



Mi Via Abuse, Neglect, Exploitation Incident Reporting Requirements

First and foremost always ensure the safety of the participant. Call 911 if necessary.

Incidents of suspected/alleged Abuse, Neglect, Exploitation and unexpected death for adults, 18 and older must be reported **immediately** to Adult Protective Services and the Division of Health Improvement (DHI) Incident Management Bureau at the following:

Adult Protective Services Intake, 24 hours a day, 7 days a week

Telephone: 1-866-654-3219

Facsimile: 1-505-476-4913

DHI Incident Management Bureau Intake

Telephone: 1-800-445-6242

Facsimile: 1-800-584-6057

Email: incident.management@state.nm.us

On-line at <http://dhi.health.state.nm.us/IMB/index.php>

A completed Abuse, Neglect, Exploitation Incident Report Form must be submitted to DHI-IMB no later than 24 hours after the incident.

Reportable Incidents:

For Adults, 18 and older:

“**Abuse**” including verbal abuse, means:

- (1) knowingly, intentionally, and without justifiable cause inflicting physical pain, injury or mental anguish;
- (2) the intentional deprivation by a caretaker or other person of services necessary to maintain the mental and physical health of a person; or
- (3) sexual abuse, including criminal sexual contact, incest, and criminal sexual penetration.

Neglect is the failure of the caretaker to provide basic needs of a person, such as clothing, food, shelter, supervision, and care for the physical and mental health of that person. Neglect causes, or is likely to cause harm to a person.

Exploitation, or Misappropriation, is an unjust or improper use of a person's money or property for another person's profit or advantage, financial, or otherwise.

Unexpected Death is a death caused by an accident or an unknown or unanticipated cause.

For Children, Under 18 years contact:

Child Protective Services, 24 hours a day, 7 days a week at

CYFD Statewide Central Intake: 1-800-797-3260

Or contact local Law Enforcement or the appropriate Tribal Entity.

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Signature Dates

Don't forget to use **2014** as the year when signing timesheets, payment request forms, and enrollment forms.

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).

Processing Tips

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.

Anytime paperwork is received at Xerox (mailed, faxed, or hand delivered), it is stamped with the date and time it was received. Within one to two business days, Xerox will electronically sort the paperwork by payment or enrollment type documents and associate the paperwork to the participant.

If you fax in timesheets on Saturday, Xerox should have it associated to the participant's record by Tuesday and can easily verify receipt. Of course, if you know what time you faxed in the paperwork you can call on Monday and we can verify that it was received.

Enrollment paperwork may take up to three days to be associated to a participant's record. Employee and Vendor paperwork may take three to five business days to be processed and linked to a participant's plan.

Prehire paperwork is processed within one to two business days to start the background check process. Xerox will notify the Employer by email or phone 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.

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.

Dates to Remember in March

March 2014

Sun	Mon	Tue	Wed	Thu	Fri	Sat
Feb 23	Feb 24	Feb 25	Feb 26	Feb 27 <i>Spending Reports Mailed to EORs</i>	Feb 28 <i>Vendor Checks Received or Deposited</i>	1 <i>Deadline to submit PRFs for 3/14 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 3/21 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 3/28 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 4/4 payment; new pay period begins.</i>
23 <hr/> 30	24 <hr/> 31	25	26	27 <i>Spending Reports Mailed to EORs</i>	28 <i>Vendor Checks Received or Deposited</i>	29 <i>Deadline to submit PRFs for 4/11 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)	Sandra Woodward	1-866-786-4999	sandraw@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, HSD/ISD Issues	505-476-7254	patricia.lopez@state.nm.us	
Betty Sangre	Participant Issues Resolution & Eligibility Functions: HSD/ISD Issues, Molina TPA 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, LRI Approvals, Consultant Oversight and Issues, Fair Hearings	505-841-5511	pat.syme@state.nm.us Fax: 505-841-6523	
Marie Velasco	Functions: Environmental Modifications (E-mods), Waiver Change Forms, Consultant Agency Change Forms, Allocation Issues, Fair Hearings, Consultant Oversight and Issues	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	