HEALTH CARE AUTHORITY

Michelle Lujan Grisham, Governor
Kari Armijo, Secretary
Alex Castillo Smith, Deputy Secretary
Kathy Slater Huff, Deputy Secretary
Kyra Ochoa, Deputy Secretary
Dana Flannery, Medicaid Director

Dear Guardian or Family Member:

State law requires that anyone who suspects abuse or neglect of a person immediately make a report to state officials (Division of Health Improvement). It is important for any guardian or family member to be able to detect abuse, neglect and exploitation so that you are able to protect the individual and fulfill the obligation to report it. Any concern about possible abuse, neglect or exploitation should be reported by you to the Department of Health through the **24/7 toll-free Abuse, Neglect and Exploitation Reporting Hotline at 1-800-445-6242.** Reports can be made confidentially, if you wish.

We are providing the following information to help you detect incidents of abuse, neglect and exploitation.

ABUSE is inflicting physical pain, injury or mental anguish; (2) intentionally depriving a person of services necessary to maintain their mental and physical health; or (3) sexual abuse. Abuse can be verbal. *Examples of abuse include: family living provider calling a person a bad name or cursing at them; loudly shouting at them; shoving them roughly; making a person touch another person's private parts; any kind of hitting, or intentionally depriving someone of the things they need to be healthy and safe.*

It is **NEGLECT** whenever a caretaker does not provide for the basic needs of a person, such as clothing, food, shelter, supervision, and care for the physical and mental health of that person, if the neglect causes, or is likely to cause, harm to a person. *Examples of neglect include: a day habilitation staff member not changing a person's Depends (adult briefs) and making them sit in their own urine or feces; a person not receiving prescribed pain medication; a person's meal-time plan not being followed; or the Mi Via Consultant taking the person pizza on their birthday knowing their mealtime guidelines do not allow eating food of that consistency.*

EXPLOITATION is defined as an unjust or improper use of a person's money or property for another person's profit or advantage, financial, or otherwise. *Examples of exploitation include: a staff member borrowing money from a person they serve or using the person's property for the staff member's benefit; the person paying for meals of the job coach; any staff taking something that belongs to a person; or one person paying for all the cable, electricity and phone bills when they are sharing their home with two other people.*

Our *Community Program ANE (abuse, neglect and exploitation) Reporting Guide* contains much more information about detecting ANE and reporting. It can be viewed and printed at: https://nmhealth.org/publication/view/guide/2188/. We also have a Spanish version of this guide at https://nmhealth.org/publication/view/guide/2189/. We will mail you a copy of the Guide if you contact us at Incident Management Bureau, (505) 476-9012. You also can call the IMB Regional Supervisor if you have any questions about detection or reporting of ANE, at the same number.

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