

Mi Via Advisory Committee (MVAC)

July 28th, 2022
12:30 pm to 3:30pm

Meeting Location:

*Microsoft Teams

Agenda

1. Welcome / Roll Call and Introductions: 12:30 pm- 12:35 pm (5 minutes)

Council-

Patricial Gull, Judy Sena, Stevie Bass, Chinda Lucoski, Althea McLuckie- Expired, Stephan Hellman
DDSD- Anysia Fernandez, Evangeline Yanez, Rudy Aguilera, Marc Kolman
HSD- Racheal Gonzales, Melanie Buenviaje, Nicole Hernandez, Victoria Herrera, Deanna DeHerrera
LaRisa Rodges

Guests- Anne Optman, Wendy Corry (ACQ Admin) Tracy Perry- (ACQ, Vendor), Sbicca Brodeur (guest that joined meeting), Selma Dobson (Vendor attending as an interested party), Anne Ogden, Amelian-Ann Dickey (Disabilities Advocates Leader, Mi Via participant), Cassandra DeCamp (UNM-CDD), Justin Naylor (Vendor, At Home Advocacy), Shannon Ecker, Daniel Ekman (ACQ), Lisa Blue (ACQ), Angela Ortega (Vendor Life Roots, Kathy Rosales, Peter Crespin (CDPC/ACQ), Karen (parent of Mi Via participant), Luke Marquez

No Quorum. Group decided to meet without quorum.

2. Review agenda & Announcements: 12:35 pm – 12:40 pm (5 minutes)

- Add/remove items from Agenda-
- Review/ Approve April 2022 MVAC Mtg. Notes (Please submit corrections to Elaine Hill)
- Public Comment sign up
- Review of Ground Rules

3. Nominations Committee: 12:40 pm to 1:00 pm (20 minutes)

- Reviewed Term dates for current MVAC members
- New MVAC members.
 - 8 Nomination Forms were requested, none have been returned to date
 - Nomination Forms due date extended to July 20, 2022
- Discuss next round of Nominations/Membership
 - 7 Members that are in good standing
 - 5 open Seats for Participant/ EOR
 - 1 open seat for Consultant Agency
 - 4 members who have expired and have not asked for a Nomination form
 - Deadline to submit Nomination forms are Due September 30th, 2022.

Notes- Althea said she sent in her nomination. She finds it concerning others may have sent in their nomination, but they didn't get through.

Suggestion: Elaine Hill send out a reminder to 8 people who stated they requested a Nomination Form.

- MVAC Officers discussion

4. Presentation to Mi Via Advisory Committee: 1:00pm to 1:30pm (30 minutes)

- Jason Cornwell- DDS Division Director

Jason was not in attendance. This did not occur.

5. Presentation from Advisory Committee on Quality (ACQ) Executive Committee: 1:30pm - 2:30pm (1 hour)

- MVAC Membership discussion / How can the ACQ help?
 - ACQ Executive Committee members Lisa Blue, Marc Kolman, Wendy Cory, Peter Crespin, Tracy Perry present
 - Reviewed meeting held with Jen Rodriguez and Vangie Yanez to discuss state of MVAC.
 - Bylaws were reviewed.
 - Concerns for MVAC leadership, lack of co-chairs.
 - No MVAC meeting minutes shared at ACQ meetings.
 - Comments from MVAC member (AM)- request from state to provide feedback on regulations and nothing was done with this information, just a response of, “Thanks we will look into it.” AM expressed interest in becoming the MVAC chair.
 - Comment from MVAC member (SB)- I want to say I appreciate the assistance the state provides with the MVAC and putting on these quarterly meetings. I would like to make a request that the state staff who are supporting us having this volunteer committee get back to following the MVAC bylaws. To give family and participants adequate time to prepare for the meetings. We did not get support for this meeting. It must be laid out in a way that ordinary people in rural parts of this state understand what you are saying. Remind people a week ahead then one or two reminders of meeting just before. Put it out there in such a way people could figure it out even though some do not have educations or degrees, experience working in professional offices. Regular people.
 - Comment from state staff HSD (MB)-MVAC has not had a quorum to review Regulation feedback.
 - Comment from state staff DDS (VY)-DDS will work to improve organization and implementation of administrative duties of the MVAC according to the bylaws with timely distribution of meeting minutes, agendas, and reminders of upcoming meetings.
- Discuss the options of Vendors serving as MVAC members
 - Comment from ACQ (WC) Vendors and Consultants as members-that would help with the quorum. Vendors and consultants have a perspective on the Mi Via Waiver and if we are not working together then we are missing something. The purpose of the MVAC is to provide policy recommendations so then you need all the players at the table to inform that process.

Suggestions:

1. Highlight state and MVAC collaborative successes and share in newsletter

2. MVAC membership remain participant-driven
3. Send a mailing out to all EOR's and participants that would hopefully get out information to family members or other circle of supports about the MVAC
4. Allow vendors in the membership
5. Remind people the MVAC meetings are open to anyone who wants to be part of the meeting
6. Send the monthly Mi Via Newsletter to more people to keep everyone informed
7. Invite a MVAC member to HSD/DDSD stakeholder meetings with our Mi Via vendors every other month

6. DDSD / HSD 2:30 pm- 3:00 pm (30 minutes) ,

A. DDSD Updates

- Mi Via Service Standards Update

Notes- Vangie discussed 7/1 distribution of standards with updates.

- Mi Via Training requirements
DDSD is working with the training hub to make sure we get everything in the system and make sure everything is going to work. It will be broken up by required trainings by categories such as Consultant, EOR, etc. Once we try everything out and get confirmation, we will let you all know. We are thinking our "Go Live" date will be 8/30.

- Mi Via Monthly Contact Form

Revised Consultant Monthly Contact Form will be distributed soon.

Suggestion: for a physical fitness type of service through the waiver.

Comment from Melanie Buenviaje- Jason, Eric Archuleta and I met with a Dr. who is one founding physicians of "True Health NM" insurance company. He presented with a fitness program that he was wanting to see if Medicaid would pay for. Aside from that we have heard of the need for physical fitness in our population. The MCO's have a Value-add service for free gym membership to a lot of the gyms in the state. If families are interested in looking at that, when they select their MCO look for services they provide our participants. On an individual level you can look at what Valued services they provide. Some of the things you are talking about may already be provided.

B. HSD Updates:

- EVV/Palco
 - Palco implementation is being postponed, date to be determined
 - Additional functionality was identified from stakeholder use of the "Sandbox" – the "Sandbox" was a dummy environment created for consultants and Third-Party Assessor (TPA) to go into an "practice" in the new system; and this additional functionality is being programmed into the system. More information is forthcoming.
 - As part of the implementation – a pilot involving 100 participants/members is planned.
 - Participation in the pilot is a valuable opportunity to see the new system.

- The pilot will run for 4 weeks and any updates to participants budgets or workers time in /time out will transmit directly to the new system when it goes live.
- HSD encourages many participants join the pilot. If interested, please contact your consultant.

➤ Money Network Cards

- Previously presented was the Ship-to-Home, Ship-to-Store solution for Mi Via checks not being accepted at big box stores.
- Instead, the state is proposing a different solution: Money Network Cards.
 - Currently Money Network Cards are available to workers to have their pay deposited into the card that they can use like a credit card.
 - Palco has presented a solution where the Money Network Cards can be used to pay for goods.
 - Proposed process:
 - When goods are approved, a Money Network Card would be issued to the EOR/participant
 - Funds for the good/service will be issued to the card
 - The card can be used like a credit card
 - EOR/participant can purchase the good at the store or make an online purchase
 - There is a website where EOR/participant/Conduent/State representative can review and monitor spending
 - Monthly bills can be set up for payment
 - The state still needs to create a process for monitoring of funds to ensure that funds are being used as approved; and create policy to support the use of the card
 -

Suggestion: Consider putting in place if one saves \$200 within same category you can buy software product with money.

7. Update from the MVAC Chair 3:00 pm – 3:10 pm (10 minutes)

N/A

8. Update from the recent ACQ: 3:10 pm - 3:15 pm (5 minutes) Stevie Bass

- Last meeting was on June 9th. The organization was congratulated for winning the National Association of State Directors of Developmental Disabilities Service, Cathy Anderson Award for Public, Private Partnership.
- DDS Director, Jason Cornwell stated that we all have to make sure our legislators support priorities for DD. He said “go to your legislators and tell them why it is important to support these programs. He said to find out who your legislator is. You can go to nmlegis.gov to find house and senate members. Covid numbers were shared. There was going to be an EVV update but that was deferred until the next ACQ meeting. I was very touched that there was a ACQ self-advocate named Crystal who shared she entered an essay contest on self-advocacy and was one of the three winners.

9. Public Comment: 3:15 pm – 3:25 pm (10 minutes)

Althea McLuckie Comment- Because I am not a member, I will make a comment here. I recently became aware that if a participant calls AuthentiCare helpline, they are not allowed to be helped by AuthentiCare staff unless they have their consultant or support broker present on the line. That was cumbersome. For me, needing a password update, it took days to coordinate with my consultant so both of us could be on phone with AuthentiCare at the same time. The representative spoke directly to the

consultant but did not speak directly to me because I was the EOR. We found out through that representative in every other state that AuthentiCare has a contract, they can speak to EOR's and participants. It was the state of NM's choice in their contract with AuthentiCare to not allow representatives to not speak to participants or EOR's without the support broker being present. That seems insulting to the concept of participant directed. I am wondering why the state made that choice.

Melanie Buenviaje Comment- It's only based on Mi Via. When AuthentiCare came in on the community benefits side, they had to deal with two systems, FOCoS as well as AuthentiCare. For Mi Via we said no way, why would we burden our EOR's and participants to work out of two systems? All you needed to do is contact one of us as a circle of support or Palco directly. Someone at Palco would have just given you a new password. There was no need for you to go through AuthentiCare. For participants under community benefits they have to work with their support broker to get access to the AuthentiCare system. So, what I am hearing is a gap in that communication and who people under Mi Via should be contacting. We built the system to be able to streamline as possible. For example, EOR's only need to approve time in FOCoS. Under community benefit they need to go into FOCoS and AuthentiCare to approve time. We said no, we are not going to do that to our folks. We will get the communication out if a password needs to be reset or new ID. There is no need to go out to AuthentiCare, we have a contact for you right at Palco who will be able to assist you. We said we were going to make it better on our side.

10. Wrap Up: Discussion of Upcoming Agenda items, guest, etc. Schedule next MVAC meeting (3:25 pm- 3:30pm)
Wrap up- Agenda items can be sent to Elaine Hill.

11. Close: Meeting Adjourned 3:30pm
Meeting Adjourned at 3:45.

MVAC Members please try to attend all Mi Via Advisory Committee Meetings. It is very important that we fulfill our commitment.

*** Next MVAC will be October 27, 2022 ***