



## Advocate Rights and Responsibilities Town Hall

**Goal:** Learn about the waivers and the rules from the Center for Medicare and Medicaid Services that strengthen the rights of those receiving Waiver services.

**How:** Be part of an interactive presentation about advocate rights and responsibilities including stories of success from advocates.

Refreshments will be served.

**When:** Friday December 7, 10:30 am-1:00 pm

**Where:** Thomas Branigan Memorial Library, Roadrunner Room.  
200 E Picacho Ave, Las Cruces, NM 88001

If accommodations are needed, please contact Wendy Corry at 505-238-0047 by November 30.

**When:** Thursday January 10, 5:30 pm-8:00 pm

**Where:** Hilton Garden Inn, 1530 W Maloney Ave, Gallup, NM 87301

If accommodations are needed, please contact Wendy Corry at 505-238-0047 by January 3.

## When An Employee May Begin Working

Employees cannot work for a Mi Via participant until all pre-hire paperwork is received by Conduent and the employee has passed COR screening. To obtain the pre-hire packet, you can contact Conduent 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 Conduent, usually within 48 hours, after all complete and correct pre-hire information is received by Conduent.

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 FOCoSonline Conduent 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 Conduent 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.

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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](mailto: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).

## When An Employee May Begin Working

(continued)

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, Attestation Form and Federal W-4) is complete and has been processed by Conduent. You can contact the Conduent 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 Conduent will be notified by the Department of Health if he/she does not pass the criminal background check.

## Rate Study News

Public Consulting Group (PCG) completed three training webinars on how to complete the cost report tool, personnel roster, and how to participate in the time study in the beginning of November. A recorded version of the webinar will be available soon on the Mi Via website.

All materials needed for Consultant services and In-Home Living Supports vendors to participate include:

- **Cost Report Tool**

Excel workbook, which should be filled out by fiscal staff at your agency. The cost report will capture revenue, personnel expenses, and other expenses associated with providing HCBS Waiver services.

- **Personnel Roster**

Excel workbook that will capture information about all employees and subcontractors at your agency that deliver HCBS Waiver services.

- **Time Study**

Excel workbook that will capture activities, in 15-minute increments, of personnel providing HCBS Waiver services over a two-week period.

*Reminder: The time study will run for two periods and participants should participate in one period, either **November 26–December 9, 2018** or **January 7–20, 2019**.*

For any questions or comments, PCG may be contacted at:

**Email address:** [NMHCBSRatestudy@pcgus.com](mailto:NMHCBSRatestudy@pcgus.com)

**Phone line:** 1-844-225-3658

## Dates to Remember in December

# December 2018

Sun	Mon	Tue	Wed	Thu	Fri	Sat
2	3	4	5	6	7 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	8 <i>Deadline to submit PRFs for 12/21/18 payment</i>
9	10	11	12	13	14 <i>Vendor Checks Received or Deposited</i>	15 <i>Deadline to submit faxed timesheets, Mileage &amp; PRFs for 12/28/18 payment; new pay period begins</i>
16	17	18	19	20	21 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	22 <i>Deadline to submit PRFs for 1/4/19 payment</i>  <i>Nov. Spending Reports Available to EORs</i>
23	24	25 <i>Conduent and State Offices Closed</i>	26	27	28 <i>Vendor Checks Received or Deposited</i>	29 <i>Deadline to submit faxed timesheets, Mileage &amp; PRFs for 1/11/19 payment; new pay period begins</i>
30	31	<i>January 1 Conduent and State Offices Closed</i>	<i>January 2</i>	<i>January 3</i>	<i>January 4 Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	<i>January 5 Deadline to submit PRFs for 1/18/19 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	<a href="mailto:aaapd4@gmail.com">aaapd4@gmail.com</a>	All of New Mexico
CNRAG, Inc. (Care Network Resource Assistance Group)	Fallon Vincell	575-621-3645	<a href="mailto:fvincell@cnragusa.com">fvincell@cnragusa.com</a>	Metro, SE and SW
Consumer Direct Personal Care (CDPC)	Sandra Woodward	1-866-786-4999	<a href="mailto:sandraw@consumerdirectcare.com">sandraw@consumerdirectcare.com</a>	All of New Mexico
Excel Case Management, Inc.	Diane Metoyer	505-324-8660	<a href="mailto:Metoyer@excelcasemanagement.com">Metoyer@excelcasemanagement.com</a>	NW and SE Regions
Los Amigos, LLC	Sergio Garcia	505-204-6035	<a href="mailto:Sergio@losamigosbs.com">Sergio@losamigosbs.com</a>	All of New Mexico
Me Town	Kimberly Riebsomer	505-310-9069	<a href="mailto:riebsomer@gmail.com">riebsomer@gmail.com</a>	NE
Merit Consulting, LLC	Tina Storey	505-507-9995	<a href="mailto:tinasm@meritnm.com">tinasm@meritnm.com</a>	Metro
Self-Directed Choices	Sandy Skaar Jacob Patterson	505-508-1663	<a href="mailto:Sandy@sdchoices.com">Sandy@sdchoices.com</a> <a href="mailto:Jacob@sdchoices.com">Jacob@sdchoices.com</a>	All of New Mexico
UNM Center for Development and Disability (CDD)	Phyllis Shingle	505-272-8284 or 1-866-383-3820	<a href="mailto:pshingle@salud.unm.edu">pshingle@salud.unm.edu</a>	All of New Mexico
Visions Case Management	Charles Clayton	575-779-7419 or 1-888-588-9152	<a href="mailto:Charles@visionsnm.com">Charles@visionsnm.com</a>	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

<b>Kresta Opperman</b>	<b>Mi Via &amp; Medically Fragile Unit Staff Manager</b> Functions: Mi Via & Medically Fragile Waiver oversight, Conduent, Qualis, and Eligibility Issues	505-827-7776	<a href="mailto:Kresta.Opperman@state.nm.us">Kresta.Opperman@state.nm.us</a>
<b>Joshua Gonzales</b>	<b>Mi Via Unit Contract Manager</b> Functions: Mi Via Waiver oversight, Conduent issues	505-476-7254	<a href="mailto:JoshuaS.Gonzales@state.nm.us">JoshuaS.Gonzales@state.nm.us</a>
<b>Stephanie VanCuren</b>	<b>Mi Via Participant Issues Resolution &amp; Eligibility</b> Functions: Participant Eligibility, Qualis, HSD/ISD Issues and Technical Assistance	505-827-7761	<a href="mailto:Stephanie.VanCuren@state.nm.us">Stephanie.VanCuren@state.nm.us</a>

## 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

<b>Regina Lewis</b>	Functions: Mi Via Waiver Program Manager, Mi Via Oversight and Participant/Consultant Issues and Technical Assistance	505-841-5519	<a href="mailto:regina.lewis@state.nm.us">regina.lewis@state.nm.us</a> Fax: 505-841-6523
<b>Elaine Hill</b>	Functions: Mi Via Waiver Program Coordination, Participant/Consultant Issues and Technical Assistance, and statewide MF WCF & MF CACF	505-841-5510	<a href="mailto:elaine.hill@state.nm.us">elaine.hill@state.nm.us</a> Fax: 505-841-6523
<b>Anysia Fernandez</b>	Functions: Mi Via Waiver Program Coordination, Participant/Consultant Issues and Technical Assistance, and NE region DD WCF & DD CACF	575-758-5934	<a href="mailto:anysia.fernandez@state.nm.us">anysia.fernandez@state.nm.us</a> Fax: 575-758-5973
<b>Rudy Aguilera</b>	Functions: Mi Via Waiver Project Coordination, Participant/Consultant Issues and Technical Assistance	505-841-5886	<a href="mailto:rudy.aguilera@state.nm.us">rudy.aguilera@state.nm.us</a> Fax: 505-841-6523

## Qualis Health

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

## Care Coordination

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

**November  
2018**

DEPARTMENT OF HEALTH/ DEVELOPMENTAL DISABILITIES SUPPORTS DIVISION

# SAFETY ALERT

## Transportation Safety- Properly Securing a Wheelchair During Transport

### Dangers

Even if you aren't involved in an accident, a non-secured wheelchair poses many risks.

- The rider can slide out of the wheelchair
- The wheelchair could roll in the cabin
- The wheelchair could tip over
- Injuries can occur:
  - Head injuries
  - Neck injuries
  - Broken bones
- Existing injuries could also be exacerbated.

For Additional Help: Call the Clinical Services Bureau or Regional Offices for assistance:

- CSB: 1-505-841-2848
- Metro: 1-505-841-5500
- SE: 1-575-624-6100
- SW: 1-575-528-5180
- NE: 1-575-758-5934
- NW: 1-505-863-9937



### Resources:

<https://www.nmeda.com/4-point-tiedown-safety-tips/>

<http://www.aandjcommercial.com/video-demos>

*DDSD and DHI jointly review data from the Incident Management Bureau (IMB) on a monthly basis and have identified an urgent health and safety issue related to properly securing wheelchairs during transport.*

### Important Information:

- There were 21 cases investigated by DHI-IMB in FY17 and FY18 of injuries caused by the failure of staff to properly secure a wheelchair before transporting an individual.
- Providers should have internal policies and procedures related to transportation safety and guidelines.
- Anyone who transports people in wheelchairs must be trained on proper wheelchair transport.

### Safety Tips for Wheelchair Transport

1. Read and follow all manufacturers' instructions.
2. Always position the wheelchair and rider facing forward.
3. Do not attach tiedowns to adjustable, moving or removable parts of the wheelchair.
4. The program of training in the operation of a motor vehicle should include at a minimum:
  - Instruction on inspecting various wheelchair lifts, associated locking mechanisms and that other equipment are in safe working order for agency vehicles;
  - Instruction and hands on practice in the operation of wheelchair lock-downs/tie-downs and safety;
  - Identification of safe locations for boarding and disembarking passengers to enter or exit the vehicle;
  - Hands on practice in the operation of each type of vehicle provided by the agency under the direction of an instructor designated by the agency.