

Mi Via Advisory Committee

Meeting Notes 10/12/2011

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 October 12, 2011 in the 2nd Floor Executive Conference Room, Bank of the West, 5301 Central NE, Albuquerque, NM 87108.

Attendees (in person): Stevie Bass, parent; Tony Chavez, participant; Nadine Maes, parent; Gary Benavidez, Parent; Carol Watts, CDPC; Tallie Tolen, HSD; Orlando Vasquez, HSD; Pat Syme, DOH; Genevieve Rel, DOH; Susan Shirley, ACS; Lisa Gianardi, Participant

Attendees (Via telephone): Kim Shipman, Molina; Dolores Harden, parent; Althea McLuckie, parent; John Anaya, Participant; Tana Hemingway, Participant; Gina Gallardo, HSD; Betty Sangre, HSD; Teresa Garcia, HSD; Donna Begay, Family Member

Absent: Doris Husted, ARC of NM; Mario Lucero, participant; Shari Jensen, participant; Travis Goldman, Family Member

1. Welcome and Introductions

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

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

Tony Chavez wanted to add an item but instead decided to just comment on the Quarterly Visit Questionnaire which asks in the same question whether or not the participant has been hospitalized or jailed in the past quarter. Pairing these 2 items together seems odd to him. State staff will review the Quarterly Report Form to see if that can be corrected.

Orlando Vasquez and Tallie Tolen distributed an updated Mi Via Contact List with staff functions. Comments are requested by 10/17/11. Orlando will email to Advisory Committee members not present. Tony requested to be added to the list as a Peer contact.



3. Review and Approve Minutes; Ground Rules; Advisory Committee List; Bylaws; Releases for Website Contact Information

Minutes from the 7/13/11 meeting and the 8/10/11 workgroup on Bylaws were reviewed and corrections recommended. Pat will make the corrections and post to the Mi Via website.

The Committee recommended that the Mi Via Complaint system contacts should be included on the website and newsletter. Information on what types of complaints can be addressed through the state system should also be included with that posting.

The Committee reviewed the bylaws with drafted changes needed to reflect the reorganization of state agency responsibilities and terms for all members. Discussed the idea of a Facilitator vs. Officers. The state has no confirmed facilitator on board yet. Discussed a few potential facilitators.

Media Releases were completed by 10 members; 7 members still need to complete the form. Pat will email the form to those members whose forms are still outstanding. The preferred contact information identified by each member will be made public for participants to direct Mi Via related concerns. Tony wanted to be identified as a Mi Via Guide on the website to assist other individuals.

4. ACS and Molina Update

Susan Shirley, FMA MVAC representative, gave the ACS update. She encouraged the Advisory Committee to send ideas and suggestions for the newsletters. Committee members felt the newsletter provided a very important communication function for Mi Via. There was a suggestion that only one copy of the newsletter be sent per household.

Susan asked for recommendations on questions as they are creating a survey on Financial Management Agency (FMA) services. Suggestions included payroll and vendor process - accuracy, timeliness. Additional suggestions should be sent to Susan.

Tana expressed concern over the need for an annual employee or vendor agreement year after year if there are no changes in service. Tallie will investigate whether there is a more streamlined way to address ongoing agreements w/o changes.

Susan talked about the weekly in-person enrollment services at the Albuquerque ACS office, including free fingerprinting that many participants and employees are taking

advantage of. They also are beginning to provide the same enrollment service in other parts of the state. The first session was held in Gallup with good participation and more in other areas are scheduled.

ACS has initiated a weekend work schedule so that timesheets and vendor payment requests can be processed more quickly as they are due at the end of the day on Saturday and then were not picked up until Monday. They have been doing this for approximately 2 weeks.

Susan also mentioned that more credentialing and enrollment activities are being conducted on site at the ACS office as opposed to being sent off site to TNT for processing. TNT deals exclusively now with paychecks, vendor checks and taxes.

Susan clarified there is no requirement for calling to ensure faxes are received. The Right Fax and Docfinity systems ensure that faxes are indexed and filed electronically as they are received.

Kim Shipman represented Molina. There were no updates from Molina at this time. Stevie reported that there are currently concerns from Mi Via participants about inconsistencies in approvals among different reviewers. Tallie advised that there will be TPA trainings next week conducted by HSD staff.

5. Tips for Fair Hearings

Tallie passed out tips for participants on the fair hearing process. She would like comments back by 10/24/11.

6. Medicaid Modernization Update/ Respite Services per CMS

Tallie updated the Committee on the progress with Medicaid modernization. The HSD website also provides up to date information on the project. The website will be published in the newsletter so people can check easily. Some Advisory Committee members have met with Alicia Smith on Self – Direction. The concept paper developed by Alicia will be finalized by the end of the month. Alicia is very supportive of self direction but very concerned about containing administrative costs according to Stevie. The 1115 Waiver is still on track for submission by the end of the year.

Respite services guidelines are more defined according to CMS reviews of other State's programs. Respite is being distinguished from childcare services and defined as a short term service for relief of the primary caregiver. Our services descriptions will be updated per CMS requirements.



Brief discussion initiated by Tana on the documentation form. Tallie explained the forms help the Mi Via program address Medicaid documentation regulations and can be very beneficial in documenting service provision in the event of an audit. Tallie reinforced it is the provider or employee's responsibility to complete – not the participant's.

7. Identifying and Addressing Systemic Issues

The Committee discussed the concept of a participant survey in an effort to identify pressing issues for the Mi Via program. Instead of separate surveys for the 3 major contractors or services providers, it was recommended that all 3 entities be combined in one survey.

It was decided that a workgroup would be convened to address the survey and that there would be significant participant feed back in the development of the survey.

Tana volunteered to provide editing services for the survey and Tony offered assistance through his network of contacts. Stevie and Carla Barron were interested in including active participants in the workgroup, who were not advisory committee members, and would ask an advocacy resource for a recommendation.

Lisa recommended that we ask all contractors and providers for a few recommended questions on their service for the survey. Gary recommended the entities should be given a target date to submit questions that could be shared and reviewed with the work group.

The work group will meet 11/10/11 from 11:00 to 1:00 on the phone or in the 2nd floor Conference room at the Bank of the West in Albuquerque. Recommendations from the Contractors and providers will be due on 11/4 and distributed to the workgroup members by 11/8. Workgroup volunteers include Tana, Orlando, John, Tony, Nadine, Lisa and Althea plus a recommended participant outside the committee.

8. Follow up on Action Items

Nadine followed up with CDD, Phyllis Shingle, on possible teleconferences for these meetings. The state would need to contact Phyllis to negotiate/discuss rate for their services. Althea mentioned there could be a free Adobe option through the National Participant Network if the state of NM increased membership. An announcement regarding membership could be placed in the newsletter or through other venues. Althea can assist in drafting an announcement.



9. Public Comment/Additional Agenda Items or Announcements

David Franklin – Employee/RN -Stated worst mistake the state made was firing PPL and that it is important to keep contractors. David spoke about the long term care relationship within Mi Via in regard to charting and the importance of differentiating between CMS and state requirements. David has some additional questions which he will forward in writing to Tallie for response.

Christine Patterson – Participant –Requested that documents on line be in Word as not every participant has Adobe.

Brenda Crocker – parent of a participant - Stated Mi Via has done a lot for her daughter and not having to use an agency has been very positive. She notes that ACS issues have markedly decreased and that staff is more responsive. She states that Molina is now becoming more of an issue according to Mi Via Advisory Committee members and with the group Moving Mi Via Forward. Any participant satisfaction survey should also include DOH, HSD and the Fair Hearings Bureau performance. She mentioned that Behavioral Health Services also have a teleconferencing capability that we might tap into for meetings. Brenda felt that an 1115 waiver may be a disaster and she feels it will be difficult to maintain Mi Via principles within this type of waiver.

Denise Manzanares – parent of a participant- Advised that Mi Via should be made much easier for participants. She recommended that an approved vendor list be posted to the website. She stated there needs to be more training for participants. She was concerned that her son's consultant made participants fill out the new SSP form and that there needed to be a greater degree of assistance and training with the new online format. Stated that there are still problems with ACS with no return calls and not paying employees and vendors timely.

Michael Manzanares – parent of a participant – Urged the MVAC to oppose the “Tips for Fair Hearings” document. He stated hearings should be an option when adverse actions are taken by the state or its contractors. Urged usage of data from the complaint tracker system as a source of information. Notes the tracking process does not issue letters to participants when resolution occurs. Would like more information posted when final rules or resolutions for various issues are decided upon. Noted inconsistency regarding approval of services among participants.

Lynn Griffin – Parent of a participant – She noted that Mi Via has improved the quality of life of her son. She noted that ACS has improved in regard to payment issues. There are issues with re-enrolling vendors and employees annually and supports a vendor list of approved providers so re-enrollment does not need to happen every year. Stated she



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never received a non-appointment letter regarding her nomination for the Mi Via Advisory Committee.

April Shorty – parent of a participant – Is concerned that doors are being shut for her daughter with the restrictions on what can be approved in Mi Via. States respite has been very helpful and that equipment purchased has been very helpful for her development and has enhanced her abilities. Wants Molina to take away the roadblocks to programs and equipment. It is often frustrating to obtain denial letters from MCOs. Feels that Mi Via is becoming more like a traditional waiver. She would like more freedom to decide on what her daughter needs—example furniture that addresses her needs. Feels the paperwork is difficult and confusing and some questions on the new SSP are difficult to answer. Consultants need more skills in interpreting needs on the SSP. Spoke about difficulties in getting glasses approved.

Pat asked for volunteers for a new consultant agency training to speak about the Advisory Committee and expectations for Consultants. Gary, Tony, Tana and John volunteered to be on the phone to speak with the new agency on these topics.

Nadine announced that Alerico, son of a former Committee member is on hospice. She will let the group know of any developments.

10. Next Meetings

- January 11, 2012, 1:00 – 4 pm, HSD Santa Fe, room to be determined
- April 11, 2012 - 1:00 – 4 pm, DDS Offices in Bank of the West Building, Albuquerque – Hayman Executive Conference Room – 2nd floor

11. Action list:

- Pat Syme will check on options for video conferencing with CDD and Behavioral Health Services.
- Pat Syme will poll Consultant Agencies and Molina for possible questions on Consultant and TPA performance to be due 11/4 and distributed to the workgroup by 11/8.
- Pat Syme will set up an ad hoc meeting to discuss the participant survey for 11/10/11, 11:00 am -1:00 pm in Albuquerque and on the phone.
- Pat Syme will check with senior administration at DOH on the status of the non-appointment letters that should have been sent out in early July. Tallie Tolen will check at HSD.



- Pat Syme will finalize contact list for Committee members with additional phone numbers.
- All committee members will turn in a Mi Via media consent form to Pat Syme. Pat will send out electronically.
- Pat Syme will check with the DDSIT department on putting documents in Word form and adding information on complaints to the website.

