

Mi Via Advisory Committee

Meeting Minutes for January 30, 2014

Location: 37 Plaza La Prensa, Santa Fe, NM 87507

Attendees (in person): Heather Ingram, Guy Surdi, Stevie Bass, Shari Roanhorse, Patricia Lopez, Pat Syme, Kim Shipman, Britney Foss

Via Telephone: Tana Hemingway, Nadine Maes, Dolores Harden, Althea McLuckie, Teresa Karnes, Carole Kilgore, Deke Kilgore, Marie Velasco, Genevieve Rel

1. Welcome and Introductions:

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

2. Review Agenda: Add Additional Items:

The agenda was approved as presented. No additional items at this time. Tana's questions and comments via email will be discussed, as appropriate throughout the agenda. No Public comments.

3. Approved Minutes-10/24/2013

- Minutes were approved after the following questions and comments were answered and addressed:
 - Question on the meaning of the acronym FOCO. Heather Ingram described it was known as Greystone (GCES). The end of the acronym refers to Circle of Support.
 - Question regarding 10-24-13 Agenda Item #8 -FAQ's (Frequently Asked Questions). Stevie stated that the FAQ's had useful information and wants to know where is the final form? This would be useful information for the newsletter. Shari will follow up with Crystal Hodges. Patricia Lopez stated she will e-mail with updated link to the FAQ/HSD website. Pat Syme will e-mail the link to everyone.
 - Comment regarding 10-24-13 Agenda item #10 (Action Items). HSD/CC website to include link with phone numbers and contact names not done. When looking for information about MCO's there is no toll free numbers for Molina and Presbyterian. Heather during the meeting however was able to locate the newly updated HSD website Centennial Care MCO page - Information for Recipients which did have complete information on each HMO. To do this, go to www.hsd.state.nm.us. Click on "Looking for Information" at top. Go to left bar and click on "Information for Recipients". On drop down bar click on "Centennial Care Information". On drop down bar click on "Managed Care Organizations".
 - Question from Guy regarding 10-24-13 Agenda Item #8D. Where is the Goods and Services list for Centennial Care located? Pat Syme-List of what is not covered can be found in Mi Via Standards and regulations specifically. Guy stated it helps participants to know what is covered when they make their plan for both self directed programs.

4. Xerox Update:

- Heather Ingram provided the Financial Management Agent update. Xerox is now fully staffed including for Centennial Care's Self Directed benefit. Seven member liaisons were added to the team. There are 4 tenured liaisons who still work with Mi Via and serve both Centennial Care and Mi Via.
- Xerox was very busy in December, but they are now caught up.
- Contracts are in place with the 4 Managed Care Organizations (MCO's).
- There are a few important expedited items XEROX is addressing due to eligibility issues. They are working closely with the state and vendors.

- Tana- Met with Managed Care Organization(United) and consultant. Question about whether old SSP needs to be done with new Managed Care Organization. Answer: LOC (Level of Care) will change and not budget date in order to align budget and LOC. Kim Shipman stated she would be available to discuss with MCO and consultant.
- Stevie- Does case coordinator in newly selected Managed Care Organization initiate call to participant?
Heather- Participant should call the MCO if case coordinator has not done so at this point.
- Guy- Was the LOC alignment planned? Kim-Yes
- Tana- Telephone bill is late. Heather- will call Tana to discuss at a later time.
- Althea- Comment- Appropriate for the Mi Via Advisory Committee to always have agenda item related to Centennial Care issues.

5. Molina Update:

- Kim Shipman provided the Molina update. No updates for Molina at this time.
- Molina is ensuring transitions are happening smoothly.
- Question on FTP (Secure Site) to transition documents . * There are some crossover issues that lingered into Centennial Care. Heather- There are only 10 or so people with issues.
- Guy- Does Molina have a Consumer Advisory Board? Kim and Brittney will work on forming one.
- Tana- Will the committee be for consumers and Managed Care Organizations? Kim stated she does not know at this time. Tana recommends that it be similar to the Mi Via Advisory Committee.

6. Human Services Department (HSD) Update:

- Shari provided the HSD (Human Service Division) update.
- Human Services Department (HSD) will work with Department of Health (DOH) for Mi Via waiver renewal. Renewal will expire the end of September 2014. Scott and Pat working on information for renewal.
- Mi Via Medicaid rules revised for population in Centennial Care. Effective date for revisions is February 14, 2014.
- Mi Via Forms have been translated into Spanish and will be available late February.
- Level of Care (LOC)- Please pay attention to LOC expiration dates. There are very strict rules at Income Support Division (ISD) regarding closing cases. Letters are sent out from Molina regarding expiration of LOC at 30, 60, 90 day intervals prior to expiration.
- Are LOC dates a Trigger for when eligibility is due? Income Support Division (ISD) recertification dates are actually based on original application date. Stevie commented the ISD recertification letters are very unfriendly and threatening. Shari and Patricia will bring that feedback to HSD/Aspen (ISD system).
- Althea- Questions:
 - a. Each MCO has something that might overlap with a Mi Via benefit. Example: Massage through Mi Via. If Managed Care Organization (MCO) offers 2 massages a year as value added benefit , how do they show on SSP that they utilized the 2 massages prior to using massages available under Mi Via? If this massage is approved under Centennial Care how can it be reflected through Mi Via as well?
Answer: MCO is responsible for coordinating all care. MCO is responsible for ensuring that value added benefits are used accordingly. MCO is responsible for managing all services. This should be in Care Plan.
 - b. Submitting SSP will be utilizing 2 annual massage visits before using massages under Mi Via. Because those 2 massages are Medicaid benefits how do we get 98 massages considered? Concerned because other services provided under Medicaid are not approved under Mi Via.
Answer: Heather- MCO processes Medicaid side. Care Plan sees utilization system. Will take to Centennial Care for review.
 - c. New Value added services replicate Mi Via Services , information should be available to Participants. Will be included in Newsletter – “Steps for Coordinating Benefits”.

- d. Value added \$50 for supplements. At the same time in SSP asked for \$100 in supplements-this was denied under Molina. How can participant get \$100 supplement?

Answer: Guy recommended training to consultants in Value added services and coordinating state plan and waiver benefits.

7. Break

8. Review the existing Bylaws for suggested changes:

- Reviewed by Stevie Bass
- Main concern is that now we have Centennial Care, which moved 3 populations out of Mi Via, how do we determine membership for the “new” Mi Via Advisory Committee.? Currently 17 members, on hold for new members. Who should be on Advisory Committee?
- Question on how many participants are under Mi Via now? 500-600. Pat Syme - there are 25 or more waiver change forms per month. 25% of new allocation have gone to Mi Via. They estimate the gain of 300-400 more participants to Mi Via in the next few months.
- Article V. Membership #2. Highlighted area will be reworded and mailed out to the committee. Althea suggested being careful with the language. Example: “Nominations approved through committee designated by chairperson”.
- Article V. Membership #3. Discussion regarding inclusion to “new” Mi Via Advisory Committee of the representative of the third party assessor (TPA) and the fiscal management agency (FMA) being someone who has the capacity to make decisions in their respective agencies. Decision to include approved by the Committee.
- Article V. Membership #4: Approved by the committee. Will remain as written for 1 year.
- Article VI. Term Duration #1. Approved by the committee.
- Article VII. Officers #6. Discussion regarding alternative forms of communication and accessibility issues. Approved by the committee.
- Article X. Discussion on quorum. Add language on Quorum when there is business to be voted on.
- Article XI. Attendance #2. Discussion about members who are not attending meetings on a regular basis. Approved by the committee.

9. Centennial Care Updates:

- None at this time as items were already covered in previous bullets.

10. Action Items:

- FAQs: Shari will follow up with Crystal Hodges. Patricia Lopez stated she will e-mail with updated link to the FAQ/HSD website. Pat Syme will e-mail the link to everyone.
- Xerox will call Tana to discuss issue with telephone bill at a later time.
- Recommended Mi Via Advisory Committee to always have agenda item related to Centennial Care issues.
- Shari and Patricia will bring feedback to HSD/Aspen (ISD system) regarding the tone of the letters generated.
- Recommend training to consultants in Value added services and coordinating state plan and waiver benefits.

11. Public Comment:

- No public comments at this time.

12. Close-Schedule Meetings:

Next meeting scheduled for Thursday April 24, 2014 from 1:00 pm - 3:45 pm in Albuquerque, Bank of the West Building , Lotus Conference Room 2nd Floor, 5301 Central NE, Albuquerque, NM 87108.