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## What is abuse (ANE)?

### Abuse:

- "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, advantage, financial or otherwise.

## A Healthier New Mexico

The New Mexico Health Care Authority's mission is to ensure that New Mexicans attain their highest level of health by providing whole-person, cost-effective, accessible, and high-quality health care and safety-net services.

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, neglect, and exploitation (ANE).

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

*For more information and training in English or Spanish about recognizing and reporting abuse (ANE). got to:*

<https://www.hca.nm.gov/report-abuse-neglect-exploitation/>

<https://www.cdd.unm.edu/other-disability-programs/disability-health-policy/ddsd-courses/ane-awareness.html>



HEALTH CARE  
AUTHORITY



Unsplash.com – Derick Amies

Reporting  
Suspected  
Abuse, Neglect  
and Exploitation  
(ANE)

Hotline Quick Guide



Unsplash.com - Jon Tyson

## **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 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.

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*If you're not sure where to report the abuse, call the ANE hotline at*  
**1-866-654-3219**

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## **Home and Community-Based Medicaid Waiver Programs**

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

**1-866-654-3219**

## **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. Call the 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 the Children, Youth and Families Department:

**1-855-333-7233**

**It's never wrong to do the right thing.**

-Mark Twain