



New MAD/ESPB Mi Via Coordinator

The Medical Assistance Division/Exempt Services and Program Bureau (MAD/ESPB) would like to welcome Stephanie VanCuren as the new Mi Via Eligibility Coordinator. Ms. VanCuren previously worked with the Income Support Division. She comes to MAD/ESPB with extensive experience in customer service and program eligibility determination. MAD/ESPB is happy to welcome her to the Mi Via team!

DOH/DDSD Update

DOH-DDSD has revised the Mi Via Service and Support Plan Emergency Back-Up Plan Acknowledgement Plan effective 3/1/18. The revision has expanded the Back-Up Emergency Acknowledgement form to include information regarding individual clients rights, client complaint procedures and the dispute resolution process. During your person centered planning meeting, your consultant will review the form with you, if applicable, and your guardian and share with you information regarding abuse, neglect and exploitation.

Afterwards, your consultant will provide you with two copies of the revised Back-Up Emergency Acknowledge form where you will indicate that the information was reviewed with you by signing and dating the documents. One form will be for your records and the other form will be for the consultant agency's records. Additionally, the consultant will provide you and your family members as identified in your SSP with a hard copy of the Department of Health Division of Health Improvement's (DHI) letter that includes information about reporting and detecting incidents of abuse, neglect and exploitation.

DDSD Know Your Rights Campaign

The Developmental Disabilities Supports Division (DDSD) continues to work with Mi Via Participants regarding the Know Your Rights Campaign and the Centers for Medicare & Medicaid (CMS) Final Rule. The main purpose of this new rule is to ensure Participants continue to exercise their right to be part of the community where they live and work. Additional Information about this Campaign is posted on the DOH DDSD Mi Via website <https://nmhealth.org/news/information/2016/11/?view=509>. If you have any questions, please contact the DOH Mi Via Unit at 505-841-5500.

Mi Via Fingerprinting Services Provided By Appointment

To better assist you and your employees, we do fingerprinting by appointment. Appointments will be scheduled for Tuesdays and Thursdays for the Mi Via Albuquerque office between 8:00 am and 4:30 pm. You or your employees can contact the Mi Via Helpdesk during business hours at 1-866-916-0310 to schedule an appointment.

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FMA-Conduent

Contact Information:

Phone: 1-866-916-0310

8:00 am to 5:00 pm Monday,
Tuesday, Thursday, and Friday
8:00 am to 4:00 pm Wednesday

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

E-mail: mi.via@conduent.com
(Do not email forms to Conduent)

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 July 26, 2018 **12pm-4pm** in Santa Fe, New Mexico at the Department of Human Services (HSD) offices: 2025 South Pacheco, Santa Fe, NM 87505. If you would like to call in for the meeting, please call 1-515-739-1034 pass code 742089#.

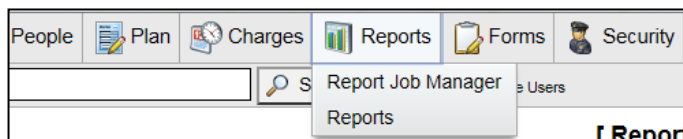
EOR Corner: Utilization & Spending Reports

Monitoring your Mi Via spending is important for ensuring there are sufficient funds available for the duration of your budget and can also help you identify where you may need to make adjustments to your budget. You can easily monitor your spending using reports available in FOCo**Online**.

The Mi Via Spending Report provides summary and detailed information for an activity period. This report is a snapshot in time.

The Utilization Accrual Detail Report provides spending information in “real-time” and allows you to see both claimed charges and charges that have been entered but not yet paid.

You can access your Spending or Utilization Report by clicking on the “Reports” tab at the top of the screen. Select “Reports” and then select the specific report you are looking for from the list of available reports.



Electronic Visit Verification (EVV)

EVV is a telephone and computer-based system that electronically verifies that caregiver visits occur and documents the time the service begins and ends. EVV is a requirement of the 21st Century Cures Act, a United States law enacted by Congress in December of 2016. The 21st Century Cures Act requires EVV for all Medicaid financed Personal Care Services. Personal Care Services are defined as those services which provide assistance with Activities of Daily Living (ADLs) and Instrumental Activities of Daily Living (IADLs).

Medical Assistance Division (MAD) and the Developmental Disabilities Supports Division (DDSD) are working collaboratively to ensure New Mexico meets this federal requirement and implements EVV in a manner that supports self-direction by January 1, 2019. We envision an EVV system that is flexible and adaptable to changes in employee schedules, accommodates limited internet access, is mobile, and is user-friendly and intuitive to use. As MAD and DDSD move forward in implementation of EVV additional information including timelines, training opportunities, and implementation date will be shared in the Mi Via Newsletter and in direct mailings to participants.

Dates to Remember in June

June 2018

Sun	Mon	Tue	Wed	Thu	Fri	Sat
May 27	May 28	May 29	May 30	May 31	1 <i>Vendor Checks Received or Deposited</i>	2 <i>Deadline to submit PRFs for 6/15/18 payment</i>
3	4	5	6	7	8 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	9 <i>Deadline to submit timesheets, Mileage & PRFs for 6/22/18 payment; new pay period begins</i>
10	11	12	13	14	15 <i>Vendor Checks Received or Deposited</i>	16 <i>Deadline to submit PRFs for 6/29/18 payment</i> <i>May Spending Reports Available to EORs</i>
17	18	19	20	21	22 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	23 <i>Deadline to submit timesheets, Mileage & PRFs for 7/6/18 payment; new pay period begins</i>
24	25	26	27	28	29 <i>Vendor Checks Received or Deposited</i>	30 <i>Deadline to submit PRFs for 7/13/18 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
Excel Case Management, Inc.	Diane Metoyer	505-324-8660	Metoyer@excelcasemanagement.com	NW and SE Regions
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
Merit Consulting, LLC	Tina Storey	505-507-9995	tinas@meritnm.com	Metro
Self-Directed Choices	Sandy Skaar Jacob Patterson	505-508-1663	Sandy@sdchoices.com Jacob@sdchoices.com	All of New Mexico
UNM Center for Development and Disability (CDD)	Phyllis Shingle	505-272-8284 or 1-866-383-3820	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	
Stephanie Van Curen	Mi Via Participant Issues Resolution & Eligibility Functions: Participant Eligibility Qualis, HSD/ISD Issues and Technical Assistance	505-827-7761	Stephanie.VanCuren@state.nm.us	
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				
Regina Lewis	Functions: Mi Via Oversight and Participant/Consultant Issues and Technical Assistance	505-841-5519	regina.lewis@state.nm.us Fax: 505-841-6523	
Elaine Hill	Functions: Mi Via Waiver Project Coordination, Participant/Consultant Issues and Technical Assistance, and state-wide MF, WCF & CACF	505-841-5510	elaine.hill@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		