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

Date:	May 19, 2025
To:	Sergio Garcia, Owner
Provider: Address: State/Zip:	Los Amigos Bilingual Services, LLC 1601 Randolph Road SE Suite 110-S Albuquerque, New Mexico 87106
E-mail Address:	sergio@losamigosnm.com
CC: E-Mail Address:	Michelle Rutt, Program Director michelle@losamigosnm.com
CC: E-Mail Address:	Krystal Navarete, Executive Director krystal@losamigosnm.com
Region: Survey Date:	Statewide April 21 – 29, 2025
Program Surveyed:	Supports Waiver
Service Surveyed:	Community Support Coordination
Survey Type:	Routine
Team Leader:	Kayla R. Benally, BSW, Healthcare Surveyor Advanced, Division of Health Improvement/Quality Management Bureau
Team Members:	Wolf Krusemark, BFA, Healthcare Surveyor Supervisor, Division of Health Improvement/Quality Management Bureau

Dear Mr. Garcia;

The Division of Health Improvement/Quality Management Bureau has completed a compliance survey of the services identified above. The purpose of the survey was to determine compliance with federal and state standards; to assure the health, safety, and welfare of Participants receiving services through the Mi Via Waiver; and to identify opportunities for improvement. This Report of Findings will be shared with the Developmental Disabilities Supports Division for their use in determining your current and future provider agreements.

There were no deficiencies noted, therefore your Routine survey process is now complete, and no Plan of Correction is required.

This concludes your Survey process. Please call the Plan of Correction Coordinator at 505-273-1930, if you have questions about the survey or the report. Thank you for your cooperation and for the work you perform.

Sincerely,

Kayla R. Benally, BSW

Kayla R. Benally, BSW
Team Lead/Healthcare Surveyor Advanced
Division of Health Improvement
Quality Management Bureau

Survey Process Employed:

Administrative Review Start Date:	April 21, 2025
Contact:	**Los Amigos Bilingual Services, LLC** Michelle Rutt, Program Director **HCA/DHI/QMB** Kayla R. Benally, BSW, Team Lead/Healthcare Surveyor Advanced
Entrance Conference Date:	April 21, 2025
Present:	**Los Amigos Bilingual Services, LLC** Michelle Rutt, Program Director Krystal Navarete, Executive Director **HCA/DHI/QMB** Kayla R. Benally, BSW, Team Lead/Healthcare Surveyor Advanced Wolf Krusemark, BFA, Healthcare Surveyor Supervisor Jamie Pond, BS, Staff Manager
Exit Conference Date:	April 29, 2025
Present:	**Los Amigos Bilingual Services, LLC** Michelle Rutt, Program Director Krystal Navarete, Executive Director Sergio Garcia, Owner **HCA/DHI/QMB** Kayla R. Benally, BSW, Team Lead/Healthcare Surveyor Advanced Wolf Krusemark, BFA, Healthcare Surveyor Supervisor Jamie Pond, BS, Staff Manager Valerie V. Valdez, MS, Bureau Chief **DDSD – Supports Waiver** Anysia Fernandez, Supports Waiver Program Manager Lizette Lujan, Supports Waiver Coordinator
Administrative Locations Visited:	0 (*Administrative portion of survey completed remotely*)
Total Sample Size:	7
Persons Served Records Reviewed	7
Total Number of *Secondary Freedom of Choices* Reviewed*:*	*N/A* *Self-Directed Services (Note: No SFOC's were required for 7 participants in the sample, as 3 receive self-directed services and 4 are in pre-eligibility.)*
Community Support Coordinator Personnel Records Reviewed:	6

Administrative Interviews: 1

Administrative Processes and Records Reviewed:

- Medicaid Billing/Reimbursement Records for all Services Provided
- Participant Program Case Files, including, but not limited to:
  - Individual Service Plans
- Personnel Files, including subcontracted staff
- Agency Policy and Procedure Manual
- Caregiver Criminal History Screening Records
- Consolidated Online Registry/Employee Abuse Registry
- Quality Assurance / Improvement Plan

CC: Distribution List: HCA - Division of Health Improvement
HCA - Developmental Disabilities Supports Division
HSD - Medical Assistance Division