



Unsplash.com – Nathan Anderson

What is abuse (ANE)?

Abuse, including verbal abuse, is:

- knowingly, intentionally, and without justifiable cause inflicting physical pain, injury or mental anguish; the intentional deprivation by a caretaker or other person of services necessary to maintain the mental and physical health of a person; or sexual abuse, including criminal sexual contact, incest, and criminal sexual penetration.

Neglect:

- “Neglect” means the failure of the caretaker to provide basic needs of a person, such as clothing, food, shelter, supervision, and care for the physical and mental health of that person. Neglect causes or is likely to cause harm to a person.

Exploitation:

- “Exploitation” means an unjust or improper use of a person's money or property for another person's profit or advantage, financial, or otherwise.

A Healthier New Mexico

The New Mexico Department of Health’s mission is to promote health and wellness, improve health outcomes, and assure safety net services for all people in New Mexico.

The Developmental Disabilities Supports Division (DDSD) oversees the home and community-based Medicaid waiver programs and offers a variety of trainings – including recognizing and reporting abuse (ANE).

The Division of Health Improvement (DHI) routinely conducts investigations into allegations of Abuse, Neglect & Exploitation (ANE). This quick guide will help you to determine the proper reporting hotline for each particular situation.

For more information and training about recognizing and reporting abuse (ANE):

<https://nmhealth.org/about/dhi/ane/>

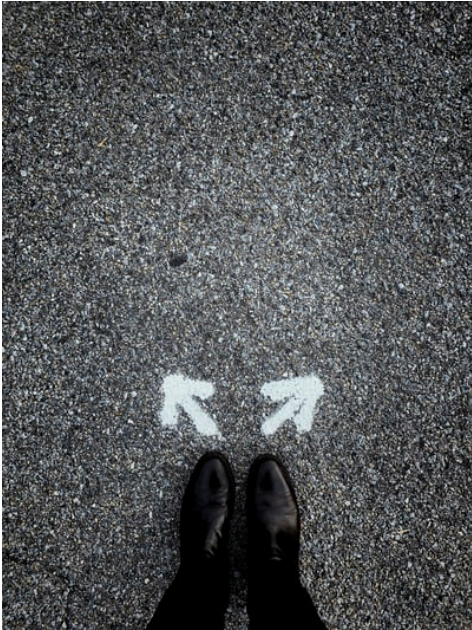
<https://ddsctrain.cdd.unm.edu/Calendar.aspx>



Unsplash.com – Derick Amies

Reporting
Suspected
Abuse, Neglect
and Exploitation
(ANE)

Hotline Quick Guide



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I'm not sure if something really happened, or if it is even abuse... do I have to report it?

Some people are reluctant to report suspected abuse because they are afraid they are wrong, they might be causing trouble, or that it's none of their business. In New Mexico, the law requires you to report abuse ANY TIME you suspect or know about any kind of abuse.

This guide will help you determine who to contact if you think abuse may be occurring.

Where do I report suspected abuse (ANE)?

The process you'll follow and who you'll contact depends on whether the person is an adult or child, as well as where the incident occurred.

*If you're not sure where to report the abuse, call DHI.
800-445-6242*

Home and Community-Based Medicaid Waiver Programs

For suspected abuse (ANE) involving an adult (18+) receiving services from the Developmental Disability Waiver (DDW), Medically Fragile Waiver, Mi Via Self-Directed Waiver, or Supports Waiver:

**Division of Health Improvement (DHI)
Incident Management Bureau (IMB)
1-800-445-6242**

Licensed Healthcare Facilities

These include hospitals, nursing homes, assisted living facilities, home health agencies, community mental health centers, intermediate care facilities for individuals with intellectual disabilities, etc.

**Health Facility Complaints Hotline
1-800-752-8649**



www.disabilityimages.com

Other Locations or Situations

If you suspect that an **adult** is being abused, neglected, or exploited, contact Adult Protective Services:

1-866-654-3219

If you suspect that a **child** is being abused, neglected, or exploited, contact Children, Youth and Families Department:

1-800-797-3260

It's never wrong to do the right thing.

-Mark Twain