

Mi Via Advisory Committee
Meeting Minutes for January 28, 2016
Approved April 28, 2016

Location: Toney Anaya Building Hearing Room #1, 2550 Cerrillos Road, Santa Fe, NM 87105

Attendees (in person): Michael Romero, Tony Chavez, Regina Lewis (Department of Health/DOH), Leslie Martinez, Kresta Opperman (Human Services Department/HSD), Jacob Patterson, Sandra Woodward, Stevie Bass, Brad Hill, Raemon Gurule (member of the public), Tina Storey (member of the public), Patricia Shifani (member of the public), Christine Wester (DOH)

Via Telephone: Connie Quals (Qualis), Rae Bauman (Qualis), Catalina Saavedra, Laura Simpson (member of the public), Brittney Foss (XEROX), Nadine Maes, Shayla Spolidoro

Unable to attend and notified DOH/DDSD: Cathy Salazar

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 well.

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 10-22-15. These will be submitted to the Mi Via website
- A draft of meeting's minutes from 1-28-16 will be reviewed and approved by Chair/Vice Chair and then will be provided to Committee Members prior to the next meeting. At the next meeting April 28, 2016 they will be approved by the Committee and submitted to the Mi Via website.

4. Review of By Laws

- Stevie Bass reviewed the proposed revisions to the bylaws and there was discussion of the Advisory Council on Quality Supports for Individuals with Developmental Disabilities and their Families (ACQ) and its membership requirements and the ACQ/Mi Via relationship. It was agreed Stevie would take any recommendations/revisions and complete the revisions.

- Article V #2 would include adding the Third Party Assessor (TPA) and Financial Management Agency (FMA) as ex officio members
- There would continue to be 17 voting members which requires three new members and there is a current nomination process occurring until 2-29-16
- Article VI #4 was revised to address ongoing membership
- Article VII #1 would be re-designed to afford more flexibility for membership and offices
- Article VII #4 would include language to ensure there is a Mi Via Advisory Committee (MVAC) member representing the group at the (ACQ) of which the MVAC is a committee of. Specifically, Article VII, f. would include language to the effect of: “Attending all regular ACQ meetings, as the Mi Via standing committee representative and spokesperson, including making a short presentation of Mi Via activities at each meeting. “ Stevie will finalize the language for this.
- It was reiterated that the ACQ requests Mi Via Committee representation and involvement at each ACQ meeting.
- Anyone can apply to be an ACQ member whether you are a Mi Via committee member or NOT.
- Nadine Maes indicated she would be willing to become a vetted member.
- Based on the discussion of the ACQ meetings, it was suggested that revisions to the by-laws be made. It was reiterated that upper management from both DOH and HSD attend the ACQ meetings.
- Revisions to Article XI #2 were approved
- The Committee agreed to a new office of “Immediate Past Chair” which would be a term limited to two years for the outgoing Chair to continue to assist as needed with the new Chair. Term limits for this office would be ex-officio if term is up or it would cover the combination of years left in the term with the ex officio member to complete the full term.
- Revisions to the By Laws were approved by the Committee.
- Representative from a vendor agency was present and inquired about modifying the by-laws to include Vendor Agencies. Discussion was moved to Public Comment. Consideration for his suggestion will be included in the next by-law revision.

5. Discussion/Nomination/Voting in of New Officers

- Voting of Chair and Co-chair was initiated with Brad Hill and Leslie Martinez stepping forward to be nominated for office.
- Brad agreed to be considered for Chair. He shared that he is employed with the office of the Attorney General and he has a family member that receives Mi Via benefits. His current position of employment encourages involvement with stakeholder groups and he has a lot of experience with a number of community groups as chair and as a member of community groups. He stated

he wants to see Mi Via succeed and is committed to listening to Mi Via participants.

- Leslie Martinez agreed to be considered to be Co-Chair and she also shared her experience with being active on the Mi Via committee for the past year and half. Her family member also receives Mi Via benefits.
- Brad was voted into the Committee as the new Chair with a two year office term and Leslie was voted into the Committee as the new Vice Chair with a two year office term.

6. Tony Chavez: Discussion on improved technology

- Tony stated he helped create Mi via and is now a member.
- Tony read from a document he prepared and provided to all members to follow along.
- Tony stated that T Mobile is no longer taking paper checks and he had to pay out of pocket for services while waiting for the checks to get to the corporate office.
- Tony stated he would like to see debit cards used with Mi Via. He would like to see vendors have the debit cards and the approved PRF would send payment automatically to vendor cards in order for them to be paid.
- Tony indicated he believes Mi Via should provide training through the DOH website “trainnewmexico.com”
- Tony indicated he knows of four (4) other participants who have reported difficulty with getting checks accepted at a variety of retailers and it takes too much time to obtain a replacement check/cashier’s check and sometimes retailers do not accept the cashier’s check.
- Brittney Foss (XEROX) and HSD have been working closely to improve vendor payment systems.
- Nadine Maes expressed that the turnaround time is increasing rather than decreasing.
- Shayla Spolidoro indicated that there are issues with the check machines processing vendor checks as a third party check.
- It was stated that there are issues getting tele-checks processed as Mi Via vendor checks are not business checks so the system has not caught up with technology to process these types of checks.
- Brittney shared that they have a process in place that they have to follow when processing checks:
 - 1 week for XEROX to process
 - 1 week for TNT
 - Payment gets mailed

- Kresta and XEROX met on 1/27/15. They are looking into vendor systems and check to WalMart, etc. The contract is being revisited for possible modification.
- Rebecca suggested having a discussion at the next Mi Via meeting to gather ideas and discuss options for vendor payments.
- One idea may be for the state to consider using a purchasing agent. It was stated it is a lot of work to get quotes beforehand, submit the invoice and then payment is delayed. Another idea was to allow Mi Via Participants to pay for a year's worth of service (ie cell service) rather than going month to month.
- Kresta will resurrect the concern with cell phone vendor payment delays since it has not gotten resolved. There are still issues with a participant getting a bill, the checks take time to process and then late fees are assessed and/or service is cut off.
- Sandra Woodward from Consumer Direct expressed concern with RTPs sent too late, Xerox then places the responsibility onto the consultant agency to connect with the EOR/participant if they cannot make contact with them by phone. XEROX does place a phone call and then there is a follow up email to the EOR/participant and Consultant if contact by phone is not made.
- Sandra indicated 70% of consultant's time is consumed chasing XEROX nonpayment or RTPs.
- Shayla received an email a month after something went wrong with XEROX.
- Nadine indicated her husband was removed from payroll due to non – receipt of new revision being turned in (HAND DELIVERED) when her son turned 18. They didn't receive notification until 4-5 months later in January and the paperwork was delivered Sept. 24, 2015. Her husband still had not received payment.
- Kresta is doing training with XEROX and HSD does have a plan to work with XEROX to improve turnaround times for paperwork.
- Brad suggested developing a working group that would concentrate on this topic.
- Brittney informed the group that Payment Request Forms are processed every week and sent out every week but there is time in between that TNT is managing payments so it could be up to two or three weeks before checks are provided due to the process itself.
- Technology and vendor payment will be on the next meeting agenda.

- Stevie suggested changes to the contact information for TNT listed in the Newsletter.
- Public comment was that HSD has the ability to change the XEROX contract and TNT is contracted by XEROX
- MVAC members would like to be in on systems/process discussions at the ground floor rather than after decisions are already made at the state level.
- It was mentioned that the state's Attorney General's office may be able to look into consumer protections with payment issues.

7. Review of Retreat Document/Priorities (topic was tabled to be discussed at later point if there was time at the meeting)

8. Break

9. Participant Issues/Experiences:

- It was felt that a lot of time had been spent on Participant issues related to Agenda Item #6 and was tabled until the next MVAC meeting.

10. Fiscal Management Update (XEROX):

- Xerox had no updates
- Committee members were concerned that Mi Via Participants do not have contact information for TNT.
- TNT is contracted by XEROX so XEROX is the contact for TNT.
- Brittney will discuss getting the XEROX contact number into the Mi Via Newsletter as part of the Circle of Support and discuss this with HSD as well.
- Kim offered her direct number to Committee Members (924-2002) and email (kim.shipman@xerox.com)

11. Third Party Assessor (Qualis) Update:

- Qualis has been tightening up with Level of Care and Budget reviews in order to be in alignment with the Mi Via Regulations.
- Training for the Portal is available to Consultant Agents and Consultants have been receiving training.
- Portal contains a lot of information and generally the Consultant Agency can provide individuals a quicker response if the information is found on the Portal.
- There have been and will continue to be meetings between HSD and Qualis to discuss Regulations and to go over criteria used with the Mi Via Program
- If a participant has questions about their budget reviews, they can contact Qualis through the customer service number listed on the Circle of

Support in the Mi Via Newsletter.

12. Human Services Department/Department of Health (HSD/DOH) Update (Kresta Opperman and Melanie Buenviaje, HSD and Christine Wester, DOH):

- Melanie indicated that the Mi Via Regulation will be published March 1, 2016.
- All Public Comments are in the HSD register and some were incorporated and others were not.
- HSD is aware of the vendor payments and options for a vendor system similar to the current State Preferred Vendor system or sole source acquisition. Brad added that many municipalities utilize these same systems. HSD has been meeting with XEROX to identify other options and will hopefully have information on other options at the next MVAC meeting in April 2016.
- Some of the options include ways to modify checks as they are going through scanners, monthly costs vs annual costs, revisit the debit cards and a preferred vendor system through the state system. Alternative options could come with a cost/benefit to the participant.
- MVAC members suggested participant and stakeholder feedback prior to making decisions.
- Stevie provided some feedback on the Return To Participant (RTP) process in terms of designing a better email. Feedback on XEROX and Qualis systems can be provided to Kresta Opperman for HSD consideration.
- RTP's are not coming in a timely manner. Consultant representative on MVAC indicated concern that the responsibility is falling on the consultant to follow up with the participant and there should be more attempts on XEROX's part to work with the participant
- It was stated that emails from XEROX come late, different messages from XEROX about their processing of paperwork as timely as they should and it was indicated that paperwork used to get through in a week, now it takes months.
- XEROX has submitted a contingency plan to HSD to get the timeliness of processing paperwork addressed. Training and work between HSD and XEROX has been occurring to address the issue of timeliness.
- It was requested that XEROX should submit reports to HSD to indicate why invoices/checks are not being processed during pay periods in order to stay on top of issues.
- Mi Via Standards will go into effect March 1, 2016 with training to occur statewide as outlined in the Mi Via Newsletter.

13. Public Comment

- Raemon Gurule stated that Article V #2 of the By Laws misses input from a crucial part of the Mi Via circle as vendors are missing. Agencies providing direct care to Mi Via participants are not represented on the

committee and on the website.

- It was stated that Article V #2 indicates that a Mi Via stakeholder includes an employee or service provider. Members must be nominated and voted in by the Committee, not DOH or HSD. Service providers are encouraged to send their Nomination Forms into the Committee during Calls for Nomination which are advertised in the Mi Via Newsletter. The current Call for Nomination continues through February 29, 2016 and Mr. Gurule was encouraged to visit the Mi Via website to obtain a Nomination Form and submit one prior to the February 29, 2016 deadline.

14. Closing:

- Future meeting schedules:
 - April 28, 2016 1pm-4pm in Albuquerque at the DOH/DDSD office
5301 Central NE Suite 1700 Albuquerque NM 87108
 - July 28, 2016 In Santa Fe, Location to be determined
 - October 27, 2016 In Albuquerque, Location to be determined