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Centennial Care Outreach Events

These events provide information regarding upcoming changes to healthcare coverage. The current list of Centennial Care outreach events scheduled throughout the state can be found on the Human Services Department website at <http://www.hsd.state.nm.us/pdf/CentennialCare/Centennial%20Care%20Event%20Schedule%20August%20through%20November%202013.pdf>

Centennial Care and Affordable Care Act (ACA) Contact Information

Applying for Medicaid

To apply for current Medicaid coverage or for Medicaid Expansion coverage (that will go into effect January 1, 2014), please go to: www.yes.state.nm.us

To download or print a paper version of the Streamlined HSD or Medicaid only application, go to: <http://www.hsd.state.nm.us/isd/apply.html>

To apply by phone or to have an application mailed, call Toll Free 1-855-637-6574

Individuals can still apply at their local Income Support Division (ISD) offices. Each ISD office will have paper versions of applications and will also provide access to the YES-NM on-line application through kiosks located in ISD office lobbies.

For general info, call Toll Free 1-888-997-2583

Enter an MCO Choice for Centennial Care

(MCO choices for Centennial Care will go into effect on January 1, 2014).

To enter an MCO choice on-line, go to <https://nmmedicaid.acs-inc.com>

To enter an MCO Choice by phone, call Toll Free 1-866-251-4591

Applying for or getting info on Affordable Care Act (ACA) coverage

For information or for locations of where to apply: www.BeWellNM.com or www.HealthCare.gov

For more information, call Toll Free 1-855-996-6449

Centennial Care MCO Enrollment

By now you should have received an orange envelop in the mail related to your New Mexico Medicaid services. Remember, you must make your Centennial Care Managed Care Organization (MCO) selection and return the letter to Human Services no later than December 2, 2013. If you do not return the letter by December 2, 2013, the Human Services Department will make the choice for you. This is your opportunity to select the MCO of your choice.

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

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).

Using Mi Via Checks

When you take a check to a store (such as Wal-Mart or Office Max) to purchase approved items:

- Encourage the cashier or store supervisor/manager to process the check as a paper check and not an electronic check.
- If he or she is unwilling to process the check as a paper check, encourage him or her to hand key the check into the TeleCheck system.
- The first set of numbers on the bottom of the check (reading left to right) is the check number, the second set of numbers is the routing number, and the third set of numbers is the account number.
- If the cashier or store supervisor/manager has any questions or if there is a problem with the check, please call Xerox at 1-866-916-0310 so Xerox can help him or her with processing the check.

The amount of the check cannot be altered in any way. Altering a check issued by Xerox may be considered Medicaid fraud and is potential grounds for termination from the Mi Via program and will delay the process of obtaining approved items.

FOCo**Online** Training

You can now take the **FOCo**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 **FOCo**Online**** Account Authorization form, once the training is completed. You will need to complete this in order to login to **FOCo**Online****.

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

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

November 13th from 9:00 am - 11:00 am

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

Dates to Remember in November

November 2013

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

Mi Via Circle of Support

Agency Name	Contact Name	Phone	E-mail	Region(s)
AAA Participant Direction	Dave Murley	505-508-5524	aaapd4@gmail.com	All of New Mexico
CNRAG, Inc. (Care Network Resource Assistance Group)	Gale Idstein	575-650-0053	gidstein@cnragusa.com	Metro, SE and SW
Consumer Direct Personal Care (CDPC)	Carol Watts	1-866-786-4999	carolw@consumerdirectonline.net	All of New Mexico
Los Amigos Bilingual Services, LLC	Sergio Garcia	1-888-843-2621	Sergio@losamigosbs.com	Metro and NE
Self-Directed Choices	Don Skaar	505-301-2098	don@sdchoices.com	All of New Mexico
UNM Center for Development and Disability (CDD)	Tanya Baker-McCue	505-272-5641	tbaker-mccue@salud.unm.edu	All of New Mexico
Human Services Department / Medical Assistance Division – Exempt Services and Program Bureau 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				
Patricia Lopez	Xerox/Financial Management Agency (FMA) Contract Manager Functions: Xerox Issues, Consultant Issues, Fair Hearings	505-476-7254	patricia.lopez@state.nm.us	
Betty Sangre	Participant Issues Resolution & Eligibility (D&E and BI) Functions: Environmental Modifications (E-mods), LRI approval, Waiver Change Forms, Molina Issues, Consultant Agency Change forms, Allocation issues, HSD/ISD issues	505-476-7255	betty.sangre@state.nm.us	
Scott Turner	Mi Via Unit Staff Manager	505-827-3176	scott.turner@state.nm.us	
Department of Health / Developmental Disabilities Supports Division and Public Health 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				
Andrew Conticelli	Mi Via Program Manager (DD and MF) Functions: Consultant Agency oversight, all issues for DD and MF Mi Via Participants	505-841-5510	andrew.conticelli@state.nm.us Fax: 505-841-6523	
Genevieve Rel	AIDS Waiver Coordinator Functions: All Issues for AIDS Mi Via Participants	505-476-3618	genevieve.rel@state.nm.us Fax: 505-827-0561	
Molina Healthcare of New Mexico 8801 Horizon Blvd, Albuquerque, NM 87113. Phone: 1-800-377-9594 ext. 180921				
Kim Shipman	Mi Via Ombudsman 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	kim.shipman@molinahealthcare.com	