

Mi Via Advisory Committee

Meeting Notes for April 27, 2017

Approved July 27th 2017

Location: DOH DDSD, Bank of the West 5301 Central NE, Suite 203 Albuquerque, NM 87108

Attendees (in person): Keytha Jones, Sandra Woodward, (CDPC), Jacob Patterson (CDPC), Nadine Maes, Raemon Gurule Michael Romero, Carolyn Thompson (Conduent), Deanna Rickerd (Conduent), E. Regina Lewis (DOH /DDSD), Kresta Opperman (MAD/HSD), LaRisa Rodges (MAD/HSD), Kimberly Scott (Qualis), Leslie Martinez , Stevie Bass, Jeanette Bundy , Melvin Brown, Fleur Dahl (DOH/ DDSD), Shannon Titla (DOH/ DDSD)

Via Telephone: Darlene Hunter, Althea McLuckie

Unable to attend and notified: Shayla Spolidoro, Brad Hill, Catalina Saavedra, Cathy Salazar

1. Welcome and Roll Call

- Mi Via Advisory Committee member and members of the public introduced themselves and those on the phone introduced themselves.

2. Review agenda and Announcements

- Agenda to remain the same without any changes.
- Ground rules were reviewed.

3. Review/Approve minutes 1/26-17 & Action Items Follow-up

- Meeting minutes were approved. The meeting notes will be submitted to the Mi Via Website.
- Follow-up action items were discussed briefly. A draft of the notes from 4-27-17 will be reviewed and approved by Chair/Vice Chair and then will be provided to Committee Members prior to the next meeting.

4. MVAC membership-Consultant Nominations

- The Nomination Committee announced its selection for the new Consultant agency member of MVAC. Rebecca Shuman from AAA Participant Direction will be the new representative for the Consultant agency opening. A letter will be sent out to Rebecca notifying her of the nomination.
- Sandra Woodward's term ends April 2017. The call for nominations will go out May and June. The Nomination Committee for the new Consultant agency opening will be, Nadine(Chair), Mike, Stevie and Jeanette. The completed nomination forms will be sent out early July to the Nomination Committee. A new Consultant agency will be nominated at the July MVAC meeting.

5. Purchasing Issues Letter of Explanation

- Last meeting it was discussed that the Letter of Explanation was being revised and has now been finalized.
- The letter was done to assist participants who are having issues/concerns with TNT checks.
- The Letter is available for use and is on the web site.
- Long term solutions are currently being worked on.
- There has been an increased use of cashier's checks for purchasing.
- The task force will schedule a meeting to discuss issues/concerns with the TNT checks.

6. Know Your Rights Campaign

- DOH continues the campaign and had successful stakeholder meetings. A link to the Mi Via homepage with summaries and information was sent out.
- UNM CDD has started validation surveys. A handout is also available.
- The campaign is the part of the effort to address the CMS Final Rule. This Final Rule needs to come into compliance by March 2019, in partnership with HSD Centennial Care.
- What criteria are you using to determine success? Providers are brainstorming ideas to help come into compliance, as well as a number of participants, different divisions from DOH and others giving their own perspective. Please share the website link.

7. Partner Form for ACQ (Advisory Council for Quality Supports for People with Developmental Disabilities and Their Families)

- Stevie Bass talked about the partner form that ACQ uses for subjects to be brought forward at upcoming ACQ meetings. Once a partner form is submitted, it must be addressed in writing and have a conclusion.
- Formerly, MVAC members have not been sure on how to address issues to ACQ and learned that the partner form is the appropriate route to do this. Right now, on the table is the purchasing issues. Current time frame on this issue is until solved/indefinite.

- Partner forms are used for anything that anyone would like to discuss issues/concerns/history.
- The MVAC discussed if there is another partner form that this group would like to initiate?
- ACQ Executive Committee wants to assist MVAC, which is a standing committee of ACQ to be a more active partner of the ACQ.
- MVAC is a Committee of the ACQ.
- There was some discussion about shortening the MVAC meetings and having MVAC meet every other month the week that ACQ meets.
- The ACQ Executive Committee member, Lecie Langille who came to MVAC, offered to continue to come to MVAC to discuss Mi Via issues and how ACQ can assist.

8. Break

9. Update from recent ACQ Meeting

- Stevie Bass gave an update. ACQ met on April 13th. Cassandra DeCamp of DOH/ DDSD Intake and Eligibility did a presentation giving an update on the Developmental Disabilities Waiver waitlist.
- The average wait list is an average of 10 years. There is a wait list committee to address the wait list and concerns.
- Discussion of the ACQ and MVAC's involvement will continue to be on the MVAC agenda.
- There was a discussion about submitting a partner form to the ACQ suggesting that members of MVAC do a presentation to ACQ in August, 2017, in the effort to give ACQ members a better understanding of Mi Via.

10. Discussion of 2015 Retreat, Priorities and Direction

The ACQ had a retreat in the past and developed what it calls the Wise Plan. MVAC also had a retreat in 2015 to discuss priorities, successes and issues, which had some of the same findings as the Wise Plan, such as the need for better communication. There was further discussion of the following MVAC retreat bullet items:

- **Work to Streamline Administrative Requirement for Participants.**
 - Do we all still feel that this is to be a standing agenda item?
 - Need to streamline the process of level of care home assessments and payment issues.
 - Noted that therapists who are on direct deposit don't know which client the payment is for. Working on getting the dates of service on the check. But it is currently the responsibility of the EOR to clarify check confusion with vendors. Under Mi Via, the Vendor needs to work with the EOR. If you pull the spending report, it will break down by dates of service. State is looking into if the actual dates of services can be put on the stub.
 - Two issues: 1st: TNT checks, and more info on the check stub. 2nd: level of care assessment, streamlining of the level of care.

- **Improve communication between the participants, Consultants, the Financial Management Agent (FMA) and Third Party Assessor (TPA).**
 - This is a continuing topic. Improving communication is to have Conduent and Qualis here at the meeting. It helps participants to know who they are working and collaborating with.
 - DOH oversees the Consultant provider agreement. Consultants follow the Mi Via Standards. Noted that it is challenging to get information out to those who live in rural areas. The Mi Via Consultant Association meets once a month to address/tackle issues and this was noted to be important in improving communication issues.
- **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.**
 - TABLED FOR THIS MEETING
- **Develop education and training for participants.**
 - TABLED FOR THIS MEETING
- **Have stiffer oversight of the TPA and FMA.**
 - TABLED FOR THIS MEETING

11. Participant Issues/Experiences

- A concern was brought up that the National Down Syndrome Conference for years was attended in the past, participant was only one approved this year and in past years the approval included a family member to attend with the participant.
- The FMA is no longer making phone calls about issues on request for payment forms. There was a concern brought up that a participant did not receive any information about an issue with the payment forms. Notification would have gone to the EOR or the Consultant. Emails need to be updated and verified.
- The Governor's Commission on Disability came out to Taos to talk to local people and brought adaptive bicycles to try and an adaptive kayak to demonstrate and use at the local pool.
- Conduent issue on grievances: there is no place to complain, just the form. Also, call reference numbers are not always given out by Conduent employees unless Mi Via caller requests. If you feel that there is an issue with the calls, let Kresta at HSD know. Her name and contact information is on the Mi Via Newsletter circle of support.
- A Participant went to see Kenny Rogers and had a wonderful family outing.
- Albuquerque Little Theatre is doing a Helen Keller musical – really good, recommends going to see it.
- Melvin likes rap music.

12. Break

13. Fiscal Management Agency Update (Conduent)

- Handouts distributed.
- Conduent has a timeline of the enrollment process.

- Conduent strives to meet the max 10-day process – days of process were discussed off of the handout on how it flows.
- There was some experience with issues being found and notification being done so late.
- HSD monitors the contract for Conduent.

14. Third Party Assessor Update (Qualis)

- As of May 1st, Qualis will only be using Goodwill for the In Home Assessments.
- Qualis has been setting up IHA (In Home Assessments) 4 months in advance and actual LOC (Level of Care) packets are sent out. Qualis is going back to the 3 months in advance for the LOC. On Day 97 the LOC packet will go out to the participant. On the 90th day, a call will go out to the participant asking if they got the packet. Medically Fragile Waiver's LOC's are done through UNM Medically Fragile Case Management.
- Qualis is working on reducing the number of RFI's (Request for Information). Qualis has had intake staff that complete a checklist for the RFI's and were sending out the RFI's. The clinical reviewer will now be sending out the RFI, not the administrative staff. Qualis will have two people reviewing the information before requesting an RFI. This is done with the Jackson class as well. The RFI will go out to the Participant by letter.

15. HSD/DOH Update

- HSD – The waiver amendment was submitted and approved on April 11th 2017. Comment period forthcoming.
- Since the switch to on line time sheets, payday phone calls have gone down to zero. EOR's who do not approve employee timesheets delay getting paid. Conduent will send a list of open time sheets to HSD. There may be a glitch, because there was a timesheet that was paid in which it wasn't approved.
- DDSD – if you are having a problem with the consultant, talk to the EOR who is working with that consultant. DOH (Department of Health) has been working to move over to our web migration which will begin July 1. Trying to streamline the process. Stevie requested to be a part of the website migration and have the ability to test the website before it goes live to make sure that it is easy to navigate. For the DOH the migration is due to go live July 1, 2017. However, DOH will check to see if it will be possible to have the MVAC committee members review the content. Team of Committee members who have signed on for testing the navigation on the new website are Raemon, Stevie, Leslie and Jake.

16. Public comment

- No public comment.

17. Wrap Up of Meeting (discussion of meeting time, longer agenda items for next meeting, etc.)

Action items:

- Task force will meet to discuss the purchasing issues.
- A partner form to be completed for a Mi Via presentation to ACQ.
- Nadine will chair the new consultant nomination committee. The call for nominations will go out in May and June.

Next agenda items:

- Denial of nutritional supplements.
- Consideration of moving meetings to be in line with ACQ mtg.
- Condensing the time of MVAC meeting with more frequent meetings.

18. Close

- a. **Next Meeting:** July 27, 2017 at the Department of Human Services
2025 South Pacheco
Santa Fe, NM 87505