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Addressing Issues With Xerox

Xerox is always available to assist participants and/or EORs with general questions and concerns related to Mi Via paperwork. This can be done by calling the Xerox Help Desk at 1-866-916-0310. However, there may be instances where participants and/or EORs have encountered a reoccurring issue that needs more detailed attention by Xerox. When this occurs, it is best to inform your consultant of the problem immediately. Your consultant works closely with and has access to Mi Via Participant Liaisons at Xerox who handle complex issues that require further research. If the issue is still unresolved after working with the Mi Via Participant Liaison, the consultant can escalate the issue to Xerox management and the State's Xerox-FMA Contract Manager for assistance in finding a resolution.

Employee Termination Process

If an employee needs to be terminated or is no longer working, please contact the Xerox Help Desk at 1-866-916-0310. Xerox will need to know the effective date of the termination, the last day the employee worked, and the reason for the termination. Terminations can only be accepted from the Employer of Record. Participants may not terminate employees unless they are their own Employer. Also, a Power of Attorney, Legal Guardian, Authorized Agent, or Participant Support Person cannot terminate employees.

FOCo*Online* Training

You can now take the FOCo*Online* training on your own, at any time, from the Mi Via website home page at <http://mivianm.org>. A list of frequently asked questions and a training manual is also included.

If you are an employer, please take the Employer training Parts I & II. If you are an employee, you only need to take the Employee training.

Please complete the quiz at the end of the training to help you review the information. You will receive a FOCo*Online* Account Authorization form, once the training is completed. You will need to complete this in order to login to FOCo*Online*.

Please note, for employees, your Employer must also have access to FOCo*Online* so they can approve your timesheet.

Mi Via

Contact Information:

Phone: 1-866-916-0310

8:00 am to 5:00 pm Mon. - Fri.

Toll-free Fax: 1-866-302-6787

E-mail: mi.via@xerox.com

Web: <http://www.MiViaNM.org>

Physical Address:

1720-A Randolph Rd SE
Albuquerque, NM 87106

If you would like to sign up for training to use **FOCo**Online**** to review/approve timesheets and check your budget, call
Mi Via at
1-866-916-0310

Note:

The Mi Via Advisory Committee works with the State to share information and help with communication among all Mi Via Participants.

Molina Healthcare is the Third Party Assessor (TPA) for Mi Via. They are responsible for reviewing and approving the Service and Support Plans (SSP).

Employee and Vendor Forms

Some of the employee and vendor forms have been updated for 2014. If you are not sure which form to use or if you have the correct version, you may contact Xerox at 1-866-916-0310. The forms have also been translated to Spanish.

When An Employee May Begin Working

Employees cannot work for a Mi Via participant until all pre-hire paperwork is received by Xerox and the employee has passed COR screening. To obtain the pre-hire packet, you can contact the Xerox Help Desk at 1-866-916-0310 or your consultant. Employees and independent contractors (without an appropriate professional license) are required by NM law through the caregivers' criminal history screening act (7.1.9 NMAC) to pass a criminal background check which must first be processed against the COR. This COR screening is completed by Xerox, usually within 48 hours, after all complete and correct pre-hire packet information is received by Xerox.

Once the COR check is completed, and the provider has passed the COR check, the Employer (EOR) will receive an e-mail notification that the employee has passed their COR Background Check. If the EOR does not have an e-mail address listed in FOCo**Online** Xerox will contact the EOR, via telephone to let the EOR know that the employee has passed the COR check.

Remember, employees cannot begin working until the Employer has been notified by Xerox that the employee has passed their COR Background Check and may begin working as approved on the Participant's Plan and according to the Participant's Mi Via Waiver Eligibility. You can work with your consultant agency on the process of hiring an employee.

Although an employee may begin providing services as soon as they have passed their COR Background Check, as approved on the Participant's Plan and according to the Participant's Mi Via Waiver Eligibility, payment will not be issued until all required paperwork (Employee Agreement, Employee Information Form, Declaration of Relationship Form, and Federal W-4) is complete and has been processed by Xerox. You can contact the Xerox Help Desk at 1-866-916-0310 to verify that all required employee enrollment paperwork has been received and that the employee is set up to receive payments.

If an employee does not pass the criminal background check, as required by NM law, he/she may not provide services to the Mi Via participant. The employee and Xerox will be notified by the Department of Health if he/she does not pass the criminal background check.

Dates to Remember in May

May 2014

Sun	Mon	Tue	Wed	Thu	Fri	Sat
April 27	April 28	April 29	April 30	1	2 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period.</i>	3 <i>Deadline to submit timesheets, Mileage & PRFs for 5/16 payment; new pay period begins</i>
4	5	6	7	8	9 <i>Vendor Checks Received or Deposited</i>	10 <i>Deadline to submit PRFs for 5/23 payment</i>
11	12	13	14	15	16 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period.</i>	17 <i>Deadline to submit timesheets, Mileage & PRFs for 5/30 payment; new pay period begins</i>
18	19	20	21	22 <i>Spending Reports Mailed to EORs</i>	23 <i>Vendor Checks Received or Deposited</i>	24 <i>Deadline to submit PRFs for 6/6 payment</i>
25	26 <i>Xerox and State Offices Closed</i>	27	28	29	30 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period.</i>	31 <i>Deadline to submit timesheets, Mileage & PRFs for 6/13 payment; new pay period begins</i>

Mi Via Circle of Support

Agency Name	Contact Name	Phone	E-mail	Region(s)
AAA Participant Direction	Dave Murley	505-508-5524	aaapd4@gmail.com	All of New Mexico
CNRAG, Inc. (Care Network Resource Assistance Group)	Gale Idstein	575-650-0053	gidstein@cnragusa.com	Metro, SE and SW
Consumer Direct Personal Care (CDPC)	Sandra Woodward Jacob Patterson	1-866-786-4999	sandraw@consumerdirectonline.net jacobp@consumerdirectonline.net	All of New Mexico
Los Amigos, LLC	Sergio Garcia	1-888-843-2621	Sergio@losamigosbs.com	Metro and NE
Self-Directed Choices	Don Skaar	505-508-1663 or 877-464-1252	don@sdchoices.com	All of New Mexico
UNM Center for Development and Disability (CDD)	Vonnie Sachse	505-272-4631	vsachse@salud.unm.edu	All of New Mexico
Human Services Department / Medical Assistance Division – Exempt Services and Program Bureau PO Box 2348, Santa Fe, NM 87504-2348, Toll-free Phone: 1-888-997-2583, Fax: 505-827-7277 Manages the FMA /Xerox contract and the TPA/Molina contract				
Patricia Lopez	Xerox/Financial Management Agency (FMA) Contract Manager Functions: Xerox Issues, HSD/ISD Issues	505-476-7254	patricia.lopez@state.nm.us	
Betty Sangre	Participant Issues Resolution & Eligibility Functions: HSD/ISD Issues, Molina TPA Issues	505-476-7255	betty.sangre@state.nm.us	
Department of Health / Developmental Disabilities Supports Division and Public Health 5301 Central NE, Suite 203, Albuquerque, NM 87108. Phone: 1-800-283-5548 Operates the Mi Via Program for Developmental Disability (DD) and Medically Fragile (MF) Populations Oversees consultant agency contracts				
Christine Wester	Functions: Consultant Agency oversight, LRI Approvals, Consultant Oversight and Issues, Fair Hearings	505-841-5510	christine.wester@state.nm.us Fax: 505-841-6523	
Marie Velasco	Functions: Environmental Modifications (E-mods), Waiver Change Forms, Consultant Agency Change Forms, Allocation Issues, Fair Hearings, Consultant Oversight and Issues	505-841-2917	marie.velasco@state.nm.us Fax: 505-841-6523	
Molina Healthcare of New Mexico 8801 Horizon Blvd, Albuquerque, NM 87113. Phone: 1-800-377-9594 ext. 180921				
Kim Shipman	Mi Via Ombudsman Functions: Working in collaboration with the Participant, their consultants and advocates to resolve any reported issues, assist with navigating through Molina Healthcare internal processes and collaborating with Molina Healthcare internal department staff to resolve reported issues, which may include forwarding specific questions on a submitted budget or level of care to a Mi Via staff person for handling.	505-348-0921	kim.shipman@molinahealthcare.com	