



Michelle Lujan Grisham, Governor  
David R. Scrase, M.D., Secretary  
Angela Medrano, Deputy Secretary  
Kari Armijo, Deputy Secretary  
Nicole Comeaux, Medicaid Director

May 13, 2021

Dear Interested Parties:

The Human Services Department (HSD) will be holding public listening sessions to receive feedback regarding HSD's business processes and customer satisfaction. The department is seeking input from customers, providers, employees, advocacy organizations, and members of the public about how we can improve our services to New Mexicans. Specifically, HSD is requesting feedback regarding:

- Medicaid and Behavioral Health Services
- Child Support Services
- Applying for HSD benefits and Customer Service

Additionally, members of the public are invited to respond to a brief survey seeking feedback about HSD customer service. The survey can be found at:

<https://www.surveymonkey.com/r/NMHSDCustomerSurvey>

In accordance with the COVID-19 public health emergency, all listening sessions will be held online using the GoTo Meeting platform. For instructions on how to install GoTo Meeting, visit <https://support.goto.com/meeting/help/download-now-g2m010002>.

Dates and times of the listening sessions can be found below. Advance registration is **not** required.

**Monday, May 17<sup>th</sup>, 2021**

- **Medicaid and Behavioral Health Services**  
**12:00-1:30PM**  
<https://global.gotomeeting.com/join/566402293>  
**You can also dial in using your phone.**  
**United States: +1 (872) 240-3212**  
**Access Code: 566-402-293**

**Tuesday, May 18<sup>th</sup>, 2021**

- **Child Support**  
**12:00-1:30PM**  
<https://global.gotomeeting.com/join/982295205>  
**You can also dial in using your phone.**  
**United States: +1 (872) 240-3412**  
**Access Code: 982-295-205**



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**Wednesday, May 19<sup>th</sup>, 2021**

- **Applying for HSD Benefits and Customer Service**  
**12:00-1:30PM**  
<https://global.gotomeeting.com/join/242054053>  
**You can also dial in using your phone.**  
**United States: +1 (224) 501-3412**  
**Access Code: 242-054-053**

**Tuesday, June 1<sup>st</sup>, 2021**

- **General Topics – Spanish Language**  
**12:00-1:30PM**  
<https://global.gotomeeting.com/join/887686229>  
**You can also dial in using your phone.**  
**United States: +1 (571) 317-3122**  
**Access Code: 887-686-229**

Comments may also be submitted directly to HSD at [HSD-PublicComment@state.nm.us](mailto:HSD-PublicComment@state.nm.us); or mailed to:

Human Services Department  
ATTN: HSD Listening Sessions  
PO Box 2348  
Santa Fe, NM 87504-2348

If you are a person with a disability and you require this information in an alternative format or require a special accommodation to participate in a listening session, please contact HSD at (505) 827-1337.