

PARTICIPANT CORNER

Beautiful Helen crowned Rio Rancho High School Homecoming Queen 2023



Your Talent is in Demand!

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@hsd.nm.gov

Shining Star Employees of the Month

Do you have a Direct Support Professional (DSP) that you would like to spotlight and allow to shine? DDSD would like to recognize our DSPs who provide above and beyond support to Mi Via Participants. DDSD Mi Via Unit will feature Shining Stars in the Mi Via Newsletter monthly. Submit a brief note of why you would like to recognize your staff. Submissions can be sent to: rachel.gonzales@hsd.nm.gov

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FMA-Conduent Contact Information:

Phone: 1-800-283-4465

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

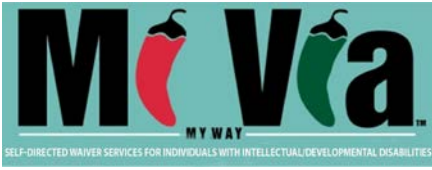
E-mail for Form Submission:

docprocessing@conduent.com

Physical Address:

1720-A Randolph Rd SE

Albuquerque, NM 87106



November 2023

Volunteers needed!

If you have an upcoming In-Home Assessment (IHA) and would graciously allow workers from the Department of Health and the Human Services Department to observe Comagine or Goodwill complete your IHA.

- DOH and HSD workers will get a better understanding of the process.
- Helps state workers be able to help you more effectively.
- State workers get the honor of meeting those we serve.

Please let your consultant know if you are interested in volunteering. You can also email Rachel Gonzales at: MWaiverHSD@hsd.nm.gov with subject line "IHA Volunteer"

Important Electronic Visit Verification (EVV) Information

EVV requirement start date has been changed from November 1, 2023, to January 22, 2024.

In January 2020 the State of New Mexico implemented EVV. This is a requirement from the Centers for Medicaid and Medicare Services (CMS). EVV is a system used to verify that services were provided and create a timesheet. EVV is required for employees hired under an Employer of Record (EOR) or providers under a vendor agency.

- EVV is easy to use.
- Employees or providers use a mobile app or a land line to clock in and clock out.
- This information is captured and transferred to FOCOnline where a timesheet is created.
- The EOR approves the timesheet in FOCOnline and payment is issued to the employee.

EVV is required for the following Mi Via services:

- Homemaker (99509 & 99509 E)
- Respite Standard (T1005 SD & T1005 SD E)

All employees and vendor agencies providing the above listed services **MUST use EVV by January 22, 2024**. Payments to employees and vendor agencies not using EVV will be impacted after January 22, 2024.

Training on how to use the EVV system will be available on January 8th and January 15th. Both trainings will be online. More information will be released closer to the date of the training including times and log in/call in information.

You can sign up and start using EVV now.

Information and training materials are found at:

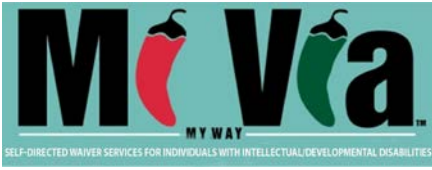
<https://palcofirst.com/new-mexico/>

EVV System required for Personal Care Services and Home Health Care Services under Medicaid Section 12006:

[21st Century Cures Act-EVV Policy](#)

Attend an Upcoming Mi Via Advisory Committee Meeting

The next Mi Via Advisory Committee (MVAC) is January 2, 2024, at 12:30pm. Meetings are held quarterly and are 3 hours in length. You do not need to be a member to attend. If you are interested in getting an invite, please email elaine.hill@doh.nm.gov



November 2023

Amazon is now an approved vendor for Mi Via!

Participants with Individual Directed Good and Services for the Mi Via waiver can now use Amazon as a vendor.

- Amazon must be requested as a vendor on participant's budget.
- The request for Amazon as a vendor must address the need identified in the participant's Service and Support plan (SSP).
- Amazon will not accept checks.
- The Money Network card will need to be used for approved Amazon purchases.
- All receipts must be kept for random audit purposes.

Service Highlights:

Non-Covered Services

Mi Via waiver does not pay for the purchase of goods or services that a household without a person with a disability would be expected to pay for as a routine household or personal expense.

Such as:

- Services covered by the Medicaid state plan include Early Periodic Screening, Diagnosis and Treatment (EPSDT), Medical Assistance Division (MAD) school-based services, Medicare, or other third party.
- Any service or good which would violate federal or state statutes, regulation, rules, or guidance.
- Academic degrees or certification
- Food and shelter expenses
- Experimental or investigational services or procedures or goods.
- Home schooling materials or activities.

- Goods or services that are considered recreational or diversional.
- Personal goods not related to disability.
- Animals and the cost of maintaining an animal.
- Purchase of insurance such as but not limited to car or home insurance.
- Purchase, lease or rental of a vehicle or recreational vehicle.
- Gas or gift cards.
- Any type of weapon.
- Gambling, games of chance, alcohol, tobacco, or similar items.
- Any vacation expenses.
- Purchase of usual and customary furniture unless adapted to the eligible participant's disability or use. Request of adapted or specialized furniture must include recommendation from participants health care provider.
- Regular scheduled upkeep, maintenance, and repairs of a vehicle.
- Clothing and accessories. Except adaptive clothing and accessories based on the participants disability or condition.
- Training expenses for paid employees.
- Dental services utilizing Mi Via individual budgetary allotments.

JUST FOR LAUGHS

Did you hear the one about the rude turkey?

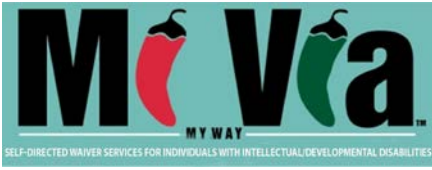
It was jerk-y.

What do you call rain on Turkey Day?

Fowl weather.

Why was the turkey asked to join a band?

He could bring his own drumsticks.



November 2023

Comagine Vs. Conduent

Comagine Health is a Third-Party Assessor (TPA) for the Human Services Department/Medical Assistance Division (HSD/MAD)

Comagine Health conducts:

- Reviews of initial and annual Level of care (LOC) requests.
- Service and support plan (SSP) reviews.
- Budget reviews.

Contact Comagine Health when you have questions or need help with:

- Scheduling In-Home Assessment (IHA)
- Understanding Requests for Information (RFI)
- Understanding Requests for Administrative Actions (RFA)

Status of submissions can be viewed in the Jiva Provider Portal. Please work with your consultant, who has Jiva access, for status of submissions.

You can call Comagine Health Monday-Friday from 8:00am-5:00pm at:
1-866-962-2180

Conduent is the Financial Management Agent (FMA) for Mi Via.

Conduent conducts:

- Processing of EOR, employee and vendor packets.
- Updates and corrects information in FOCoS such as contact information.
- Works closely with Palco on:
 - Payment issues
 - Billing issues
 - Federal and state tax issues for employees and EOR's
 - Spending audits

Contact Conduent when you have questions or need help with:

- Payment to employees and vendors.
- Updating information
- Employee packets
- EOR packets
- Vendor Packets
- Direct Deposit
- VPR's
- Stop payments!
- FOCoS issues

Conduent contact information is:
1-800-283-4465

POSITIVE THOUGHTS

“Open your heart and drink in the glorious day.”

Heather Havrilesky

“I choose to make the rest of my life the best of my life. “

Louise Hay

“Spread love everywhere you go. Let no one ever come to you without leaving happier.”

Mother Teresa



November 2023

Advisory Council on Quality (ACQ)

The Advisory Council on Quality Supports for People with Intellectual/Developmental Disabilities (ACQ) guides the New Mexico Department of Health (DOH) on the systems guiding the running of services and supports that help people with IDD of all ages and their families to be fully included in New Mexico communities.

The duties and responsibilities of the ACQ includes, but is not limited to the following:

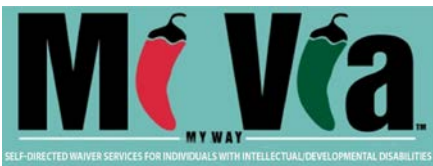
- Conduct meetings every other month.
- Advise and assist DOH in the creation and checking for a quality assurance system for people with IDD.
- Provide information and feedback about service availability and current needs to people with IDD.
- Receive, understand, and react to statewide needs assessment information.
- Review the statewide needs assessment processes and recommend change and improvement for future surveys.
- Recommend priorities for the development, change and growth of services to meet needs of people with IDD.
- Inform and help DOH staff create recurring State Plans for services to people with IDD. Participate in the ongoing creation and running of the NMDOH/DDSD State Plan.
- Help in the distribution of the State Plan to public and private persons.

- Promote team efforts among state agencies and community-based programs serving people with IDD.
- Recommend legislative activities for creation, improvement, and growth of services.
- Advocate for system change to encourage state-of-the-art, cost-effective services which address the specialized and individual needs of people with IDD.
- Advise DOH on policy changes and policy development.

The next public ACQ meeting will be held 12/14/23 at 9am-1pm via Zoom and in person at Center for Development and Disability 2300 Menaul Blvd NE, Albuquerque, NM 87107 Phone: 505-272-3000 505-272-2014

For additional information please visit this link:

<https://www.nmhealth.org/about/ddsd/coco/acq/>



November 2023

ACTIVITIES IN YOUR COMMUNITY

- Movies in the Mountains
11/18@12pm, East Mountain Public Library, 487 NM-333, Tijeras
- The Goonies-Brunch and a Movie
1/26@11:30am, Lobo Theater, 3013 Central Ave NE, Albuquerque
- Pictures and Popcorn at the Pyle-Coco 11/18@11am, Ernie Pyle Public Library, 900 Girard Blvd SE, Albuquerque.
- 9th Annual HomeGrown: A New Mexico Gift Show and Food Market, 11/18-11/19, NM Farm and Ranch Heritage Museum, 4100 Dripping Springs Rd, Las Cruces
- Pathways Winter Market 2023, 11/25@9am, Buffalo Thunder Resort and Casino, 30 Buffalo Thunder Trail, Santa Fe
- Arts & Crafts & Indoor Flea Market, 11/12@9am, FOP, 3300 Calle Maria Luisa, Santa Fe
- Christmas Shopping Kickoff 11/25@8am, Elks Lodge 408, 2305 Collins Dr., Las Vegas
- Christmas Tree Lighting at Inn of the Mountain Gods 11/26@1pm, 287 Carrizo Canyon Rd, Mescalero
- Tibbetts Middle School Fall Craft Fair 11/11@9am, 3500 Twin Peaks Blvd, Farmington
- Full Moon Thanksgiving Family Karaoke Night at the RareBird Workshop 11/26@6:30pm, 2825 Sudderth Dr, Ruidoso

COMMUNITY RESOURCES

Home Rehabilitation

- Supportive Housing Coalition of New Mexico
<https://shcnm.org/>
- U.S. Department of Housing and Urban Development
https://www.hud.gov/states/new_mexico/homeownership/homerepairs
- Bernalillo County Housing Department (BCHD)
505-314-0226
- Ohkay Owingeh Housing Authority (OOHA)
505-852-0189
- San Felipe Pueblo (SFHA)
505-771-9291
- Southwestern Regional Housing & CDC (SRHCDC)
575-546-4181
- El Camino Housing Authority (ECHA)
575-835-0196

Weatherization Programs

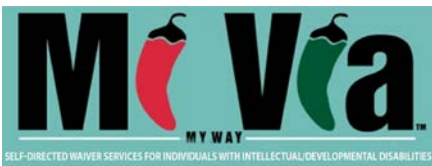
Northern NM

www.centralnmhousing.org

Southern NM

www.swnm.org

www.icastusa.org



November 2023

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)
Active Advocates of New Mexico	Alicia Sisneros	505-353-1778	AliciaS@ActiveAdvocatesNM.com	All of New Mexico
CNRAG, Inc. (Care Network Resource Assistance Group)	Fallon Vincell	575-621-3645	fvincell@cnragusa.com	Metro, SE & SW
Consumer Direct Personal Care (CDPC)	Jacqueline Mares	505-553-5695	jacquelinem@consumerdirectcare.com	All of New Mexico
Excel Case Management, Inc.	Jennifer Pennington	505-324-8660 ext 102	jPennington@excelcasemanagement.com	NW & SE Regions
Innovative Self Direction	Frank Aquila	505-850-7662	faquila@innovativeselfdirection.com	All of New Mexico
Los Amigos, LLC	Michelle Rutt	505-920-4511	Michelle@losamigosnm.com	All of New Mexico
Me Town Enterprises, LLC	Kimberly Riebsomer	505-310-9069	riebsomer@gmail.com	Metro & NE
Merit Consulting, LLC	Melinda Broussard	505-288-2889	mbroussard.merit@gmail.com	Metro
Peak Developmental Services	Sarah Martinez	505-281-9962	smartinez@nmddwcm.com	All of New Mexico
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)	Carrie Roberts Janelle Groover	505-280-6442 505-401-9328	CnRoberts@salud.unm.edu jtorresgroover@salud.unm.edu	All of New Mexico
Visions Case Management	Charles Clayton	575-779-7419 888-588-9152	Charles@visionsnm.com	All of New Mexico



November 2023

NEW MI VIA WAIVER EMAIL ADDRESS:
 Mi Via Waiver: MVWaiverHSD@hsd.nm.gov
 For: Mi Via Questions, Conduent, Billing and Payment Issues

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

HSD manages the FMA/Conduent contract and the TPA/Comagine contract

Deanna DeHerrera	Mi Via & Medically Fragile Waivers Staff Manager Functions: Mi via & Medically Fragile Waiver Oversight	505-629-7260	Deanna.DeHerrera@hsd.nm.gov
Rachel Gonzales	Mi Via Social & Community Coordinator Functions: Conduent, Billing, Payment issues	505-490-3721	MVWaiverHSD@hsd.nm.gov
Jennifer Romero	Mi Via Social & Community Coordinator Functions: Participant Eligibility Issues Issues and Technical Assistance	505-469-8522	MVWaiverHSD@hsd.nm.gov

Department of Health / Developmental Disabilities Supports Division
 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

Elaine Hill	Mi Via Waiver Program Manager Functions: Participant/Consultant Issues and Technical Assistance, and statewide MF WCF & MF CACF	505-506-6103	elaine.hill@doh.nm.gov Fax: 505-841-6523
Rudy Aguilera	Mi Via Waiver Project Coordination Functions: Participant/Consultant Issues and Technical Assistance	505-239-7826	rudy.aguilera@doh.nm.gov Fax: 505-841-6523

Comagine 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).

Blue Cross Blue Shield	877-232-5518 Option 3	www.bcbsnm.com/community-centennial
Presbyterian	888-689-1523	http://www.phs.org/centennialcare
Western Sky	844-543-8996	http://www.westernskycommunitycare.com/



November 2023

November Dates to Remember						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3 Paychecks & vendor checks received or deposited, end of the pay period	4 Deadline for faxed timesheets & mileage for 11/17 payment & PRFs for 11/17 vendor payments
5 Daylight Savings Time ends	6 National Nachos Day	7	8	9	10 Vendor checks received or deposited	11 Deadline to submit PRFs for 11/24 vendor payment
12	13 World Kindness Day	14 National Pickle Day	15	16	17 Paychecks & vendor checks received or deposited, end of the pay period	18 Deadline for faxed timesheets & mileage for 12/1 payment & PRFs for 12/1 vendor payments
19 National Play Monopoly Day	20	21	22	23 Thanksgiving	24 Vendor checks received or deposited	25 Deadline to submit PRFs for 12/8 vendor payment
26 National Cake Day	27	28 National French Toast Day	29	30	12/1 Paychecks & vendor checks received or deposited, end of the pay period	12/2 Deadline for faxed timesheets & mileage for 12/15 payment & PRFs for 12/15 vendor payments