

Mi Via Advisory Committee

Meeting Notes for July 27, 2017

Approved October 26, 2017

Location: Department of Human Services, 2025 South Pacheco Santa Fe, NM 87505

Attendees (in person): Keytha Jones, Raemon Gurule, E. Regina Lewis (DOH /DDSD), Kresta Opperman (MAD/HSD), LaRisa Rodges (MAD/HSD), Stevie Bass, Melvin Brown, Brad Hill, Cathy Salazar, Tina Storey, (member of the public), Kimberly Riebsomer,(Consultant member of public), Fleur Dahl (DOH/DDSD), Katie Hettinger (MAD/HSD)

Via Telephone: Althea McLuckie, Nadine Maes, Catalina Saavedra, Kimberly Scott (Qualis), Carolyn Thompson (Conduent)

Unable to attend and notified: Shayla Spolidoro, Leslie Martinez, Michael Romero

1. Welcome and Roll Call

- Mi Via Advisory Committee member and members of the public introduced themselves and those on the phone introduced themselves.

2. Review agenda and Announcements

- Agenda to remain the same without any changes.
- Ground rules were reviewed.

3. Review/Approve notes & Action Items Follow-up

- Meeting notes for the 7-27-17 were approved. The meeting notes will be submitted to the Mi Via Website.
- Follow-up action items were discussed briefly. A draft of the notes from 10-26-17 will be reviewed and approved by Chair/Vice Chair and then will be provided to Committee Members prior to the next meeting.
- Task Force will discuss the purchasing issues letter.
- A partner form was done for MVAC committee to do a presentation for the ACQ. (Advisory Council for Quality Supports for People with Developmental Disabilities and Their Families)

4. MVAC membership-Consultant Nominations

- The Nomination Committee announced its selection for the new Consultant agency member of MVAC. Sandy Skaar from Self Directed Choices will be the new representative for the Consultant agency opening. A letter will be sent out to Sandy notifying her of the nomination.
- Committee discussed that there are a number of nominations coming up as the terms are ending in September. Those whose terms are ending in September are: Stevie Bass, Tony Chavez, Nadine Maes, Leslie Martinez, Althea McLuckie, Jolene Saavedra. The committee decided to extend these terms through October with the exception of extending Leslie through January due to her office term expiring at that time and the need to have two officers through January. There will be a nomination of officers in January. The Committee will have any opportunity to submit names for the nomination of the Chair and Co-Chair from October up until the January MVAC meeting where the ballot sheets will be tallied for the Chair and Co- Chair. The nomination committee for the Committee terms ending in October will be Cathy Salazar (Chair), Keytha Jones, Raemon Gurule, Brad Hill. The call for nominations will go out in November and December. Members will be nominated at the January 2018 MVAC meeting.

5. Purchasing Issues Letter of Explanation

- The Task Force met to discuss the purchasing issues letter of explanation.
- There was a discussion about a short term solution as the cashier's checks have been more successful.
- Participant can request to have a check sent to Conduent and to have Conduent convert it to a cashier's check.
- ACQ does have an open partner form for this issue.
- Jacob and Raemon were present for the task force meeting. HSD (Human Services Department) and Conduent did attend the meeting.
- HSD is looking at what the system presently has in place now for the purchasing issues. Any changes to the system would require approval at a higher level through HSD.

6. Denial of Nutritional Supplements

- Was discussed that participants should go through their primary PCP (Primary Care Physician) who oversees the medications and supplements.
- The Primary Care Physician would start the process with the prior authorization.
- It is important for the PCP to be aware of any supplements the participant is taking as the PCP would know if there would be any adverse reactions.
- It was brought up that a prior authorization should be submitted through the MCO.
- It was suggested to have a Pharmacist evaluate the medications and supplements.
- Mi Via is to be utilized as the payer of last resort.

7. Partner Form for ACQ (Advisory Council for Quality Supports for People with Developmental Disabilities and Their Families)

- Lecie Langille, from the ACQ Executive Committee attended by phone to go through a Committee Reporting Form for the MVAC to share information with the ACQ.
- Form was presented as a suggested format for MVAC to give their feedback to ACQ.
- This can be a living document for the MVAC to use.
- The form would be filled out by the MVAC Chair.
- Last part of the form has critical issues and any challenges that the MVAC would want to give feedback on.
- The concept of the form is to have communication between the MVAC and the ACQ.
- MVAC Chair proposed we have more time on the agenda at the next meeting to go through the form.
- There is no deadline for the feedback.
- Lecie offered to participate at the next meeting.
- Lecie asked the MVAC Committee if they are ready to do the presentation on Mi Via for the coming ACQ meeting. Stevie let her know she would be contacting her about the presentation as this will have to be coordinated with the committee members who are a part of this presentation as some of them were not present at the MVAC meeting today. Lecie gave out her cell number, 813-391-8603 to reach her about the presentation.
- Some ideas were brought up on how to present Mi Via to the ACQ.
- It was suggested to talk about the functionality of Mi Via.
- There are differences in services for children and adults.
- Staff examples and how it works with Mi Via.
- Designing of the budget.
- Examples of how Mi Via works.
- Length and frequency of the MVAC meeting was discussed. The Committee agreed to have the meeting begin at 12pm instead of 11am. Next MVAC meeting in October 2017 will begin at 12pm. It was brought up not to have more frequent meetings and to continue with the present frequency of the MVAC meetings.

8. Break

9. Update from recent ACQ Meeting

- Stevie Bass gave an update. ACQ met on June 8th.
- The purchasing issue was discussed at the ACQ
- DDSD's new Division Director attended the last ACQ.

10. Discussion of 2015 Retreat, Priorities and Direction

- Last MVAC meeting did focus on the communication. There is a Consultant Association that meets on a regular basis.
- Qualis and Conduent will be attending Santa Fe MVAC meetings by phone. They will attend the Albuquerque meetings in person. They will attend the meetings during the time they are designated on the agenda. HSD will be present for the whole MVAC meeting.
- It was brought up to have the MVAC focus on what will be the goal of the MVAC for the next 2 years. This will be discussed at the next MVAC meeting in January.
- **Work to re-activate the DOH (DDSD) plan to produce printed materials to better acquaint people with Mi Via and to compare the different waivers.**
 - There is no funding available to do this. DOH's Intake and eligibility does talk about our Waiver programs.
- **Develop education and training for participants**
 - HSD works with Conduent on how to present trainings to EOR's.
 - The idea was brought up to have participants go to the trainings before they go to Mi Via.
 - It is important to promote the CMS (Centers for Medicaid and Medicare Services) final rule.
- **Clarify protocols for oversight of the TPA and FMA**
 - HSD monitors the contract deliverables for the TPA and FMA.
 - HSD meets bi-weekly with Qualis.
 - Qualis and Conduent attend the Operations meeting.
 - Was presented if an MVAC member should attend the Operations meeting.
 - The on-line time sheets have helped with the process of getting paid.
 - RTP's (Return to participants) are going out in a timely fashion. Calls are not made unless there is no e-mail on file.
 - EOR and the Consultant get the e-mails. If there is a problem with e-mails Kresta can be contacted. Kresta's contact information is available on the Mi Via Newsletter Circle of Support.
 - Contact DOH (Department of Health) if a Consultant is not letting you know about the e-mails. The contact information for Department of Health is on the Mi Via Newsletter Circle of Support.

11. Participant Issues/Experiences

- None were brought up.

12. Break

13. Fiscal Management Agency Update (Conduent)

- Handouts of the Escalation/Complaint Process were distributed.
- Conduent reviewed the handout.
- It was requested to have Conduent's e-mail. The e-mail address is on the Mi Via Newsletter. The e-mail is Mi.Via@conduent.com.
- Carolyn Thompson gave her phone number. Her phone number is 505-246-9988 ext 8131246

14. Third Party Assessor Update (Qualis)

- Qualis has been in the process of implementing the Portal. Mi Via participants can still fax in.
- The portal will allow access to records 24/7.
- The portal is available to Consultants and not participants.
- Qualis does have a technical assistance team available for participants.

15. HSD/DOH Update

- DOH – A uniform statement of rights will be in all 3 Waivers, DD Waiver, Mi Via and Medically Fragile. Kansas consumer rights and freedoms was passed out to the MVAC committee to get the MVAC's ideas regarding the statement of rights.
- There was a discussion brought up about knowing your rights and knowing your responsibility.
- It was agreed by the committee that the Know your Rights will be a standing agenda item for DOH to report on during the DOH update.
- The new Mi Via website is up. The website was presented to the MVAC. The e-mail address to the website is <https://nmhealth.org/about/ddsd/pgsv/sdw/>
- DOH/DDSD Mi Via unit will be going through the new website with the Consultant agencies so they can offer assistance to navigate the website.
- HSD - HSD's new hire Katie Hettinger was introduced. She will be the point of contact for Conduent questions.
- The Provider Attestation form has been developed. The form will go live August 1st 2017. To ensure compliance with the CMS Final Rule all Mi Via employees and vendors will be required to complete the Self-Directed Provider Attestation Form.
- HSD is in the process of updating the rule. Notification will be sent out for public comment.

16. Public comment

- No public comment.

17. Wrap Up of Meeting (discussion of meeting time, longer agenda items for next meeting, etc.)

Action items:

- Kimberly Riebsomer, Me Town introduced herself giving an overview of her agency. Me Town is a new Consultant agency. Me Town is serving the Northeast part of the state.
- An issue was brought about the potential for the repeal of Affordable Care Act (ACA). It was recommended to keep in contact with your Senators office for information on this.

Next agenda items:

- Know Your Rights Update to be a part of the DOH Update on going.
- ACQ reporting form.
- Planning meeting goals of MVAC over the next 2 years.

18. Close

- a. **Next Meeting:** October 26th 2017 at the Department of Health/DDSD offices
5301 Central NE 17th floor conference room
Albuquerque, NM 87108