



STATE OF NEW MEXICO
Human Services Department
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FOR IMMEDIATE RELEASE

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**Human Services Department advances community health with
state-of-the-art Closed-Loop Referral Service RFQ**
*HSD releases Request for Quotes for innovative service to improve health
and well-being for New Mexicans*

SANTA FE — The New Mexico Human Services Department (HSD) today announced the release of its Request for Quotes (RFQ) for a state-of-the-art Closed-Loop Referral Service.

When a person has a medical, behavioral, financial, or social need, an organization involved in the person's care should be able to refer the person efficiently and easily to another organization or agency that can meet that need and thereby “close the loop”. New Mexico’s innovative service will be instrumental in addressing the foundations of community health, known as social determinants of health and wellness for New Mexicans, bridging gaps in service, and ensuring direct coordination among healthcare and social service providers.

Social determinants of health and wellness are the conditions in which people are born, grow, live, work, and age. They have a vast impact on our health outcomes. Recognizing this, HSD is dedicated to integrating them into a holistic health approach. The Closed-Loop Referral Service will:

- Enhance communication between healthcare providers, state agencies, community organizations, and community members they serve.
- Ensure accountability by tracking referrals and their outcomes, ensuring individuals receive the services they need.
- Improve efficiency by reducing duplication of services and ensuring resources are used most effectively.
- Provide data insights to guide future initiatives, identify gaps in services, and continually improve the well-being of New Mexicans.

"New Mexicans covered by Medicaid will greatly benefit from this service. Often, the challenges they face extend beyond clinical needs, encompassing housing, nutrition, childcare, transportation, and more," said **Kari Armijo**, cabinet secretary for the New Mexico Human Services Department. "With the introduction of the Closed-Loop Referral Service, we are making a conscious move toward a more integrated, community-oriented, and connected model that will help address those needs."

"The foundations of community health are crucial to understanding and improving the overall health for 893,233 Medicaid customers," said **Lorelei Kellogg**, Acting Medicaid Director. "This Closed-Loop Referral Service will revolutionize the way we connect community members with the medical and social services they need."

Vendors interested in this opportunity are encouraged to review the RFQ details on the HSD website at <https://www.hsd.state.nm.us/primary-care-council/>. Quotes are being accepted through November 10, 2023. The department eagerly anticipates a robust response from solution providers who share the vision of a healthier and more connected New Mexico.

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We talk, interpret and smile in all languages. We provide written information to our customers in both English and Spanish and interpretation services are available in 58 languages through our provider, [CTS Language Link](#). For our hearing, and speech impaired customers, we utilize [Relay New Mexico](#), a free 24-hour service that ensures equal communication access via the telephone to individuals who are deaf, hard of hearing, deaf-blind or speech disabled.

The Human Services Department provides services and benefits to 1,075,085 New Mexicans through several programs including: the Medicaid Program, Temporary Assistance for Needy Families (TANF) Program, Supplemental Nutrition Assistance Program (SNAP), Child Support Program, and several Behavioral Health Services.