



◆ PROVIDER TRAINING ANNOUNCEMENT ◆

October 1, 2019

Centennial Care Provider,

On August 1, 2019, information regarding the NM Human Services Department required Annual Critical Incident Training was distributed to Centennial Care Contracted Providers for the training dates of September 24, 2019 and September 26, 2019. Preparation for these trainings began in March and there have been four rehearsals held to ensure seamless technological readiness.

On the first scheduled training date – Tuesday, September 24, 2019 – the MCO training team experienced an unfortunate and unanticipated technical issue with the web host platform. Attempts to recover were unsuccessful and the training on that date was abruptly ended. Our sincere apologies for the inconvenience you experienced; thank you for understanding this issue was beyond our control despite extensive preparations.

Your time and diligence in partnering with us on behalf of Members in reporting critical incidents is valued. If you were unable to attend the second scheduled training on Thursday, September 26, an additional two-hour training session has been added:

Tuesday, October 8, 2019 at 9:00 am

Please sign up for this webinar training by using this link: <https://phs.swoogo.com/2019criticalincidenttraining>

After you register, an email will be sent to you containing confirmation of your registration as well as webinar information. If you have questions, please contact:

Sandy Aronow at 505-886-6369 or email sandy.e.aronow@westernskycommunitycare.com

Karen Lubertazzo, RN at 505-816-3192 or email Karen_P_Lubertazzo@bcbsnm.com

Kim Dixon, RN at 505-923-5673 or email kdixon@phs.org

Warm Regards,

Blue Cross Blue Shield of New Mexico
Presbyterian Health Plan
Western Sky Community Care