

Mi Via Advisory Committee

Meeting Minutes for October 23, 2014

Approved January 29, 2015

Location: 5301 Central NE Suite 200 Albuquerque NM

Attendees (in person): Selma Dodson (member of the public), Rebecca Shuman, Nadine Maes, Jacob Patterson (member of the public), Tony Chavez, Leslie Martinez, Imelda Garcia, Gerald Garcia (member of the public), Daniel DePaula (member of the public), Catalina Saavedra, Kim Shipman, Brittney Foss, Melanie Buenviaje, Regina Lewis, Stevie Bass, Doris Husted, Christine Wester

Via Telephone: Althea Mcluckie, Shari Roanhorse, Teresa Karnes (for XEROX update only), Deanna Rickerd (for XEROX update only)

1. Welcome and Introductions:

Mi Via Advisory Committee (MVAC) members and members of the public present introduced themselves and those calling in introduced themselves as they joined the meeting.

2. Review Agenda: Add Additional Items:

- Committee Members did not receive the agenda as attached in the email notice. Christine Wester was informed Stevie Bass was not able to access the agenda from the email, she was not aware others had the same issue. Christine was able to open the agenda in the email she sent to members, however, they could not. Committee Members are encouraged to let her know if they cannot open attachments she provides to them in the future.
- The call in number for the meeting is on the meeting agenda as well as will be provided in the Mi Via Newsletter. It is also located in the “location” line of the email notification to Committee Members of the meeting.
- No additional items were noted and the agenda was then approved as presented.

3. Approved Minutes-July 24, 2014:

Minutes were approved after the following Action Items, questions and comments were answered and addressed:

- For purposes of clarification it was noted that the Advisory Council for Individuals with Developmental Disabilities and their Families (ACQ) has committees, not sub-committees (as noted in the meeting minutes), therefore if Mi Via Advisory Committee (MVAC) were to become part of the ACQ, it would be

a “committee”. This was duly noted and will not be changed in the minutes as this was information obtained after the 7-24-14 meeting.

- An error was noted on page 5, 6th bullet the bullet should read: “The work of the ACQ involves large, systemic issues impacting individuals with Developmental Disabilities such as legislative actions, funding recommendations, as big picture policy issues.”
- The Committee acknowledged the errors and did not request corrected copies of the Minutes. DDSD will make the correction to the work “issue” and place on the approved minutes on the Mi Via Website.
- Tony Chavez indicated he did not receive the meeting minutes, however, as he further discussed this he recalled he did receive the email with all the documents.
- As offered at the last meeting, Doris Husted has provided an organizational chart of State Government entities that will be reviewed later in this meeting.
- As offered at the last meeting, XEROX provided a list of contact information noting the Liaisons for each MCO. Yvonne Merendon is no longer with XEROX as listed on the list and Christina Olloway will now serve in her stead as the Liaison for United.
- As offered at the last meeting, Brittney Foss, Molina provided a list of Molina Mi Via Contact Information

4. Orientation of new members to the Mi Via Advisory Committee:

- Rebecca Shuman was asked about her background. She stated she has worked with the ARC of New Mexico and is currently a Mi Via Consultant. She stated she was part of the start up of Mi Via with other MVAC members, Nadine Maes, Stevie Bass, Althea Mcluckie and Tony Chavez.
- Ground Rules were briefly reviewed by Stevie Bass including but not limited to privacy/confidentiality, respect for difference, self-respect/mutual respect, no finger pointing, proper use of language (acronyms to be discussed later in the meeting and to limit the use/provide an explanation of acronyms used), one person speaking at a time, having fun with the committee, making every effort to stay for the entire meeting, focus is on the goals of the committee and increasing communication.
- An idea was raised for the MVAC to have a facebook page to share information about the Committee. An avenue for this may be to present this idea to the ACQ upon the MVAC vote to join the ACQ.
- The group was introduced to the MVAC By Laws and copies were provided.
- Each member had the opportunity to expand on what they would like to achieve through MVAC membership:

- Tony Chavez would like to keep the Mi Via Program person-centered and to discuss issues that need tweaking such as automatic vendor payment
 - Imelda Garcia has cared for her family member for 10 years. She would like to understand the Mi Via Program more and help other families to increase their understanding as well.
 - Rebecca Shuman would like for the Committee to be apprised of issues at the ground floor before decisions are made and documents are finalized in order to make Mi Via better. She stated she has been a long time champion of Mi Via and as the Mi Via Consultant Representative she is on the Committee to be a part of improvements to Mi Via.
 - Catalina “Jolene” Saavedra has realized membership in the group involves a lot more than she thought and she is trying to learn more after being with Mi Via for 2 years. She stated she wants to absorb and learn to gain more knowledge about the program, why certain things happen or not, why some things are covered services and some things are not.
 - Leslie Martinez indicated she struggled with her family member during his transition to Mi Via. She stated during that time she learned a lot about Mi Via and has offered her skills to work and help the Committee.
- It was stated that the By Laws are used to structure the meetings and the group. They may need to be tweaked as time goes on.
 - An Acronym list was provided by Doris Husted that had errors under IMB, Incident Management Bureau and the Developmental Disabilities Supports Division (DDSD). Christine Wester will make the correction and redistribute to the Committee.
 - Members were reminded to complete the Media Consent form and give to Christine Wester.
 - It was reiterated that Committee Members are required to attend meetings and all have 3 year terms with the exception of Rebecca who as Consultant has a 2 year term.
 - If a Committee Member is absent without notice for three meetings, they will be asked to resign.
 - Committee Members should let Christine Wester know if they are not going to be in attendance.
 - Meeting Minutes are provided to Committee Members. The Committee Chair reviews the draft provided by DOH and revisions are made to clarify, research

information further if necessary and then are corrected for final Committee approval at the next meeting.

- It was mentioned that there was difficulty accessing the Mi Via Website for some. It was clarified that Regina Lewis and Christine test the website away from the DOH worksite to monitor access. It was mentioned that the website is an archive link due to DOH migrating to a new website. There seems to be difficulty with the link to the DOH site. DDS D will research the issue further.
- Doris reviewed the State Government Organizational Chart she provided clarifying that there are Governmental organizations listed such as state agencies and “Quasi-Governmental” organizations such as the Developmental Disabilities Planning Council (DDPC) and Governors Commission on Disability (GCD) which are organizations that must be involved if a state agency is requesting legislative funding to support programs for individuals with disabilities.
- Doris reiterated only those that primarily work with Waiver services are listed on the chart, it does not include Foster Care Programs/Children, Youth and Families etc....
- Clarification was made indicating that the Department of Health (DOH), Developmental Disabilities Supports Division (DDS D) interfaces with the DOH Division of Health Improvement for purposes of incident management and monitoring. It was stated that some service agencies are required to be licensed and some are not (ie. Boarding Care homes) so if a program has to be licensed it will also have involvement with DHI.
- It was stated that most Mi Via Waiver participants are getting their behavior services addressed outside of the waiver program so behavioral health was not discussed further.
- It was explained that if an organization is on the chart, a Mi Via Participant may or may not have interaction with that particular organization.
- It was clarified that DHI, not Adult Protective Services (APS) is now triaging the investigations of abuse, neglect, exploitation, death, suspicious injury and environmental hazards that could result in harm for all Mi Via participants.
- It was reiterated the Mi Via Newsletter contains state contact information and all agreed the organizational chart was helpful.
- There was agreement to narrow the Acronym chart to the populations served by Mi Via given the transition of populations previously served through Mi Via have now all transitioned to Centennial Care.

5. Discussion of the Advisory Council on Quality Supports for Individuals with Developmental Disabilities and their Families (ACQ):

- DDS D has invited this Committee to come under the Division’s ACQ as a sub-committee.

- As background, the MVAC opted to rebuild after the transition to Centennial Care through nominations and re-establishing the composition of the Committee per the By Laws prior to further discussion about the interface of this Committee with the ACQ.
- The ACQ is a higher level of counsel and advisement to the Department of Health than MVAC is.
- MVAC members do not have to apply to the ACQ but at least one Committee member has to be a vetted member of the ACQ. Stevie Bass has now become a vetted member of the ACQ and Doris is the current Vice Chair of the ACQ.
- The ACQ is a statutorily required advisory committee to the Division.
- The ACQ is authorized to make recommendations to the Department of Health, DDS. HSD is also part of this Council.
- As it is a statutorily recognized group, the ACQ can provide stipends for family members and participants to attend the ACQ and affiliated committees as well as stipends for members doing business on behalf of the ACQ. The MVAC is not statutorily required and cannot provide stipends.
- The ACQ initially started out as the Adult Services Task Force and then expanded to include children as well. The ACQ looks at the quality of all services provided by the Division for the population of those with Developmental Disabilities.
- The ACQ has “Committees” not sub-committees and the MVAC would become a committee to work on Mi Via issues.
- The ACQ looks at issues related to the Developmental Disabilities Waiver, Mi Via Waiver, State General Fund and Children’s Services. They make official recommendations to the Division and due to the broad scope of this, the ACQ would work with the Mi Via Committee to review issues for Mi Via.
- Some Committees come and go to address specific issues but the Mi Via Committee would be ongoing and established.
- The MVAC would be able to get Mi Via issues and concerns to a higher level within the DDS.
- The MVAC could make recommendations to the Division through the ACQ or the ACQ could request the MVAC to review issues related to Mi Via for them to provide recommendations to the Division.
- The ACQ is made up of vetted members including but not limited to provider agencies, self-advocates, family members, DD Waiver Case Management, and direct service staff.
- MVAC members and Mi Via Consultants are encouraged to become members of the ACQ.
- With the MVAC, Participants can bring issues to the attention of DOH, Human Service Department (HSD), XEROX and the third party assessor. The ACQ does

not have this but there is a higher state level represented at the ACQ to support a higher level of problem solving.

- MVAC members who also attend the ACQ meetings as members may be asked questions, summarize the needs and issues of participants, make recommendations to the ACQ and request a motion to get an action
- The DDS Division Director may attend, Deputy Division Directors attend, Division Bureau Chiefs attend as well.
- If the MVAC would choose not to join with the ACQ, state resources available to assist this group with coordinating meeting minutes, agendas, nomination processes would not be available but the group could decide to be a free standing organization.
- Leslie stated she is in favor of joining the ACQ; Rebecca stated she is in the support of the ACQ and it assures the voice of the MVAC would be heard; Nadine has no concerns with joining the ACQ.
- It was stated that Jennifer Thorne-Lehman, DDS Deputy Division Director, has already indicated she would like the Committee to look into Peer Mentoring for those on Mi Via.
- Althea Mcluckie made the motion to join the ACQ, Nadine provided the second and all voting members were in agreement to join the ACQ.
- After the vote, Doris stated that for the next ACQ or MVAC meeting, members could make a request for the stipend through the ARC of NM. She stated she will bring the request forms to the next MVAC meeting.
- ACQ membership was further discussed: meetings are all day meetings, it is a governor appointed vetting process potential members must go through, meetings are in Albuquerque except during legislative sessions and then they are in Santa Fe; ACQ meetings are the 2nd Thursday of every other month.

6. Fiscal Management Agency (FMA) Update: Provided by Teresa Karnes and Deanna Rickerd, XEROX-Agenda Item #6 Nomination Discussion postponed until later in the meeting

(The Committee agreed to deviate from the Agenda as XEROX was able to attend by phone for only their portion of the Agenda.)

- Heather Ingram has resigned from XEROX and her position will be filled by Kim Shipman mid-November.
- Kim has vast knowledge of the Mi Via processes and knows the stakeholders
- Teresa will be going back to Mississippi to work on a different type of XEROX contract.
- It was reported things are going well at XEROX, they are fully staffed, addressing issues correctly and while some Participants are having issues with payment, they are working through the issues.

- Althea indicated there are still problematic issues with XEROX representatives providing adequate support. She reported she made 5 separate calls that the participant liaison could not answer due to being pulled to other duties and there appears to be a breakdown in communication. Althea was told multiple times there were different reasons for the problems she was experiencing and these reasons continued to change after actions to correct the problem was taken. Issues do not seem to always being resolved as they should be. She reported she was told by the XEROX representative that they did not know Deanna.
- Participants are encouraged to get the Call Reference Number (CRN) and Participant Liaisons do on occasion step in to take calls for customer service.
- It was mentioned that Participants have to ask for the CRN as it is not always offered to Participants.
- There have been transitions with staffing going on at XEROX and these issues can be resolved.
- Teresa and Deanna agreed to look into Althea's concern and review the issues she brought to their attention.
- It was stated that HSD does have a position to oversee and manage the XEROX contract and they are in the process of hiring for that position. Participants can also contact Melanie Buenviaje, HSD Mi Via Staff Manager regarding XEROX issues and when a contract manager is hired, she will forward those issues on to them.
- Reports of slow turnaround time with the Payment Request Forms were shared and a request was made to review how long this takes in comparison to the two week turnaround time for timesheets.
- XEROX requested the MVAC members who have specific concerns to get the specific information to them for their review.
- It was stated that there is a new process for timesheet error notification in that there is no longer a letter to notify participants of issues. A phone call, message left if necessary, is made to the EOR/Participant and there is an email sent to the Consultant notifying them of an issue with a timesheet. The State reviewed the protocols with XEROX and included instruction as to what to do if a phone number is not working. The purpose of this change was to create efficiency and more immediacy.
- Savannah Platero is now the MCO Contact for United at XEROX, not Christina Olloway as discussed earlier in the meeting.
- It was brought to XEROX attention that phones are being answered "Mi Via Self-Directed" which is confusing those who are with Mi Via and those who have transitioned to Centennial Care Self-Directed Benefits.
- XEROX will put into the next Mi Via Newsletter a reminder for Participants to obtain the CRN when they call in.

- It was stated that the FOCoS system is not consistently maintaining a connection during training which is affecting the completion of training, accessing the training and getting credit for the training. It is taking multiple attempts for Participants to complete.
- It was stated payments have been stopped without communication about changes and the MVAC should be notified of future changes as an opportunity for the group to provide feedback and serve as a resource.
- It was stated XEROX representatives have told Participants they will not email forms and the MVAC has concerns with this issue. One suggestion offered was to contact the Mi Via Consultant as they should have them electronically.

7. Third Party Assessor (TPA) Update: Provided by Brittney Foss and Kim Shipman, Molina:

- Molina had not updates

8. Break

9. Automatic Vendor Pay (Topic requested by Member Tony Chavez)

- Tony was unavailable after the break to present this agenda item

10. Discussion of another round of MVAC Nominations:

- It was stated the stipend availability for MVAC members may increase interest in the Committee
- The By Laws indicate a 17 member Committee and currently there are 14. A request was made for the Committee to vote to amend the By Laws or commence another call for nominations.
- It was stated the Committee lacks membership from the Northwest, Southwest and Southeast regions of the state.
- Nadine made a motion to open up Nominations and Kim provided the second. All voting members were in agreement.
- DDSD will put the Call for Nominations in the XEROX newsletter and on the Mi Via website indicating a specific encouragement for our search for members to represent the specific regions.
- The Nomination Committee will include Althea as Chair, Nadine, Kim, Stevie and Leslie. Christine Wester will contact Guy Surdi to determine if he would like to remain on the Committee.
- It was agreed the timelines for the submission of Nominations should be early January in order for the Committee to review them in time for the next Quarterly MVAC meeting.

11. HSD/DOH Update: Provided by Shari Roanhorse, HSD, Melanie Buenviaje, HSD and Christine Wester, DOH

- The Mi Via Waiver Renewal will be submitted on 11-14-14. CMS (Centers for Medicaid and Medicare) have 90 days to approve it and if there are questions or need for additional information, this could alter the timeline around CMS approval.
- The Renewal is for a 5 year renewal
- As the Waiver expired 9-30-14, there was an extension requested for 90 days and if the approval exceeds the 90 days, another extension will be requested.
- It was stated that the State is currently working to assure the Regulations and Service Standards/Description are revised to be consistent with the information in the Waiver Renewal which was posted on line for public review that all MVAC members received notification of.
- It was stated the Public Comment period was held and is now finished. There was a Public Comment received during the Public Hearing regarding the renewal related to Environmental Modifications and the change from \$7000 every 5 years to \$5000 every 5 years. It was stated that upon utilization review over the last 2 years, the average cost of the service per Participant was less than \$5000.

12. ACTION ITEMS:

- Kim Shipman will review the Mi Via Newsletter format for purposes of determining ease of read for participants.
- Committee Members were reminded to complete the Media Consent Forms and submit them to Christine Wester prior to or during the next meeting.
- Christine Wester will make corrections to the Acronym list and redistribute to the Committee.
- Christine Wester will look at the Mi Via Website, research links in attempts to address the access issue.
- Christine Wester will contact Guy Surdi to determine if he will remain on the Nomination Committee.

13. Additional Comments:

- Imelda informed everyone of Disability Rights Awareness Day Events occurring in Santa Fe. Events are scheduled for February 2-3, 2015. Interested parties can contact the ARC of NM at 505-883-4630 or 1-800-358-6493 for more information or register at www.arcnm.org.
- Imelda also stated she would like the administration of the Mi Via Waiver to be simple and relevant, remembering to keep communication open and respectful.

14. Public Comment

- Selma Dodson with La Vida Felicidad had the following questions:
 - How does a provider become a Mi Via Vendor? Vendors/potential employees can contact Consultants listed on the Mi Via Website to request placement into each Agency's Community Resource Directory. Agencies/potential employees can also market themselves to the public but are not allowed to solicit. It was stated that traditional DD Waiver providers becoming vendors need to keep in mind they can negotiate payment, and need to follow the Mi Via standards and provide services in a manner consistent with Mi Via. They need to not confuse the two waiver programs.
 - The Ground Rules indicate the requirement for confidentiality, if members of the public are present, how does the group assure that? Members who are in attendance are responsible for determining how much they share about their family members/participants and how much they choose to keep confidential about these individuals is up to them. State, XEROX and Molina representatives are required to adhere to HIPAA requirements in their communication at these meetings. There was discussion to consider making a revision to the By Laws to address the confidentiality as a requirement for the public at the meetings.
 - What if a Committee Member can't attend a meeting and there is voting, does the MVAC have a proxy? Yes, the By Laws do cover the Proxy process.

15. Next Scheduled Meeting:

Future MVAC meetings are scheduled for:

Thursday, January 22, 2015 1pm-4pm in Santa Fe, location to be determined.

Thursday, April 23, 2015 1pm-4pm in Albuquerque, location to be determined

