

Mi Via Advisory Committee

Meeting Minutes for April 23, 2015

Approved July 23, 2015

Location: Department of Health/Developmental Disabilities Supports Division
(DOH/DDSD) -5301 Central NE Suite 203, Albuquerque NM 87108

Attendees (in person): Melanie Buenviaje (Human Services Department (HSD), Jennifer Hall, Cathy Salazar (member of the public), Brad Hill (member of the public), Tina Storey (member of the public), Daniel DePaula (member of the public), Lisa Rossignol (member of the public), Doris Husted, Juan Sotres (member of the public), Dolores Harden (member of the public), Shari Roanhorse (HSD), Kimberly Riebsomer (HSD), Rebecca Shuman, Stevie Bass, Melvin Brown (member of the public), Stephanie Brown, (member of the public), Christine Wester (DOH)

Via Telephone: Blaine Foutz (member of the public), Althea McLuckie, Nadine Maes, Kim Shipman (XEROX)

Unable to attend and notified DOH/DDSD: Tony Chavez, Leslie Martinez, Imelda Garcia

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 and Announcements:

- Agenda approved to proceed as written

3. Approved Minutes

- A motion was made to approve the minutes from the meeting held on January 29, 2015. These will be submitted to the Mi Via website.
- A draft of this meeting's minutes will be reviewed and approved by Stevie and then will be provided to Committee Members prior to the next meeting. At the next meeting July 23, 2015 they will be approved by the Committee and submitted to the Mi Via website.
- Committee Ground Rules were distributed and reviewed. It was emphasized that the meetings should be enjoyable and the Committee is intended to be a network of supports.

4. Review of By Laws:

- The Committee recently voted to update the By Laws to indicate the

Committee is now under the umbrella of the Advisory Council on Quality for Individuals with Developmental Disabilities and their Families (ACQ)

- The ACQ is a statutorily required Committee designed to advise the DOH/DDSD on a number of issues including the provision of state funded services.
- Changes to the By Laws were approved effective 4-8-15 through an email vote
- Stevie Bass and Doris Husted both serve on the ACQ.
- The By Laws were also revised to indicate the Committee has approved a position for an additional Consultant Agency to serve a two year term.

5. Committee Member Agenda Submission: Tony Chavez

- Tony Chavez, not present, submitted:
 - i. Automatic Vendor Pay-tabled to have discussion with Tony present
 - ii. What can Mi Via do to enhance person-centered philosophy and what can Mi Via do to help participants have better accessibility for services?
 - The Committee agreed self-direction is the basis for the waiver and person-centered planning should always be at the forefront and encouraged.
 - Most individuals choosing Mi Via are already living a person-centered life and philosophy.
 - Some felt the interaction with the Third Party Assessor (TPA), Financial Management Agency (FMA), and Consultants are not always person-centered and perhaps this group should identify trends around communication with these entities that would support person-centeredness.
 - Committee members would like to see these topics on the next agenda so that members can have time to think about these issues and then have a productive conversation about this.
 - Committee members are encouraged to think about how interactions with Mi Via systems affect person-centered planning and what they would like to see changed to promote this more.
 - Committee members were also encouraged think about examples of how they feel services are or are not provided in a person-centered manner in order for the group to discuss this further at the next meeting.
 - Some members have expressed that Committee meetings focus more on the state/TPA/FMA level as opposed to the participant.
 - There was a suggestion for the agenda to have a standing section for participant issues/experiences to be discussed.
 - There was a time in this Committee's history when people

did express how Mi Via was and was not meeting their needs.

- Discussing personal experiences at this meeting could impact change if there was a discussion and then recommendations made.
- Originally, the Mi Via philosophy was captured in “Participant Centered” language as this was intended to have broader meaning to include the participant, family/guardian and/or their natural supports.
- It was felt that “Participant Centered” captured both participant and family.
- It was mentioned that anytime Mi Via agencies change there is also a huge learning curve which seems to impact person-centered planning. It is felt that the TPA needs to understand person-centered philosophies and recognize that Mi Via services are not provided as a “medical model”.
- Stevie indicated her concern with the TPA connection to Mi Via as she had emailed and welcomed the new TPA to the Committee asking her to attend but did not receive a return email nor was she at this meeting (it was stated later in the meeting through HSD that the TPA representative was unable to attend today’s meetings as she was called away due to a family emergency).
- It was stated that family members do not feel they get as much information from XEROX as they would like.
- It was stated that family members have been calling the TPA and getting incorrect information and a question regarding why the TPA changed.
- HSD explained that the TPA was changed to Qualis as the contract term ended for Molina, the state sent out a Request for Proposal (RFP) to a variety of organizations to respond to the scope of the RFP. There is a strict protocol for vetting and obtaining vendors through the State. When an RFP is submitted by a candidate there is a process followed through committee and vetting and Qualis was identified as the new TPA through this process.
- It was not clear if the RFP contained person centered language, however, the State has provided training to the new TPA on Mi Via and person-centered planning. HSD is currently present at Qualis daily to assist with TPA functions as needed during this transition period.
- Qualis is addressing the same number of participants as Molina if not more now and they have worked nationwide number of states and two territories.
- Transitions historically have issues. Things have been put in place with assistance from HSD to address

issues/concerns with the new TPA. HSD/DOH is also collaborating together with regards to specific participant issues/concerns.

6. Discussions of Nominations/Voting in of New Members

- All members of the public were asked to briefly leave the meeting in order for the Committee to address Nominations
- 4 vacancies needed to be filled with one of those 4 being the additional Consultant Agency.
- Nomination Forms and scores were discussed. Only one Consultant Agency applied and membership confirmed.
- Three new members were confirmed and will be contacted by Christine Wester to assure they still wish to serve on the Committee. Christine will also contact two current members who were not sure if they were going to continue with the Committee to determine if they will remain or not.

7. ACQ Request: Mi Via Public Relations Project (DOH/DDSD)

- The project is still in process and the DDSD Mi Via Unit is working with Cooney Watson (publishing company) to complete three printed pieces, including a brochure that will provide a description of the three waiver programs provided through DDSD as well as a Mi Via Information Sheet and Self-Directed Support Guide.
- DDSD received a lot of input as to what could potentially be put into these documents.
- Dates for DOH Communications Office review have been introduced which now has moved deadlines up significantly. This has had a great impact on the project including the ability to get drafts through Committee for further input.

8. Break

9. Committee Member Agenda Submission: Leslie Martinez-Tabled briefly to address Agenda Item #12: Third Party (TPA) Update (Qualis) provided by Shari Roanhorse:

- Committee members indicated the following concerns:
 - i. Scoring instructions for the Long Term Care Assessment Abstract (LTCAA) were not provided by the TPA as they had been in the past.
 - ii. There was no information to instruct the physician on how to score the abstract and no letters that went out to participants to let them know they needed to get this completed.
 - iii. There have been no scheduling of the In Home Assessments even though all documents have been submitted
 - iv. Mi Via does not appear to be on the Qualis “radar”
- All Mi Via participants can contact Melanie Buenviaje with HSD (505)

827-3176 with any issues related to Qualis including Level of Care, In Home Assessments, Budget approvals etc..

- In Home Assessment extensions have been approved through April 2015 and HSD is looking at extending them through June 2015 to get through this transition phase. As long as paperwork is submitted, Qualis has been authorized to conduct the In Home Assessments within a few months so plans can be approved without the In Home Assessment at this time.
- Consultants are not required to arrange the In Home Assessments. They are expected to provide reminders to participants for Level of Care renewal and assist participants if there are any issues/concerns related to these processes.
- The Qualis Representative was not able to attend today's meeting due to family emergency.
- Qualis became the TPA effective 3-2-15 and they have been working diligently to address delays and backlog to review budgets, services, Level of Care etc.. They are addressing these issues with all waivers, not just Mi Via.
- Gina Capener with HSD is the Qualis Contract Manager. HSD has been working with Qualis to prioritize reviews of Service and Support Plans (SSP)/Budgets and revisions to minimize interruptions. Issues related to Timely Filing will be addressed through HSD direction.
- Qualis is requesting that participants send one fax and not multiple faxes of the same documents. There is a designated fax line 1-800-251-9993 and Customer Service Line 1-866-962-2180
- Participants are encouraged to assure they have submitted completed packets to Qualis by calling Qualis' Customer Service line.
- It is a priority for the state to address issues with the TPA and HSD will continue to troubleshoot issues with Qualis. All can contact HSD or DOH with any concerns.
- Qualis has had some staffing issues and are pulling together additional resources from other states to assist with issues. Qualis has rendered these types of services in other states similar to what they are providing in New Mexico. They are committed to serving New Mexicans well.
- As of April 14, 2015, all transition budgets were approved for March and April and Qualis is working on those for May.
- Qualis Priorities for Budgets are: 1. Transitions 2. Initial Budgets (employees/vendors should be ready to go) 3. Annual budgets to continue services and supports.
- More training is scheduled with Qualis
- There was a request for more free-flowing communication between Consultants and Qualis
- Qualis is aware that Level of Care reminder letters need to go out for the 90-60-45 day reminder process.
- HSD will notify consultants about the In Home Assessment extensions
- It was stated that Mi Via is designed for participants to take on

responsibilities related to assuring they meet their Level of Care deadlines and they should be tracking this information as should Consultants.

- There may be a need for more training for Consultants and Participants to track their medical/financial eligibility dates.
- There was a suggestion that notices go out 120-90-60 days prior to expiration.
- Consultants should be assisting participants with maneuvering these process per Mi Via Standards

10. Committee Member Agenda Submission: Stevie Bass-Tabled briefly to address Agenda Item #11: Financial Management Agency (FMA) Update (XEROX):

- Xerox has hired more staff to alleviate wait time and they have hired an additional enrollment staff.
- Deadlines are being met with processing timesheets timely and things continue to remain on schedule.
- Stevie addressed an ongoing issue related to the language in emails and the Return To Participant (RTP) process. Emails are indicating in error that the EOR could not be contacted when in fact they were. It appears to be a system breakdown. This will continue to be looked into by XEROX.
- Mi Via checks for goods and services are not being processed at retail stores. Routing numbers are on the checks and are categorized as “business checks” not “personal checks” so routing numbers are reversed. This affects a stores ability to run them through tele-check so they have to be manually entered by the store. A committee member indicated they have been trying to get office supplies since last August and have not been able to due to this.
- All were advised to let their Consultant know of these issues.
- It was stated it would be helpful to know who is accepting checks and who is not accepting checks for purposes of planning.

11. Human Services Department/Department of Health (HSD/DOH) Update (Melanie Buenviaje, HSD and Christine Wester, DOH): Combined with Agenda Item #9 Committee Agenda Submission-Leslie Martinez-Mi Via Regulations and Public Comments Received 2-6-15:

- Waiver is still under renewal. The State is awaiting feedback on the proposed Waiver and this has put the promulgation of the Regulations and Standards on hold as feedback may impact the content of the Regulations and Standards.
- The State is applying for another extension through September 2015.
- HSD will be posting the prior received public comments on the HSD website with a second round of public comment of the Regulations as the feedback from CMS may impact content.
- It was mentioned that HSD has indicated they are looking at caps on electronics. Concerns were raised that expenses for each participant will

differ. There is an expectation that the State will provide further explanation of that as this will have a huge impact on participants, create more difficulty, lead to more cost due to exception reviews and possibly fair hearings.

- It would be helpful for Consultants to have information with regards to typical costs for certain goods to share with participants.
- There was a suggestion for a utilization review to be conducted and perhaps providing a range of amounts and if a participant chooses to exceed them he/she would need to provide justification and know they may possibly be denied.
- HSD would be looking at what is reasonable for the purpose of the goal for purchasing the electronic and what would allow for the achievement of the goal.
- HSD has requested a utilization report for goods and services.
- It was suggested that the “Ranges” for electronics should be provided to stakeholder groups and the results of State research prior to moving forward. It was stated that these groups need to be involved from the ground floor and in the early stages of making programmatic changes such as this.
- A concern was raised about computers being denied or there have been more Requests for Information (RFI) used for electronics that seemed reasonable for the participant and approved in the past.
- The Medically Fragile Waiver Program which includes the Mi Via Medically Fragile Waiver Program will begin transitioning to Centennial Care January 1, 2016 and Fact Sheet #1 was handed out and reviewed
- The Fact Sheets will be posted to the HSD website
- Cathy Salazar was concerned that she was of the impression the Fact Sheet was only in draft form and that there was going to be further discussion so she was surprised to see this is being distributed as final.
- Fact Sheet #2 will be coming out soon to address further issues related to the transition.
- Concerns were raised that services disappeared when Colts C and TBI transferred to Centennial Care and concerns that the same thing might happen when the Mi Via Medically Fragile Waiver transfers.
- Eligibility requirements for medical/financial eligibility will remain the same as it is now. Iris Clevenger with DOH/DDSD is the contact person for this transition.
- The transition of other Waivers to Centennial Care was difficult and there continues to be concerns with how this will affect the Mi Via Medically Fragile population.
- The IC Waiver Unit was introduced to the Committee. This is a Unit housed within the Income Support Division and all financial eligibility paperwork is to be submitted to this Unit. Paperwork will go through a designated fax line and a receipt generated for a quicker response.
- It was stated that HSD had also indicated that the State was moving towards a more specific means of Involuntary Termination. HSD has been

working to provide more structure around the focused technical assistance attempts outlined in the Mi Via Standards as part of the Involuntary Termination process. The Committee has concerns that three times does not allow for a learning process, the opportunity for Consultants to work with the participant and that the Consultant should be actively involved with this process to troubleshoot in more comprehensive ways to support participants. It was stated Consultants have more of a relationship to work with participants on this. HSD indicated that Consultants will be involved at the beginning stages of this type of focused Technical Assistance.

12. Committee Member Agenda Submission: Stevie Bass and the ACQ:

- Stevie has been attending the ACQ meetings. The ACQ has provided her with a binder of information and she has been able to provide updates to them about the Mi Via Advisory Committee.

13. Action Items:

- Christine Wester will contact the 4 confirmed Committee Members to determine if they are still interested in membership on the Committee as well as two other Committee members to assure they are interested in remaining with the Committee.

14. Closing:

- Future meeting schedules:
 - July 23, 2015 1pm-4pm in Santa Fe, location to be determined
 - October 22, 2015 1pm-4pm in Albuquerque at the DOH/DDSD office 5301 Central NE Suite 1700 Albuquerque NM 87108