



## Autistic Artist Jesse: Taos Celebrates Diversity

Please join in celebrating Jesse, who has her own Art Exhibit hosted by The Taos Arts Council.

The Taos Arts Council announces a new exhibition “Autistic Artist Jesse: Taos Celebrates Diversity” for the Art in Public Spaces program at Taos Town Hall, 400 Camino de la Placita. The exhibition opens January 16, 2020 with a free, public reception from 4:00-6:00pm hosted by the Arts Council. The exhibition continues until March 27, 2020. Hours at Taos Town Hall are Monday–Friday 8:00am–5:00pm.

## Reminder: Timely-Filing Requirements

Please remember that EORs have an important role in ensuring Mi Via participants’ employees and vendors are paid for services provided. It is important that EORs approve employee timesheets, mileage reimbursement requests, and Payment Request Forms (PRFs) timely. **All billing including employee timesheets, mileage reimbursement requests, and Payment Request Forms (PRFs) must be submitted within 90 days of the date of service in accordance with Medicaid billing requirements.** Initial billing submitted past 90 days from the date of service will not be paid and a Return-to-Participant (RTP) notice will be issued. Initial billing that is submitted within 90 days from the date of service and requires correction may be re-submitted within 90 days of the RTP date.

## Signing Employee and Vendor Agreements

The Employer of Record (EOR), or authorized signer if the participant has only vendors and has selected not to have an EOR, must not sign Employee and Vendor Agreements prior to the employee or vendor signing the form. When an EOR, or authorized signer, signs the Employee or Vendor Agreement they are attesting that the information provided on the form is accurate, specifically the service(s) to be provided and the rate(s).

## 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.

### In This Issue

[Autistic Artist Jesse: Taos Celebrates Diversity](#)

[Reminder: Timely-Filing Requirements](#)

[Signing Employee and Vendor Agreements](#)

[Mi Via Fingerprinting Services Provided by Appointment](#)

[Electronic Visit Verification \(EVV\)](#)

[Have You Moved?](#)

[Dates to Remember in February](#)

[Mi Via Circle of Support](#)

## 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.

## 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 21<sup>st</sup> Century Cures Act, a United States law enacted by Congress in December of 2016. The 21<sup>st</sup> 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. 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.

## 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

**IMPORTANT: If you are a SSI recipient you MUST also update your address with the Social Security Administration (SSA) to ensure your address is correct in the Medicaid database. The address on file with SSI will supersede the address provided to ISD.**

## Dates to Remember in February

# February 2020

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

# Mi Via Circle of Support

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

Agency Name	Contact Name	Phone	E-mail	Region(s)
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>	Metro and NE
Merit Consulting, LLC	Tina Storey	505-507-9995	<a href="mailto:tinas@meritnm.com">tinas@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)	Tanya Baker-McCue Janelle Groover	1-866-383-3820	<a href="mailto:tbaker-mccue@salud.unm.edu">tbaker-mccue@salud.unm.edu</a> <a href="mailto:jtorresgroover@salud.unm.edu">jtorresgroover@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>Melanie Buenviaje</b>	<b>ESPB Deputy Bureau Chief</b> Functions: Mi Via & Medically Fragile Waiver oversight, Conduent, Comagine, and Eligibility Issues	505-827-1348	<a href="mailto:Melanie.buenviaje@state.nm.us">Melanie.buenviaje@state.nm.us</a>
<b>Jessica Velarde</b>	<b>Mi Via Unit Contract Manager</b> Functions: Mi Via Waiver oversight, Conduent issues	505-476-7254	<a href="mailto:Jessica.Velarde@state.nm.us">Jessica.Velarde@state.nm.us</a>
<b>Aaron Maestas</b>	<b>Mi Via Participant Issues Resolution &amp; Eligibility</b> Functions: Participant Eligibility, Comagine, HSD/ISD Issues and Technical Assistance	505-827-7761	<a href="mailto:AaronM.Maestas@state.nm.us">AaronM.Maestas@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>Jennifer Rodriguez</b>	Functions: Acting Mi Via Waiver Program Manager, Mi Via Oversight and Participant/Consultant Issues and Technical Assistance	505-476-8840	<a href="mailto:jennifer.rodriguez@state.nm.us">jennifer.rodriguez@state.nm.us</a> Fax: 505-476-8894
<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

## Comagine Health (formerly Qualis Health)

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

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

## 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>Presbyterian</b>	505-923-5200	<a href="http://www.phs.org/centennialcare">www.phs.org/centennialcare</a>
<b>Western Sky</b>	1-844-543-8996	<a href="http://www.westernskycommunitycare.com">www.westernskycommunitycare.com</a>