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Centennial Care MCO Enrollment

If you did not enroll in a Centennial Care Managed Care Organization (MCO) by December 2, 2013, Human Services Department auto-enrolled you in one of the four MCO's. However, after you pick or are assigned to an MCO, you have 90 days to choose another MCO. This is the open enrollment period, from January 1, 2014-March 31, 2014. For more information, please contact Human Services Department at 1-888-997-2583. It is important to note that participants on the ICF/IID (DD & MF) Mi Via Waiver will continue to receive their waiver services through the Mi Via Waiver but will receive all acute and ancillary services through their Centennial Care MCO.

Direct Deposit Is Recommended for Employees and Vendors

If a provider (employee or vendor) is set up on direct deposit, they will receive their payment deposited in their bank account and will not need to wait to receive their check. This also means that you will not need to worry about a check getting lost or stolen. The deposit into your provider's bank account will happen on Friday according to the payment schedule. This means that the provider (employee or vendor) can count on having their payment automatically in their bank account on Friday instead of having to wait to receive their check in the mail and then having to go the bank to deposit their check.

Please call Xerox at 1-866-916-0310 if your employees or vendors are interested in getting set up for direct deposit. Unfortunately, direct deposit is not available for some companies (such as Comcast or Wal-Mart).

When an Employee May Begin Working

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.

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/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 home page at <http://mivianm.org>. A list of frequently asked questions and a training manual is also included.

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.

Please complete the quiz at the end of the training to help you review the information. 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.

Mi Via Website

You can access the Mi Via website at <http://mivianm.org> for useful information regarding the Mi Via program. Past copies of the Mi Via newsletter are also available.

Dates to Remember in February

February 2014

Sun	Mon	Tue	Wed	Thu	Fri	Sat
Jan 26	Jan 27	Jan 28	Jan 29	Jan 30 <i>Spending Reports Mailed to EORs</i>	Jan 31 <i>Vendor Checks Received or Deposited</i>	1 <i>Deadline to submit PRFs for 2/14 payment</i>
2	3	4	5	6	7 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period.</i>	8 <i>Deadline to submit timesheets, Mileage & PRFs for 2/21 payment; new pay period begins.</i>
9	10	11	12	13	14 <i>Vendor Checks Received or Deposited</i>	15 <i>Deadline to submit PRFs for 2/28 payment</i>
16	17	18	19	20	21 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period.</i>	22 <i>Deadline to submit timesheets, Mileage & PRFs for 3/7 payment; new pay period begins.</i>
23	24	25	26	27 <i>Spending Reports Mailed to EORs</i>	28 <i>Vendor Checks Received or Deposited</i>	Mar 1 <i>Deadline to submit PRFs for 3/14 payment</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	505-508-1663 or 877-464-1252	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 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 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	
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) and Medically Fragile (MF) Populations Oversees consultant agency contracts				
Pat Syme	Functions: Consultant Agency oversight, all issues for DD and MF Mi Via Participants	505-841-5511	pat.syme@state.nm.us Fax: 505-841-6523	
Marie Velasco	Functions: Consultant Agency oversight, all issues for DD and MF Mi Via Participants	505-841-2917	marie.velasco@state.nm.us Fax: 505-841-6523	
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	