

## Participant Corner

Stunning self-portrait titled Tigress by Sandra.



### PLEASE SHARE YOUR TALENT:

Are you a poet, storyteller, artist or just want to share a picture of yourself doing a favorite activity or maybe some great news? Please submit pictures of your original artwork, short stories, or poems. Submissions to be featured in an upcoming Mi Via Newsletter. Submissions can be sent to: [Rachel.gonzales@state.nm.us](mailto:Rachel.gonzales@state.nm.us)

Please share your Halloween costumes for the December newsletter by November 5th! Submissions can be sent to: [Rachel.gonzales@state.nm.us](mailto:Rachel.gonzales@state.nm.us)

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## FMA-Conduent Contact Information:

**Phone:** 1-800-283-4465

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

**E-mail for Form Submission:**

[docprocessing@conduent.com](mailto:docprocessing@conduent.com)

**Physical Address:**

1720-A Randolph Rd SE  
Albuquerque, NM 87106



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## New Hire Packets for EOR's and Employees Require an Email

One unique individual email is required for all employer of record (EOR) and employee new hire packets to process as of 11/1/2022. Please make sure that the email as well as all contact information is entered, so not to cause a delay in processing EOR and new hire packets. Your email address will be used for: Communications and notifications from Palco or Conduent for timesheets and program communication. These email notifications will help you ensure timesheets are correct and payment will be on time.

## We Need YOU!

We are looking for volunteers to participate in a pilot of the new Palco System. A "pilot" is when users get to use a new system before it gets turned on.

Top 3 reasons why YOU should be in the pilot:

1. See the new system before everyone else
2. Receive advance training and practice in the new system
3. You will be fully trained and ready to work in the new Palco system

Spaces are limited! Contact your consultant agency **TODAY** to volunteer.

## Come Be a Part of the Mi Via Advisory Committee!

The Mi Via Advisory Committee (MVAC) is now accepting nominations for membership. The MVAC works with the state on waiver improvements. If you are interested, please send an email, and ask for a nomination form to: [Elaine.Hill@state.nm.us](mailto:Elaine.Hill@state.nm.us). This is a great opportunity to have your voice heard, advocate for change and improvements to the Mi Via Waiver and to work together with many different people in making important decisions that can impact your services and supports. Nominations must be submitted no later than October 21, 2022.

## New Training Opportunities!!

New in the Mi Via Service Standards is required trainings for Consultants, Mi Via workers and Employer of Records (EORs). You can find the required trainings at:

[Mi Via New Consultant Orientation: Center for Development and Disability | The University of New Mexico \(unm.edu\)](https://www.unm.edu/center-for-development-and-disability/)

If you have questions or need assistance accessing the trainings, please contact your consultant.



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## Internet Bill Submissions

Internet is a covered good under the Mi Via program. When asking for Internet on your budget, it is very important to attach the internet bill or invoice. The internet bill must be very clear and show what cost is being asked for. The Mi Via program cannot pay for internet services for family members, EOR's or employees.

Items such as equipment charges, Google Play, Disney Plus, and other streaming services are not covered under the Mi Via program. Add on items may show on your internet bill, but Mi Via cannot pay for them. Add on items cannot be included in the total that is being asked for the internet service on your budget.

### Just for Laughs

What does a house wear?

*Address!*

You heard the rumor going around about butter?

*Never mind, I shouldn't spread it.*

What do you get from a pampered cow?

*Spoiled milk*

## SERVICE HIGHLIGHT-

### Community Direct Support and Navigation

#### Community Direct Support include:

- Find, grow, support, and keep community connections.
- Access social, educational, recreational and leisure options.
- Aid the participant outside of their residence.
- Supports the participant in having the ability to grow useful roles in the community
- Build and strengthen usual supports, networks, friendships and build a feeling of belonging within their community.
- This service builds self-determination, increases connection, and builds the participants ability to connect with and give to his or her community
- Participant is supported to make these community connections personally, **NOT as part of a group of people with disabilities.**

This service does not cover formal education, including home schooling, tutoring or vocational services. Community Direct Support does not duplicate waiver case management services as it is a service provided outside of the participants home.



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### Activities in Your Community

- Holiday Classic NMSU Convention Center 10/28-10/29, Las Cruces
- The Albuquerque Folk Festival, National Hispanic Cultural Center 10/9
- Albuquerque International Balloon Fiesta 10/1-10/9
- Annual International Indian Finals Rodeo (IIFR), McGee Park 10/13-10/16, Farmington
- El Rancho de Las Golondrinas Fall Festival, El Rancho de las Golondrinas, 10/1-10/2, Santa Fe
- Cops & Rodders Car Show, 1040 Arena Rd, Bosque Farms 10/23 (Benefiting NM Special Olympics)
- Please share upcoming events in your area that our Mi Via Community may be interested in. Submission can be sent to [Rachel.gonzales@state.nm.us](mailto:Rachel.gonzales@state.nm.us)

### Positive Thoughts

I am allowed to ask for what I want and what I need.

I am allowed to feel good.

I am in charge of how I feel, and I choose to feel happy.



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## Community Resources

### Housing for physically disabled:

#### **Albuquerque**

Catholic Charities of Central New Mexico  
505.724.4670

#### Crossroads for Women

Housing and services for women with drug addictions or mental health disorders who are homeless and/or formerly incarcerated.  
505.242.1010

#### Hope Works

Day shelter and services for men, women, and families.  
505.843.9797

#### Independent Living Resource Center

505.266.5022

#### Supportive Housing Coalition of New Mexico

505.255.3643

#### **Farmington**

San Juan Center for Independence  
505.566.5827

#### **Las Cruces**

Mesilla Valley Community of Hope  
575.523.2219

#### **Roswell**

CHOICES Center for Independent Living  
575.627.6727

#### **Santa Fe**

New Vistas/A New Mexico Center for Independent Living  
505.471.1001



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## Mi Via Circle of Support

MI VIA DOH Website: <https://nmhealth.org/about/ddsd/pgsv/sdw>

Consultant Agency Name	Contact Name	Phone	E-mail	Regions(s)
A New Vision	Andrea Gonzales	505-553-3322	<a href="mailto:bluebirdcm@outlook.com">bluebirdcm@outlook.com</a>	Metro & NE Regions
CNRAG, Inc. (Care Network Resource Assistance Group)	Fallon Vincell	575-621-3645	<a href="mailto:fvincell@cnragusa.com">fvincell@cnragusa.com</a>	Metro, SE & SW
Consumer Direct Personal Care (CDPC)	Jacqueline Mares	505-553-5695	<a href="mailto:jacquelinem@consumerdirectcare.com">jacquelinem@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 & SE Regions
Innovative Self Direction	Frank Aquila	505-850-7662	<a href="mailto:faquila@innovativeselfdirection.com">faquila@innovativeselfdirection.com</a>	All of New Mexico
Los Amigos, LLC	Sergio Garcia	505-204-6035	<a href="mailto:Sergio@losamigosbs.com">Sergio@losamigosbs.com</a>	All of New Mexico
Me Town Enterprises, LLC	Kimberly Riebsomer	505-310-9069	<a href="mailto:riebsomer@gmail.com">riebsomer@gmail.com</a>	Metro & NE
Merit Consulting, LLC	Tina Storey	505-507-9995	<a href="mailto:tinas@meritnm.com">tinas@meritnm.com</a>	Metro
Peak Developmental Services	Sarah Martinez	505-281-9962	<a href="mailto:sarahmpds@gmail.com">sarahmpds@gmail.com</a>	All of New Mexico
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)	Carrie Roberts Janelle Groover	505-280-6442 505-401-9328	<a href="mailto:CnRoberts@salud.unm.edu">CnRoberts@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 888-588-9152	<a href="mailto:Charles@visionsnm.com">Charles@visionsnm.com</a>	All of New Mexico



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<b>Human Services Department / Medical Assistance Division – Exempt Services and Program Bureau</b> PO Box 2348, Santa Fe, NM 87504-2348 Toll-free Phone: 1-888-997-2583, Fax: 505-827-7277  HSD manages the FMA/Conduent contract and the TPA/Comagine contract			
<b>Deanna DeHerrera</b>	<b>Mi Via &amp; Medically Fragile Waivers Staff Manager</b> Functions: Mi via & Medically Fragile Waiver Oversight	505-629-7260	<a href="mailto:Deanna.DeHerrera@state.nm.us">Deanna.DeHerrera@state.nm.us</a>
<b>Rachel Gonzales</b>	<b>Mi Via Social &amp; Community Coordinator</b> Functions: Conduent, Billing, Payment issues	505-490-3721	<a href="mailto:Rachel.gonzales@state.nm.us">Rachel.gonzales@state.nm.us</a>
<b>Jennifer Romero</b>	<b>Mi Via Social &amp; Community Coordinator</b> Functions: Participant Eligibility Issues Issues and Technical Assistance	505-469-8522	<a href="mailto:Jennifer.Romero3@state.nm.us">Jennifer.Romero3@state.nm.us</a>
<b>Department of Health / Developmental Disabilities Supports Division</b> 5301 Central NE, Suite 203, Albuquerque, NM 87108 Phone: 1-800-283-5548  DOH operates the Mi Via Program for Developmental Disability (DD) and Medically Fragile (MF) Populations Oversees consultant agency contracts			
<b>Elaine Hill</b>	<b>Mi Via Waiver Program Manager</b> Functions: Participant/Consultant Issues and Technical Assistance, and statewide MF WCF & MF CACF	505-506-6103	<a href="mailto:elaine.hill@state.nm.us">elaine.hill@state.nm.us</a>  Fax: 505-841-6523
<b>Rudy Aguilera</b>	<b>Mi Via Waiver Project Coordination</b> Functions: Participant/Consultant Issues and Technical Assistance	505-239-7826	<a href="mailto:rudy.aguilera@state.nm.us">rudy.aguilera@state.nm.us</a>  Fax: 505-841-6523
<b>Comagine Health</b> 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).			
Blue Cross Blue Shield	877-232-5518 Option 3	<a href="http://www.bcbsnm.com/community-centennial">www.bcbsnm.com/community-centennial</a>	
Presbyterian	888-689-1523	<a href="http://www.phs.org/centennialcare">http://www.phs.org/centennialcare</a>	
Western Sky	844-543-8996	<a href="http://www.westernskycommunitycare.com/">http://www.westernskycommunitycare.com/</a>	



## October 2022

October 2022 Dates to Remember						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1 Submit PRFs for 10/14 vendor payment
2	3	4	5	6	7 Paychecks/vendor checks received or deposited, end of the pay period.	8 Submit faxed timesheets/mileage for 10/21 payment & PRFs for 10/21 vendor payments
9	10 <b>Indigenous Peoples' Day</b> State offices closed	11	12	13	14 Vendor checks received or deposited	15 Submit PRFs for 10/28 vendor payment
16	17	18	19	20	21 Paychecks/vendor checks received or deposited, end of the pay period.	22 Submit faxed timesheets/mileage for 11/4 payment & PRFs for 11/4 vendor payment
23	24	25	26	27	28 Vendor checks received or deposited	29 Submit PRFs for 11/14 vendor payment
30	31 <b>Halloween</b>	1	2	3	4 Paychecks/vendor checks received or deposited, end of the pay period.	5 Submit faxed timesheets/mileage for 11/18 payment & PRFs for 11/18 vendor payment