

**Mi Via Advisory Committee**  
**Meeting Notes for October 27, 2016**  
**Approved January 26, 2017**

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

Attendees (in person): Leslie Martinez, Cathy Salazar, Shayla Spolidoro, Nadine Maes, Stevie Bass, Darlene Hunter, Regina Lewis (DOH/DDSD), Kresta Opperman (Human Services Department/HSD), Tina Storey (member of the public present but did not sign in) Keytha Jones, Jeanette Bundy, Melvin Brown, Michael Romero, Christine Wester (DOH/DDSD) Kim Shipman (XEROX), Kimberly Scott (Qualis), Fleur Dahl (DOH/DDSD)

Via Telephone: Jolene “Catalina” Saavedra, Doreen Hunter (Qualis)

Unable to attend and notified DOH/DDSD: Brad Hill, Sandra Woodward

**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 with agreement that in the longer meeting, some items may be shifted.
- Ground Rules for the MVAC were reviewed and it was stated the MVAC works to address challenges and focuses on the mission of Mi Via to support self-direction.
- Qualis requested to present this morning due to a state training they have to attend. Qualis presented at different time. Meeting notes will show the shift in agenda.

**3. Approved Minutes:**

- A motion was made to approve the minutes from the meeting held on 10-27-16. The minutes will be submitted to the Mi Via website.
- It was stated that due to the longer scheduled meeting (11am-4pm) “Meeting Minutes” will now be designed to be “Meeting Notes” to capture the overarching, high points of discussions rather than details. It is expected this will assist with documentation development and editing.
- A draft of meeting minutes from 10-27-16 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 on January 26, 2017 these meeting notes will be approved by the Committee and submitted to the Mi Via website.

**4. MVAC Membership-Missed Meetings:**

- It was discussed that several attempts have been made to contact Jennifer Hall regarding her membership and missed meetings. DOH did not get a response from her. The Committee agreed to have DOH contact the individuals who are the nomination waiting list to see if they want to fill the vacancy.
- The committee discussed that nominations need to go out for a new Consultant as Rebecca Shuman's term has ended. However, Rebecca can still attend as a member of the public.
- Committee agreed to open up nominations for Consultant agencies. The nomination will go in the newsletter for a couple of months and will end in February 2017. A new Consultant is needed by February in order to attend the meeting scheduled for April 2017. The nomination committee members will be Nadine(Chair), Cathy, Stevie, Shayla.
- There was a discussion about the MVAC task force and the need to have a call in meeting. Michael Romero is interested in joining the task force. Kim Shipman is interested in being involved with the task force meetings.
- Leslie Martinez will reach out to Jacob Patterson who is an alternative representative from CDPC to schedule a future meeting.

**5. Third Party Assessor (Qualis) Update Kimberly Scott:**

- Qualis is working with their Contractors and the Consultants getting feedback on trouble shooting how to contact some participants for in Home Assessments.
- Qualis is scheduled for IHA's into March.
- Qualis has a master list of assessments they have cleared up and they already have the April report to schedule future assessments.
- There was a question asking if the assessors regularly visit the home. The assessors for Mi Via visit once a year when the assessment is due.
- Qualis informed the MVAC of the agencies they use for the assessments, they utilize Goodwill and two independent contractors.
- The question was asked if the home assessment has to be done in the home. Qualis indicated the home assessment does have to be done in the home.
- It was asked if the assessors are available outside of office hours. Qualis informed the assessors are available outside of office hours.
- There was a discussion about the form the assessors use and if the same form is always used. Qualis provides the same form to all the Assessors.

- If information is needed about the LOC Qualis can be contacted about this.
- LOC packets are sent out in advance. Qualis will be reviewing these packets to see if they need to make any changes to make it easier to understand.
- Participants will receive a letter within 90 days before LOC expires informing what forms are needed and how to proceed. There are instructions with the forms on how to proceed. It is helpful to take the forms and instructions to the doctor.
- It was suggested that Qualis have the same assessor doing the assessment yearly. Qualis indicated multiple participants are with the same agency. Qualis has shared with their contracted agency/independent contractors that it is beneficial for participants to have the same assessor each year.
- It was recommended by committee members to have Qualis provide a checklist with deadlines for the annual assessments to ensure participants acquire all the necessary documentation within the required time frames.

#### **6. Mass denial of Nutritional Supplements and OTC medication/Purchasing issues through Mi Via (MVAC Task Force)**

- It was brought up that nutritional supplements and OTC medications are being continually denied. HSD is working with Qualis to follow the regulations regarding the criteria for nutritional supplements and OTC medications. The qualifying condition and necessity of supplements for a person's health was discussed.
- Qualis indicated that coverage of OTC medications are determined on a case- by- case basis and adequate justification must be provided.
- Some participants indicated frustration related to Qualis knowledge of the participant's disability and how denied access to the OTC medications can significantly impact their daily living. There was also frustration expressed related to concerns that medical justification acquired through medical professionals (ie doctor, therapies, etc) and provided to Qualis do not seem to be considered adequate justification for coverage.
- There is a concern that doctors do not have the time nor do they know the necessary key words that should be used when generating these justifications because they are not knowledgeable about the stewardship of the Mi Via program.

- It was mentioned Mi Via is the last payee of resort and participants should try and get the nutritional supplements and OTC medications covered through their MCO.
- MVAC task force discussed their recommendations to help in using vendors and checks which included developing a helpful hints document and revising the letter of explanation that was used in the past with vendors. A purchase agent idea is still part of the task force recommendations but there are challenges with that.
- It is hit and miss with Vendors as to who will accept the checks written to a business.
- It has helped to go through the Bookkeeper or Manager to get a check processed at some retail stores.
- A letter of explanation is being revised and is in process for approval.
- The Task Force meeting minutes were reviewed.
- Leslie Martinez will contact Jacob Patterson to determine if another meeting of the task force should be scheduled.

#### **6. Vendor/Participant Relationships-Budget Authority:**

- Some Vendors have been telling families what they will charge, rather than negotiating a rate that works for the participant's budget.
- Consultants need to explain what budget authority is and what it means.
- At the next Consultant meeting it will be brought up to the Consultants to address this issue of budget authority and what it means.
- Billing instructions are in the Vendor agreement.
- It was discussed that Vendors are charging a percentage. Some vendors charge less than others.
- When buying items at a store only the amount that is approved on the budget should be used. The left over amount should be sent back to XEROX. Some stores will not take a check if the item is less than the amount on the check.
- Educational information is needed for new members. Ideas are NEEDED!
- DOH discussed the regional training and the need to help vendors understand the stewardship of Mi Via.
- Vendor billings still need to be faxed in.
- DOH discussed development of a vendor list for customized resources as a part of the Consultant Resource Directory.

## **7. EOR Instructions: covered under DOH section**

## **8. Break**

## **9. Update from recent ACQ meeting:**

- The Committee brought up the need to have another member attend the ACQ meeting.
- There is a link on the Mi Via website that goes to the ACQ newsletter.
- ACQ is over the MVAC and needs to hear what Mi Via needs.
- ACQ has been talking about The Know Your Rights campaign. The campaign will include all 3 Waivers.
- ACQ wanted to know the follow up on the task force meeting.
- ACQ needs information on Mi Via and how Mi Via works.
- Goal of MVAC should be to have to have another MVAC member join the ACQ.

## **10. Discussion of 2015 Retreat, Priorities and Direction (Standing Agenda Item):**

- Color poster and themes were done at the retreat.
- The notes from the retreat dated 10/6/15 were reviewed along with the main topics that were covered.
- Need to discuss results.
- Look at documents and come up with priorities.
- Looking at what topics are important to people.
- Identify the priorities and take the time to break things down.
- It was discussed to allow 45-minute standing agenda item for the next meeting to prioritize retreat activities.
- Some of the priorities that were identified over a year ago may need to be re-evaluated. Some were recommended by Mark Bennet. Rebecca and Tony also facilitated.
- A brief discussion of how the retreat was conducted information was presented to the ACQ.

### **11. Participant Issues/Experiences (Standing agenda item 20 minutes):**

- XEROX employees are very helpful, wonderful about helping out.
- There are concerns that people will not work with Mi Via due to not getting paid. This hurts the trust of vendors and EOR's if people do not get paid.
- There are problems with getting forms processed and pay checks out on time.
- There are support guide services to provide extra supports to participants regarding any of the EOR or processing of paper work through Xerox.
- For eligibility issues Oralia Flores with HSD who is listed on the back of the Mi Via Newsletter Circle of Support can be contacted.

### **12. Break (The committee decided to skip this break continuing with the meeting)**

### **13. Fiscal Management Agency Update (XEROX)**

- Any FOCoS or budget issues call XEROX.
- XEROX has hired staff for out bound calls and they are now calling in 2 days. XEROX is current up to the 25<sup>th</sup> of Oct.
- There are payment issues where paper work is not being turned in or the wrong paper work is turned in.
- The turnaround time for the initial enrollment screening of employees is 5 to 10 days as XEROX has increased staff to make a difference with this.
- Employment agreement used to be redone annually. This is no longer the case as long as the pay and codes are the same it does not have to be redone.
- There have been issues with FOCoS where people are using the wrong browser.
- Smart phones and tablets can access timesheets but cannot make changes in the FOCoS system.
- Deadline for approval for payroll is Mondays at 12pm.
- Payment request forms and mileage are not ready to be done online. Looking at doing this next year.
- There is concern that EOR's may be overwhelmed and Consultants need to encourage them to read and understand the standards.

#### **14. HSD/DOH Update: (Kresta Opperman, Christine Wester)**

- HSD, Kresta Opperman informed that the Mi Via Waiver is going through an amendment.
- There will be a Tribal notification letter sent out and there will be a public comment notice.
- DOH Christine Wester – There will be a Directors release coming out effective Nov. 1, 2016 regarding the electronic timesheets. It will be in the Newsletter and will be sent to the MVAC.
- Standards will be updated to reflect the new process with the timesheet
- EOR questionnaire has been instituted to identify inappropriately designated EOR's.
- An EOR cannot be paid.
- DOH is working with HSD on a state wide transition plan for the CMS rules for the rights to privacy and choice.
- There is a letter regarding the CMS rule that the Consultant will be able to present to their participants or fax to the participants.
- In Mi Via there cannot be an agency owned home as Mi Via does not support facility based services nor agency owned homes.
- Mi Via vendors are getting a letter about the “Know Your Rights” campaign. Consultants got the letter. Non- traditional vendors will be getting the letter.
- The Newsletter is going to be moving towards an electronic format.
- It is important that people have an address that is up to date at ISD.
- DOH is migrating the DOH website. Mi Via will be migrated into the DOH website. We are going to look at our current website and updating the information.
- The DOH Mi Via unit did a training in the Northeast Region regarding the differences between Mi Via and the DD Waiver.

#### **15. Public Comment:**

- There was no public comment.

#### **16. Wrap Up of meeting (discussion of meeting time, longer agenda, agenda items etc...)**

- MVAC agreed that the meeting went well with the extended time. The committee wants to continue having the meeting at the extended time.
- Retreat, Priorities and Direction will have 45 minutes at the next meeting.
- EOR was covered under DOH section.

**17. Close:**

Next meeting is scheduled for: January 26, 2017 in Santa Fe Human Services Department 2025 South Pacheco Santa Fe NM 87505

- April 27, 2017 DOH/DDSD offices 5301 Central NE Suite 203 Albuquerque, NM 87108
- July 27, 2017 In Santa Fe, location to be determined
- October 26, 2017 In Albuquerque, location to be determined