

# Mi Via Advisory Committee

## Meeting Notes for January 26, 2017

### Approved April 27, 2017

Location: Department of Human Services 2025 South Pacheco Santa Fe, NM 87505

Attendees (in person): Leslie Martinez, Cathy Salazar, Stevie Bass, Regina Lewis (DOH/DDSD), Kresta Opperman (Human Services Department/HSD), Tina Storey (member of the public present) Keytha Jones, Jeanette Bundy, Melvin Brown, Michael Romero, Christine Wester (DOH/DDSD) Fleur Dahl (DOH/DDSD) Brad Hill, Raemon Gurule, Jacob Patterson(CD) SandraWoodward(CD),LaRisa Rodges(MAD/HSD),Charles Clayton (member of public present), Lecie McNees(member of public present)

Via Telephone: Jolene “Catalina” Saavedra, Doreen Hunter (Qualis) Cara Roberson (Qualis) Kimberly Scott (Qualis)Carolyn Thompson (Conduent) Althea Mcluckie, Rebecca Shuman ( member of the public)

Unable to attend and notified DOH/DDSD: Nadine Maes, Darlene Hunter, Shayla Spolidoro

#### **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.

#### **3. Review/Approve Meeting Notes, DDPC Update:**

- A motion was made to approve the notes from the meeting held on 10-27-16. The meeting notes 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 notes from 1-26-17 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 April 27, 2017 these meeting notes will be approved by the Committee and submitted to the Mi Via website.

- Brad Hill informed the Committee that he is involved with DDPC and their work with the Governor's Commission on Disabilities.

#### **4. MVAC Membership—Consultant Nominations:**

- 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 have a Consultant agency selected at the MVAC meeting in April 2017. The nomination committee members will be Nadine(Chair), Cathy, Stevie, Shayla.
- The Committee was reminded about membership renewals that are coming up.
- Sandra Woodward's term is ending April 2017. The committee agreed to have Consultant nominations run for 2 months after Sandra's term ends.
- The Committee discussed that Sandra Woodward will attend the April meeting. The call for Consultant nominations will go out in May and June for a new Consultant agency.
- The Committee agreed the call for nominations for upcoming members whose terms expire in September will be done in October, November, December 2017.

#### **5. Purchasing Issues Letter of Explanation:**

- HSD continues to update the Mi Via Goods and Services Explanation Letter for Vendors.
- Participants will be able to take this letter with them when they are purchasing items at a store.
- The letter needs to be approved with joint letter heads of the Department of Health and HSD.
- Once the vendor letter is finalized it will be posted on the Website and participants will be notified of this in the March Newsletter.

## **6. SSP Attestation request for MVAC recommendation**

- The Department of Health (DOH) has been asking for input from the Consultant Association regarding the Service and Support Plan (SSP) Attestation.
- There have been issues around the SSP where participants are saying they did not approve the written documentation in the SSP or the budget.
- There was a suggestion brought up to have an approval in FoCoS for the participant to hit a submit button saying they have approved the SSP and budget.
- Any kind of systems changes such as hitting a submit button would involve a cost. HSD would have to get approval for any system change when it involves a cost.
- It was discussed that there could be an exchange of signatures through a fax when doing budget revisions.
- It was brought up that multiple versions of a fax would be hard to track when there are several changes going on with an SSP and budget.
- Due to the SSP being electronic the possibility of an e-mail screen shot was suggested.
- An issue was brought up about Consultants that are writing the SSP instead of the participant/ Employer of Record (EOR) writing the SSP.
- The participant/EOR should be writing the SSP.
- The Committee discussed that the term attestation is a difficult term for some to understand. It was suggested not to use this term.
- It was suggested to have an e-mail exchange between the participant and the Consultant where the participant indicates they agree with the SSP and budget.

## **7. LRI audit (15 minutes)**

- DOH is currently conducting a review of all legally responsible individuals ( LRI's) providing services.
- DOH is tracking the approval for the LRI's.
- Reviewing the requirements for the LRI is an extensive process.
- If an LRI is being paid without DOH approval during this period of review, the LRI will be given a period of time to come into compliance.

## **8. Break**

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

- MVAC is a committee underneath the ACQ.
- A “Partner Form” is used as a way to request having an issue addressed at the ACQ.
- It was suggested that the MVAC come up with a partner form at every meeting.
- The partner form goes to the Executive Committee of the ACQ for their approval to have the issue presented at the ACQ meeting.
- The ACQ does have a lot of questions about Mi Via.
- The ACQ is talking about The Know Your Rights campaign. The campaign will include all 3 Waivers (Medically Fragile, Developmentally Disabled and Mi Via).
- There are dual serving Waiver providers at the ACQ.
- ACQ is an advisory council for DOH.

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

- Common themes of the Committee were reviewed from the retreat.
- The notes from the retreat dated 10/6/15 were reviewed along with the main topics that were covered.
- A priority would be looking at what does success look like in 2 years.
- Program and educational material should be available to help people understand what Mi Via is.
- DOH is finalizing an information sheet about Mi Via that can be used when participants complete a Waiver Change Form.
- DOH’s Intake and Eligibility unit does provide new allocations information about Mi Via.
- The DOH does have Regional Office Liaisons who complete the Waiver change forms. A Regional Office Liaison is in Taos, Albuquerque, Las Cruces, Roswell and Gallup.
- The Regional Office Liaisons are not supervised by the Mi Via unit.
- The Mi Via unit does meet with the Liaisons every other month to inform and educate them about Mi Via.

- DOH has added some updated frequently asked questions to the website to help educate people about Mi Via.
- The Committee discussed topics that can be covered at the meetings.
- The Advisory Committee prioritized 5 issues brought up at the Mi Via Retreat 10/6/15, in order to better focus on these ideas going forward:
  - Work to streamline administrative requirements for participants.
  - Improve communication between the participants, Consultants, the Financial Management Agent (FMA) (Conduent) and Third Party Assessor (TPA) (Qualis).
  - Work to re-activate the DOH (DDSD) plan to produce printed materials to better acquaint people with Mi Via and to compare the different waivers.
  - Develop education and training for participants.
  - Have stiffer oversight of the TPA and FMA.
- The Human Services Department (HSD) pointed out it does have oversight of the TPA and FMA.
- Any printed material should be done in a simple format with new ways to address wording so it is easier to understand.
- It was brought up that participants need to be educated about the Know Your Rights Campaign.
- DOH has information on the Know Your Rights Campaign on the Website.
- There is information on the Know Your Rights Campaign in the Newsletter.
- It was mentioned by Committee members that the Mi Via Standards are well written and easy to understand.

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

- A concern was brought up about faxing issues with Conduent. There seem to be systemic issues where faxes are not confirmed and when followed up on there is still no resolution.
- There have been issues with the linking of services and when there are inquiries about this to Conduent there is no resolution.
- It was discussed that there seems to be no complaint process for Conduent.
- The Committee was informed there is an escalated call process for Conduent. HSD provided an information sheet regarding the process for escalated calls.
- It was brought up that direct deposits are not showing up at the Bank. Kresta Opperman, HSD can be contacted to resolve this. Her contact information is on the back of the Mi Via Newsletter Circle of Support.

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

**13. Fiscal Management Agency Update (Conduent)**

- When calling into Conduent about an issue participants can ask for a reference number so the issue can be tracked.
- A payment request may be keyed in incorrectly which could cause a delay in processing.
- There are Solution Specialists at Conduent to address problems.
- Conduent has the goal of having one point of contact for participants to make it easier to resolve the issues.
- Conduent is offering a training to Consultant agencies every 2<sup>nd</sup> and 4<sup>th</sup> Thursday of the month. The trainings will be about enrollment processes.
- Conduent will no longer be making outbound calls for RTP ( Return to Participant) related to Purchase Request Forms (PRFs),invoices, Timesheets and Enrollment. Conduent will send an e-mail to the participant and the Consultant regarding the items that need to be corrected. If the participant does not have an e-mail Conduent will contact the participant by phone and notify the Consultant by e-mail.

**14. Third Party Assessor Update (Qualis)**

- The Qualis Albuquerque office now handles all of the fair hearings.
- Qualis encourages participants and families to consider having an agency conference to possibly help resolve issues before the fair hearing.
- Qualis meets with their in- home Assessors on a weekly basis.
- The in-home assessments are being scheduled 3 months ahead of time.
- The customer service number for Qualis is 1-866-962-2180.

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

- HSD, Kresta Opperman, Amendment was submitted on 1-13-17. Centers for Medicaid and Medicare Services (CMS) has 90 days to approve the Amendment.
- Once the Amendment is approved HSD will be revising the regulations to contain information that is in the Amendment.
- There will be a public comment period to address the change in regulations.
- Conduent's return response for timesheets, payment issues will be changing slightly. The proposed start date will be 4-1-17. Information about the change will go out in the Newsletter.
- DOH, Christine Wester, A Directors Release was effective November 1<sup>st</sup> that all timesheets are required electronically. This information has been shared in the Newsletter and on the DOH/DDSD Mi Via website.
- The Standards will be revised to reflect the Amendment changes.
- There is a handout that was given to the Committee regarding District Judge Denise Barela- Shepherd's decision regarding the denial of season tickets to a basketball game.
- DOH has been putting information out about the Know Your Rights Campaign in the Newsletter and on our Website.
- It was discussed that DOH can look into having Wendy Cory (Know Your Right's steering Committee Chair) come and speak to the MVAC.

## **16. Public Comment:**

- Rebecca Shuman, past Committee member, was on the phone and did take part in the discussion about the ACQ.

## **17. Wrap Up of Meeting:**

- DOH Christine Wester announced her retirement. Her last day of work will be March 17<sup>th</sup> 2017.
- There is a task force from the MVAC for the purchasing issues. The task force members are Raemon, Kresta, Darlene, Shayla, Jacob, Rebecca Shuman, Conduent Representative.
- The Committee Chair let members know that he has the form for the ARC

stipend request for MVAC attendance. The stipend request goes through the ARC of NM. Committee members approved DOH faxing the MVAC sign in sheet to the ARC after each MVAC meeting to support the stipend approval.

Next meeting is scheduled for: April 27, 2017 DOH/DDS offices 5301 Central NE Suite 203 Albuquerque, NM 87108

- July 27, 2017 Department of Human Services 2025 South Pacheco Santa Fe, NM 87505
- October 26, 2017 In Albuquerque, location to be determined