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Level of Care

Qualis will send you a reminder notice that your Level of Care needs to be renewed 90 days and 45 days prior to the expiration. It is important to turn in all of the material needed to renew your Level of Care. Qualis will need your long-term care assessment abstract (MAD378/DOH378) form, a copy of your History and Physical from your doctor, and to complete your in-home assessment. If your Level of Care expires your Category of Eligibility will close and your Mi Via budget will become inactive.

Don't forget: Your History and Physical is considered current if it is within 12 months from the date the medical provider signed and dated the long-term care assessment abstract (MAD378/DOH378) form.

REMINDER Online Timesheets

Timesheets must be approved in FOCoS*online* no later than 12:00 noon on the Monday following the pay period. A complete submission requires that the entry is approved by the EOR. If the EOR does not approve their employee's time the timesheet cannot be processed by Conduent. *Timesheets approved by the EOR after 12:00 noon on the Monday following the pay period may not be processed for payment until the following pay period.*

Have You Moved?

The Mi Via Program issues many important mailings throughout the year including documents related to your Level of Care and Recertification. If you have moved, or need to update your physical or mailing address, you must do so with the Income Support Division (ISD). You may select one of the options below to update your address. **Effective immediately Conduent will no longer accept address updates.**

1. YESNM Portal: <https://www.yes.state.nm.us>
 - If you have a username and password for YesNM simply sign into your account.
 - If you have not yet set up an account you may create a username and password by selecting "Create an Account".
 - ◊ Once you have logged in select "Check my Benefits" to update your address information
2. Go in person to your local ISD office
3. Fax the following information to CASA at 855-804-8960
 - Case Number
 - Participant/Medicaid Recipient's Full Complete Name
 - New Address

FMA-Conduent

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@conduent.com

Physical Address:

1720-A Randolph Rd SE
Albuquerque, NM 87106

Note:

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

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

Mi Via Waiver Advisory Committee Meeting

The next Mi Via Advisory Committee Meeting will be held on Thursday, October 26, 2017, **12pm-4pm** in Albuquerque, New Mexico at the Department of Health DOH/DDSD offices: 5301 Central Ave NE, Albuquerque NM 87108, 17th floor conference room. If you would like to call in for the meeting please call 1-515-739-1034 pass code 742089#.

DDSD Know Your Rights Campaign

Mi Via Participants should have received information from their Consultants regarding the Know Your Rights Campaign and the Centers for Medicare & Medicaid (CMS) Final Rule. Information about this Campaign is posted on the Mi Via website at <https://nmhealth.org/about/ddsd/pgsv/sdw>. The main purpose of this new rule is to make sure Participants continue to exercise their right to be part of the community where they live and work. This Rule says Mi Via Participants can choose where they live, who they live with, how they live, who helps them, how they spend their days, and who they spend their days with.

The Developmental Disabilities Supports Division (DDSD) will be working with Participants and vendors to assure Mi Via is in full compliance with this Rule by March 17, 2022. As DDSD works towards compliance, Participants will not lose services they are receiving now, but they may be offered a change in setting. **The UNM/Center for Development and Disabilities will be contacting some Participants to talk about their services as part of this process.**

Attestation Letter

Medical Assistance Division (MAD) and the Developmental Disabilities Supports Division (DDSD) are working to ensure that Mi Via is in full compliance with the Centers for Medicare & Medicaid Services (CMS) Final Rule by March 17, 2019. 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 beginning **August 1, 2017**. This form will be included in all new employee and vendor packets and the completed form **must** be submitted to Conduent.

The main purpose of the CMS Final Rule is to ensure participants continue to exercise their right to be part of the community where they live and work. This Rule says Mi Via Participants can choose where they live, who they live with, how they live, who helps them, how they spend their days, and who they spend their days with.

Dates to Remember in October

October 2017

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

Mi Via Circle of Support

Web: <https://nmhealth.org/about/ddsd/pgsv/sdw>

Agency Name	Contact Name	Phone	E-mail	Region(s)
AAA Participant Direction	Dave Murley	505-450-5974	aaapd4@gmail.com	All of New Mexico
CNRAG, Inc. (Care Network Resource Assistance Group)	Fallon Vincell	575-621-3645	fvincell@cnragusa.com	Metro, SE and SW
Consumer Direct Personal Care (CDPC)	Sandra Woodward	1-866-786-4999	sandraw@consumerdirectcare.com	All of New Mexico
Los Amigos, LLC	Sergio Garcia	505-204-6035	Sergio@losamigosbs.com	All of New Mexico
Me Town	Kimberly Riebsomer	505-310-9069	riebsomer@gmail.com	NE
Self-Directed Choices	Janis McGlone	505-508-1663	JanisM@sdchoices.com	All of New Mexico
UNM Center for Development and Disability (CDD)	Phyllis Shingle	505-272-6797	pshingle@salud.unm.edu	All of New Mexico
Visions Case Management	Charles Clayton	575-779-7419 or 1-888-588-9152	Charles@visionsnm.com	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/Conduent (formerly Xerox) contract and the TPA/Qualis contract

Kresta Opperman	Mi Via & Medically Fragile Unit Staff Manager Functions: Mi Via & Medically Fragile Waiver oversight, Conduent, Qualis, and Eligibility Issues	505-827-7776	Kresta.Opperman@state.nm.us
Katie Hettinger	Mi Via Unit Contract Manager Functions: Mi Via Waiver oversight, Conduent issues	505-476-7254	Katie.Hettinger2@state.nm.us
Vacant	Mi Via Participant Issues Resolution & Eligibility Functions: Participant Eligibility Qualis, HSD/ISD Issues and Technical Assistance		

Department of Health / Developmental Disabilities Supports Division

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

Iris Clevenger	Functions: Waiver Change Forms (Medically Fragile), Consultant Agency Change Forms (Medically Fragile), Allocation Issues (Medically Fragile)	505-841-2913	iris.clevenger@state.nm.us Fax: 505-841-2987
Regina Lewis	Functions: Mi Via Waiver Program Coordination, Participant/Consultant Issues and Technical Assistance	505-841-5519	regina.lewis@state.nm.us Fax: 505-841-6523
Fleur Dahl	Functions: Mi Via Waiver Project Coordination, Participant/Consultant Issues and Technical Assistance	505-841-5886	Fleur.dahl@state.nm.us Fax: 505-841-6523

Qualis Health

PO Box 20910, Albuquerque, NM 87154-0190 Phone: 1-866-962-2180

Care Coordination

Blue Cross Blue Shield	1-877-232-5518, option 3	www.bcbsnm.com/community-centennial
Molina Healthcare	1-855-315-5677	www.molinahealthcare.com
Presbyterian	505-923-5200	www.phs.org/centennialcare
United Healthcare	1-877-236-0826	www.myuhc.com/communityplan