

New Mexico Deathcare Network (NMDN)

REIMBURSEMENT PROGRAM POLICY & PROCEDURES

Purpose

This document outlines the policies and procedures for reimbursement through the New Mexico Deathcare Network (NMDN). It is designed to ensure a fair, transparent, and consistent process for non-medical deathcare workers who provide community-based end-of-life services.

All reimbursement is subject to funds availability on a first-come, first-served based on receipt date of completed Reimbursement Request Form.

Eligibility Criteria:

- Must be a non-medical deathcare provider actively providing community-based end-of-life services.
- Must not be otherwise compensated for the services provided.
- Must possess liability insurance.
- Must submit proof of relevant training, certification or licensure in your field OR must provide two letters of reference verifying experience or service integrity.
- Must submit a new application annually to maintain eligibility.

Application and Vetting Process:

- Applications will be reviewed by the NMDN Reimbursement Committee.
- Applicants may be contacted for clarification or additional documentation.
- Please allow 30 days for approval by the NMDN Reimbursement Committee.
- Approved applicants will be notified and added to the Eligible Provider List.

Provider Steps for Eligibility:

1. Submit a completed [NMDN Eligibility Application for Reimbursement Program](#)
2. Committee approval of application may take up to 30 days.

Service Reimbursement Process:

- Services must be completed before applying for reimbursement.
- Reimbursement requests must be submitted within 60 days of the date of delivered services.
- Reimbursement requests are reviewed by the NMDN Reimbursement Committee.
- Applicants may be contacted for clarification or additional documentation.

Provider steps for Reimbursement:

1. Submit a completed [NMDN Reimbursement Request Form](#)
2. Submit the [NMDN Client Verification Form](#)
3. Committee review may take up to 30 days.
4. Upon NMDN Reimbursement Committee Approval provider will receive a check, via USPS, to the mailing address provided on the NMDN Reimbursement Request Form.

Reimbursement Limits:

- Each provider can be reimbursed for up to 15 hours per client each calendar year.
- Each provider can receive reimbursement for up to 30 hours per calendar year.
- Reimbursement rate is \$50/hour.
- Only one client can be included per Reimbursement Request Form.
- Reimbursement is provided on a first-come, first-serve basis, subject to review, fund availability and receipt date of completed Reimbursement Request Form.

Review and Oversight:

- All Eligibility Applications for the Reimbursement Program and Reimbursement Requests are reviewed by the NMDN Reimbursement Committee.
- The committee consists of appointed board members and community stakeholders.
- Committee decisions are final, and documentation will be retained for auditing purposes.
- The NMDN Board of Directors retains final oversight and may revise these policies as needed.

These policies are intended to support the sustainability of non-medical deathcare work and honor the value of this labor. They will be reviewed annually and updated in alignment with available funding and community needs.

Contact Us

For questions about this policy, please contact: info@nmdn.org.

Effective Date: June 27, 2025