receiving Personal Care Option (PCO) services;
- on the CoLTS Home and Community Based Waiver (formerly the D&E Waiver);
- receiving Medicaid and in a nursing home;
- receiving both Medicare and full Medicaid benefits (dual eligible);
- on the Mi Via Waiver through the CoLTS Home and Community Based Waiver or Brain Injury program.

Individuals in the CoLTS program work with their CoLTS service coordinator to determine their Medicaid health care services needs, as well as their waiver services needs, if eligible to receive waiver services. All services are determined, approved, and coordinated by the CoLTS MCO.

Individuals enrolled in the Developmental Disabilities (DD), Medically Fragile (MF) and AIDS Waivers do NOT receive their services through the CoLTS program.

### Do I have to change doctors?

The CoLTS MCOs have contracted with many doctors and health care professionals in NM. Contact Evercare or AMERIGROUP to find out if they have contracted with your physician, or search their websites for provider information. Physicians may call the CoLTS MCOs for information on how to participate in the CoLTS program. If your physician has chosen not to contract with Evercare or AMERIGROUP, you may have to find a new physician.

### Important information for Medicaid/Medicare beneficiaries:

If you receive both Medicare and Medicaid benefits (are dual eligible), many of your health care services are paid by Medicare and not through the CoLTS MCO. Doctor visits are often covered by Medicare, in which case the doctor may not need to be contracted with Evercare or AMERIGROUP.

For more information, visit [www.nmaging.state.nm.us/COLTS\\_overview.html](http://www.nmaging.state.nm.us/COLTS_overview.html).

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### Information about CoLTS

*For general information:*

**The Aging and Disability Resource Center**

**1-800-432-2080  
505-476-4846**

*For help with MCO selection, questions, information or changes:*

**NM Solution Center  
HSD/Medicaid  
1-888-997-2583  
505-476-6800**

### The CoLTS MCOs

**Evercare**

**1-877-236-0826**

[evercarehealthplans.com](http://evercarehealthplans.com)

*For medical transportation (requires 3 business day notice)  
1-866-913-2492*

**AMERIGROUP**

**1-877-269-5660**

[amerigroupcorp.com](http://amerigroupcorp.com)

*For medical transportation (requires 2 business day notice)  
1-866-442-4937*