

March 31, 2025

**Subject:** Required Notifications for Critical Incident Reporting and Use of Restraints

Dear Provider:

Thank you for accepting our Presbyterian Turquoise Care member(s) for care and treatment at your facility. **This letter is to inform you that parents/guardians of youth in New Mexico have a right to be informed when their child experiences a critical incident. That right is in alignment with the New Mexico Administrative Code, your provider contract, and state and federal policies.**

If the child is in state custody, the guardian is New Mexico Children, Youth & Families Department (CYFD). CYFD must be informed immediately after any critical incident involving abuse, neglect, exploitation, elopement/missing status, emergency services, sexual behaviors, environmental hazard or death. This includes the occurrence of any physical or chemical restraint. Please ensure that you have accurate contact information for Presbyterian Health Plan, Inc. (Presbyterian) on file and that your employees are aware of this requirement.

The provider must work with the child's team to identify alternatives to the use of any type of restraint. Presbyterian requests that you notify the Critical Incident Management Team **immediately after an incident and upon any use of physical or chemical restraint** with a member. Please use the enclosed Appendix A Form to report these incidents. Once the form is complete, please email or fax it to:

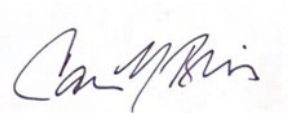
Email: [criticalincident@phs.org](mailto:criticalincident@phs.org)

Fax: (505) 843-3011

You can also submit select critical incident reports with category of eligibility (COE) 066 and 086 directly into the Critical Incident Reporting System at <https://criticalincident.hsd.state.nm.us/>. To obtain a username and password for this system, email [HCA-QB-CIR@hca.nm.gov](mailto:HCA-QB-CIR@hca.nm.gov).

We appreciate your efforts in helping us to protect the rights of children, parents and guardians while we support a population with a high level of complex needs, including children in substitute care.

Signed,



Carmen Bliss, LMSW  
Vice President, Behavioral Health & Children in State Custody (CISC)

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Presbyterian exists to ensure all of the patients, members and communities  
we serve can achieve their best health.

[www.phs.org](http://www.phs.org)