

Mi Via Advisory Committee

Meeting Notes 1/11/2012

The Mi Via Advisory Committee supports the Mi Via Waiver program in the following ways:

To reinforce the Mi Via philosophy of self-direction;

To engage “on the ground floor” in providing input and recommendations during policy considerations;

To assist the State Mi Via Waiver Program with the on-going evaluation and improvement of Mi Via; and

To help identify ways to simplify the Mi Via processes.



**Mi Via: Choosing
Self-Direction**



The Mi Via Advisory Committee Meeting was held on January 11, 2012 in the Harold Runnels Building Auditorium, 1190 St. Francis Dr., Santa Fe, NM 87502.

Attendees (in person): Stevie Bass, Parent; Carol Watts, CDPC; Shari Jensen, Participant; Orlando Vasquez, HSD; Pat Syme, DOH; Genevieve Rel, DOH; Susan Shirley, ACS; Lisa Gianardi, Participant; Teresa Karnes, ACS; Teresa Garcia, HSD

Attendees (Via telephone): Nadine Maes, Parent; Gary Benavidez, Parent; Kim Shipman, Molina; Dolores Harden, Parent; Althea McLuckie, Parent; John Anaya, Participant; Tana Hemingway, Participant; Mario Lucero, Participant

Absent: Doris Husted, ARC of NM; Travis Goldman, Family Member; Tony Chavez, Participant; Donna Begay, Family Member

1. Welcome and Introductions

Mi Via Advisory Committee members present on the phone and in person introduced themselves.

Two (2) members of the public also attending introduced themselves and signed up to make comments per the agenda item for public comment.

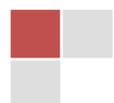
2. Review Agenda; Add Additional Items; Mi Via Contact List Advisory Committee Contact List and Releases for Website Contact Information Review Ground Rules; and Approve Minutes 10/12/11.

Orlando Vasquez distributed the final Mi Via Contact List with staff functions.

Susan Shirley introduced Teresa Karnes who is taking Susan's position at ACS and is also assuming her role on the Mi Via Advisory Committee. Teresa's information will be added to the MVAC internal contact list.

Pat advised that she still does not have the releases for MVAC members and the contact information they would like posted for contact by the public. Releases are needed from Travis, Dolores, Mario, Shari and Donna. Pat will resend forms via email.

Pat reviewed Ground Rules. Stevie offered corrections and clarifications for the minutes of 10/12/11. Tana asked if there had been any changes/progress in terms of



2 Mi Via Advisory Committee

participant's having to re-do employee and vendor agreements every year whether there were changes or not. Teresa will discuss the issue with Tallie as there has been some work on the concept. Stevie asked Kim about the training that HSD conducted in October for Molina Reviewers. Kim stated that Tallie and Shari Roanhorse discussed interpretation of the new regulations; managers from the various state programs were there as well as all the Utilization Management personnel. Minutes were approved with corrections.

3. ACS Update

Teresa Karnes introduced herself and talked about her background as Medicaid Director in Mississippi. She is very happy to be working in New Mexico.

Teresa K. gave the FMA update. Time for answering calls in the Customer Services Dept. has decreased from 1.24 minutes in October of 2011 to 1.03 minutes in December of 2011. They strive to be as responsive as possible. Credentialing of vendors and employees is now totally in-house at ACS. Average pre-hire packet turnaround time has decreased from 10 days to 1.5 days; vendor packets from 13 to 2.5 days. Average employee credentialing time has increased however from 24 -26 days. The group speculated on potential reasons. Lisa asked about the COR check and how EORs or employees are notified if the potential employee is on the registry. Susan responded that ACS staff would call immediately should that occur.

A new Deputy Account Manager will be announced on 1/13/12 and the new person will start on 1/23/12. Teresa K. talked about the December newsletter that came out on 12/28/12 and the schedule of upcoming trainings on the GCES system for participants for the next quarter. It was noted that and confirmed that the December Newsletter was not yet posted on the Mi Via website. Pat will ensure it will be posted.

It was recommended by Tana that the 2 week turnaround for vendor payments should be explored and reduced to a one week turnaround time. Teresa K. will take the issue back to her team. It was recommended the employee process and timeline should be reiterated in the January newsletter. There is some differing information going around on how long the hiring process takes.

Lisa mentioned that she received a Return to Participant letter (RTP) letter and asked whether or not the customer service dept could call when there is a problem with an invoice or timesheet. ACS will also check on the situation. CS reps should be making 2 out bound calls and leaving messages to return calls before sending the RTP letters. Lisa urged that ACS consider email notification for those that have email. Tana also brought

up that it takes 1.5 weeks to get a check cut for her phone bill which often puts her in jeopardy of late fees. These types of issues continue to be addressed by HSD and ACS.

4. Molina Update

Althea brought up the idea of training for Molina reviewers to be conducted by participants and families. This training would include the participant's perspective on needed services and supports as well as specific disability related topics. Kim and Pat will arrange for a workgroup to develop the agenda for HSD's approval and eventual presentation to Molina reviewers. Volunteers for the workgroup include: Shari, Althea, Stevie, Tana, Kim, Christine Patterson, Dolores and John. Others may be invited based on expertise.

5. Mi Via Regulation Changes and Public Hearing

Orlando updated the group on the proposed changes and passed out the HSD register as well as the Medicaid docket which provided information on the location, date and time of the public hearing. Discussion of how to provide comments; both written and oral. There was a question asked if comments would be entertained on parts of the regulations that were not revised. People were encouraged to review and provide comment.

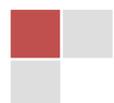
6. Survey Workgroup Report

The survey workgroup has met a number of times to develop and refine a survey tool based on input from participants, state staff and contractors. The draft survey was put out on Survey Monkey by Althea who made quite a few refinements with the layout of the questions and answer options. Members were urged to take the survey which will remain up for 2 weeks. Discussed possible ways to find out where people live or other info that might help with addressing the issues raised. ACS volunteered that they might be able to assist with the survey and certainly mailing. Another workgroup meeting will be convened to finalize the survey and make recommendations for implementing.

7. Follow up on Action Items

Orlando distributed the Mi Via "Fair Hearing Tip Sheet" and instructed the group to refer to this document when questions arise in regard to Mi Via Fair Hearings.

Provide any comments etc...of this document to Orlando Vasquez no later than January 31, 2012.



8. Public Comment/Additional Agenda Items or Announcements

Mr. David Franklin - Mi Via Employee read a prepared statement; in brief, the document states that Mr. Franklin believes Molina has little or no medical knowledge concerning spinal cord injuries and does not read supporting medical documentation or may not understand what is being communicated. Mr. Franklin recently visited Molina in regard to a recent denial of services for his employer and; recently the consultant agency provided Mr. Franklin with the Mi Via Waiver Program "Service Descriptions & Provider Qualifications effective 4-1-11 and Molina provided Mr. Franklin with the Mi Via Service Standards effective 9-1-2007. This question was previously asked of Tallie Tolen by Mr. Franklin and is still awaiting a response. Mr. Franklin's statement closed requesting that Molina be audited to establish what percentage of revision appeals are denied and how many are overturned through the revision process.

Shari Jensen - is requesting that the annual LOC redetermination be as close as possible to the budget start date. Teresa Garcia responded offering that this will most likely not be possible because the LOC determination is required before the SSP/Budget begins to be built. Oftentimes a SSP/Budget takes close to 90 days (if not more) to build therefore, these dates will almost never align with each other.

Gary Benavidez - commented on his frustration that the Molina representative hung up before the end of the meeting. The group agreed. Gary continued suggesting the State instill in Molina the importance and involvement of their attendance at all MVAC meetings for the entire time scheduled.

Mario Lucero - recommended that the MVAC act more as a problem solving body; have more of a voice and come up with relevant issues to discuss as a committee, resulting in positive changes to the Mi Via Program.

9. Next Meetings

- April 11, 2012 - 1:00 – 4 pm, DDSD Offices in Bank of the West Building, Albuquerque – Hayman Executive Conference Room – 2nd floor – Rescheduled to 5/9/12 1:15 – 4:15 pm.

10. Action list:

- Pat will resend media release for member contact information via email to the 5 individuals who have not yet completed it.



- Pat will ensure a December Newsletter is posted.
- Kim and Pat will arrange for a workgroup to develop a participant training agenda for HSD's approval and eventual presentation to Molina reviewers.
- Pat will convene a workgroup meeting to finalize the participant survey and make recommendations for implementing.

