



## From Greystone to FOCoS Innovations



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On July 1<sup>st</sup>, 2013 Greystone Consumer Empowerment Systems (GCES) was renamed FOCoS Innovations (FOCoS is pronounced like “focus”). The GCES*online* system has been renamed FOCoS*online*. If you have log in access to the former GCES*online* you will continue to have the same access with FOCoS*online*. You will notice no differences aside from some branding changes making your launch screens look different than before and a new URL. Please be sure to update your URL saved in your favorites to <https://nm.focosonline.com/nm>.

## FOCoSonline Training

You can now take the FOCoS*online* training on your own, at any time, from the Mi Via website at <http://mivianm.org> under the home page. We have included a list of frequently asked questions along with a training manual.

If you are an employer, please take the Employer training Parts I & II. If you are an employee, you only need to take the Employee training.

Once you have completed the training there is a quiz at the end. Please complete the quiz to help you review the information from the training. You will receive a FOCoS*online* Account Authorization form, once the training is completed. You will need to complete this in order to login to FOCoS*online*.

Please note, for employees, your Employer must also have access to FOCoS*online* so they can approve your timesheet.

Please contact Mi Via at 1-866-916-0310 if you have any questions.

You can also attend the webinar training in your home or anywhere you have access to the internet. The next training is:

**August 8th from 9:00 am - 11:00 am**

**September 25th from 2:00 pm - 4:00 pm**

Please contact Mi Via at 1-866-916-0310 if you would like to sign up and learn how to use FOCoS*online*. Please call Mi Via at least three business days before you would like to take the training.

## Mi Via

### Contact Information:

**Phone:** 1-866-916-0310  
8:00 am to 5:00 pm Mon. - Fri.

**Toll-free Fax:** 1-866-302-6787

**E-mail:** [mi.via@xerox.com](mailto:mi.via@xerox.com)

**Web:** <http://www.MiViaNM.org>

### Physical Address:

1720-A Randolph Rd SE  
Albuquerque, NM 87106

If you would like to sign up for training to use FOCo**Online** to review/approve timesheets and check your budget, call  
Mi Via at  
1-866-916-0310

### Note:

The Mi Via Advisory Committee works with the State to share information and help with communication among all Mi Via Participants.

Molina Healthcare is the Third Party Assessor (TPA) for Mi Via. They are responsible for reviewing and approving the Service and Support Plans (SSP).

## Helpful Payment Tips

Fax your Request for Payment once (timesheets, mileage, payment request/invoice) before 12:00 midnight on Saturday evening according to the Payroll Payment Schedule. If you do not make the Saturday evening deadline, this may cause your employees and vendors to be paid late. If you would like a copy of the Employee Payroll Payment Schedule or the Vendor Payment Schedule, please call the Mi Via Helpdesk during business hours at 1-866-916-0310.

Anytime paperwork is received at Mi Via (mailed, faxed, or hand delivered), it is stamped with the date it was received. All documents are processed in the order that we receive them at Mi Via. This means that if you wait until Monday to bring your documents to Mi Via, your employees and vendors could be paid late. Out-of-Cycle runs have been discontinued.

Make sure the form submitted is legible and all required fields have been completed. Mi Via will not make any assumptions on the information provided and will return the form to the participant causing the request (timesheet, mileage, payment request/invoice) to not be paid.

To avoid delays in payment, make sure you submit the current invoice for payment with your Payment Request form.

Timesheets cannot be submitted prior to the end of an employee's shift. Service dates on all timesheets need to be ON or BEFORE the last day of the timesheet period. You cannot enter, submit, or sign a timesheet for work not yet performed.

Timesheets entered in FOCo**Online** must be submitted by 12:00 midnight on Saturday evening according to the Employee Payroll Payment Schedule. If you do not make the Saturday evening deadline, this may cause your employees to be paid late.

12:00 midnight starts a new day.

For example, if your employee starts work on Wednesday 8/21 at 10:00 pm and works until 6:00 am Thursday morning, your employee will complete their timesheet as follows:

8/21 10:00 pm - 12:00 am

8/22 12:00 am - 6:00 am

Remember, employees cannot begin working until the Employer has been notified by Xerox that the employee has passed their COR Background Check and may begin working as approved on the Participant's Plan and according to the Participant's Mi Via Waiver Eligibility. Xerox also recommends calling the Mi Via Help Desk at 1-866-916-0310 to verify that all other required employee enrollment paperwork has been received and that the employee is set up to receive payments.

## Dates to Remember in August

# August 2013

Sun	Mon	Tue	Wed	Thu	Fri	Sat
July 28	July 29	July 30	July 31	1 <i>Spending Reports Mailed to EORs</i>	2 <i>Vendor Checks Received or Deposited</i>	3 <i>Deadline to submit PRFs for 8/16 payment</i>
4	5	6	7	8	9 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period.</i>	10 <i>Deadline to submit timesheets, Mileage &amp; PRFs for 8/23 payment; new pay period begins.</i>
11	12	13	14	15	16 <i>Vendor Checks Received or Deposited</i>	17 <i>Deadline to submit PRFs for 8/30 payment</i>
18	19	20	21	22	23 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period.</i>	24 <i>Deadline to submit timesheets, Mileage &amp; PRFs for 9/6 payment; new pay period begins.</i>
25	26	27	28	29 <i>Spending Reports Mailed to EORs</i>	30 <i>Vendor Checks Received or Deposited</i>	31 <i>Deadline to submit PRFs for 9/13 payment</i>

# Mi Via Circle of Support

Agency Name	Contact Name	Phone	E-mail	Region(s)
AAA Participant Direction	Dave Murley	505-508-5524	<a href="mailto:aaapd4@gmail.com">aaapd4@gmail.com</a>	All of New Mexico
CNRAG, Inc. (Care Network Resource Assistance Group)	Gale Idstein	575-650-0053	<a href="mailto:gidstein@cnragusa.com">gidstein@cnragusa.com</a>	Metro, SE and SW
Consumer Direct Personal Care (CDPC)	Carol Watts	1-866-786-4999	<a href="mailto:carolw@consumerdirectonline.net">carolw@consumerdirectonline.net</a>	All of New Mexico
Los Amigos Bilingual Services, LLC	Sergio Garcia	505-204-6035	<a href="mailto:Sergio@losamigosbs.com">Sergio@losamigosbs.com</a>	Metro and NE
Self-Directed Choices	Don Skaar	505-301-2098	<a href="mailto:don@sdchoices.com">don@sdchoices.com</a>	Metro, NE and NW
UNM Center for Development and Disability (CDD)	Tanya Baker-McCue	505-272-5641	<a href="mailto:tbaker-mccue@salud.unm.edu">tbaker-mccue@salud.unm.edu</a>	All of New Mexico
<b>Human Services Department / Medical Assistance Division – Exempt Services and Program Bureau</b> PO Box 2348, Santa Fe, NM 87504-2348, Toll-free Phone: 1-888-997-2583, Fax: 505-827-7277 Operates the Mi Via Program for CoLTS C (formerly D&E) and Brain Injury Manages the FMA /Xerox contract and the TPA/Molina contract				
<b>Orlando Vasquez</b>	<b>Mi Via Program Manager</b> Functions: Fair Hearings, Consultant Issues, Molina Issues	505-827-6264	<a href="mailto:orlando.vasquez@state.nm.us">orlando.vasquez@state.nm.us</a>	
<b>Patricia Lopez</b>	<b>Xerox/Financial Management Agency (FMA) Contract Manager</b> Functions: Xerox Issues	505-476-7254	<a href="mailto:patricia.lopez@state.nm.us">patricia.lopez@state.nm.us</a>	
<b>Teresa Garcia</b>	<b>Participant Eligibility (D&amp;E and BI only)</b> Functions: Consultant Agency Change forms, Allocation issues, HSD/ISD issues	505-476-7256	<a href="mailto:teresajo.garcia@state.nm.us">teresajo.garcia@state.nm.us</a>	
<b>Betty Sangre</b>	<b>Participant Issues Resolution ( D&amp;E and BI)</b> Functions: Environmental Modifications (E-mods), LRI approval, Waiver Change Forms	505-476-7255	<a href="mailto:betty.sangre@state.nm.us">betty.sangre@state.nm.us</a>	
<b>Scott Turner</b>	<b>Mi Via Unit Staff Manager</b>	505-827-3176	<a href="mailto:scott.turner@state.nm.us">scott.turner@state.nm.us</a>	
<b>Department of Health / Developmental Disabilities Supports Division and Public Health</b> 5301 Central NE, Suite 203, Albuquerque, NM 87108. Phone: 1-800-283-5548 Operates the Mi Via Program for Developmental Disability (DD), Medically Fragile (MF) and AIDS Waiver Populations Oversees consultant agency contracts				
<b>Andrew Conticelli</b>	<b>Mi Via Program Manager (DD and MF)</b> Functions: Consultant Agency oversight, all issues for DD and MF Mi Via Participants	505-841-5510	<a href="mailto:andrew.conticelli@state.nm.us">andrew.conticelli@state.nm.us</a>  Fax: 505-841-6523	
<b>Genevieve Rel</b>	<b>AIDS Waiver Coordinator</b> Functions: All Issues for AIDS Mi Via Participants	505-476-3618	<a href="mailto:genevieve.rel@state.nm.us">genevieve.rel@state.nm.us</a>  Fax: 505-827-0561	
<b>Molina Healthcare of New Mexico</b> 8801 Horizon Blvd, Albuquerque, NM 87113. Phone: 1-800-377-9594 ext. 180921				
<b>Kim Shipman</b>	<b>Interim Mi Via Ombudsman</b> Functions: Working in collaboration with the Participant, their consultants and advocates to resolve any reported issues, assist with navigating through Molina Healthcare internal processes and collaborating with Molina Healthcare internal department staff to resolve reported issues, which may include forwarding specific questions on a submitted budget or level of care to a Mi Via staff person for handling.	505-348-0921	<a href="mailto:kim.shipman@molinahealthcare.com">kim.shipman@molinahealthcare.com</a>	