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## When An Employee May Begin Working

Employees cannot work for a Mi Via participant until all pre-hire paperwork is received by Xerox and the employee has passed COR screening. To obtain the pre-hire packet, you can contact the Xerox Help Desk at 1-866-916-0310 or your consultant. Employees and independent contractors (without an appropriate professional license) are required by NM law through the caregivers' criminal history screening act (7.1.9 NMAC) to pass a criminal background check which must first be processed against the COR. This COR screening is completed by Xerox, usually within 48 hours, after all complete and correct pre-hire packet information is received by Xerox.

Once the COR check is completed, and the provider has passed the COR check, the Employer (EOR) will receive an e-mail notification that the employee has passed their COR Background Check. If the EOR does not have an e-mail address listed in FOCoSonline Xerox will contact the EOR, via telephone to let the EOR know that the employee has passed the COR check.

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. You can work with your consultant agency on the process of hiring an employee.

Although an employee may begin providing services as soon as they have passed their COR Background Check, as approved on the Participant's Plan and according to the Participant's Mi Via Waiver Eligibility, payment will not be issued until all required paperwork (Employee Agreement, Employee Information Form, Declaration of Relationship Form, and Federal W-4) is complete and has been processed by Xerox. You can contact the Xerox Help Desk at 1-866-916-0310 to verify that all required employee enrollment paperwork has been received and that the employee is set up to receive payments.

If an employee does not pass the criminal background check, as required by NM law, he/she may not provide services to the Mi Via participant. The employee and Xerox will be notified by the Department of Health if he/she does not pass the criminal background check.

## 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](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).

## New Mi Via Program Manager

We would like to welcome Christine Wester as the new Mi Via Program Manager for the Department of Health, Developmental Disabilities Supports Division. Christine has 22 years combined experience working with DDSD and DHI in support of individuals receiving DD Waiver Services. She has served in numerous capacities with both Divisions with responsibilities related to advocacy, conflict management supports, facilitation, contract monitoring, investigations, system improvement, and transition practices. She is very excited to be part of Mi Via and to support self direction!

## Mi Via Spending Reports

Spending reports are mailed out by Xerox at the end of each month for the previous month. For example, spending reports mailed at the end of April will be for March spending. These reports give you details about how your budget is being spent each month. It is very important that participants review his/her monthly spending reports as a way to effectively monitor service usage and track spending. Participants can also obtain "real-time" information through the FOCo**Online** system. If you have not received your spending report in the mail, please contact Xerox at 1-866-916-0310.

## Mi Via Advisory Committee Meeting

The next advisory committee meeting is scheduled for April 24th from 1:00 to 4:00 pm in Albuquerque. The meeting will be held at the former Bank of the West Building, 5301 Central NE, 2nd Floor, Lotus conference room.

## 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 April

# April 2014

Sun	Mon	Tue	Wed	Thu	Fri	Sat
Mar 30	Mar 31	1	2	3	4 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period.</i>	5 <i>Deadline to submit timesheets, Mileage &amp; PRFs for 4/18 payment; new pay period begins</i>
6	7	8	9	10	11 <i>Vendor Checks Received or Deposited</i>	12 <i>Deadline to submit PRFs for 4/25 payment</i>
13	14	15	16	17	18 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period.</i>	19 <i>Deadline to submit timesheets, Mileage &amp; PRFs for 5/2 payment; new pay period begins</i>
20	21	22	23	24 <i>Spending Reports Mailed to EORs</i>	25 <i>Vendor Checks Received or Deposited</i>	26 <i>Deadline to submit PRFs for 5/9 payment</i>
27	28	29	30	May 1	May 2 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period.</i>	May 3 <i>Deadline to submit timesheets, Mileage &amp; PRFs for 5/16 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	<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)	Sandra Woodward Jacob Patterson	1-866-786-4999	<a href="mailto:sandraw@consumerdirectonline.net">sandraw@consumerdirectonline.net</a> <a href="mailto:jacobp@consumerdirectonline.net">jacobp@consumerdirectonline.net</a>	All of New Mexico
Los Amigos Bilingual Services, LLC	Sergio Garcia	1-888-843-2621	<a href="mailto:Sergio@losamigosbs.com">Sergio@losamigosbs.com</a>	Metro and NE
Self-Directed Choices	Don Skaar	505-508-1663 or 877-464-1252	<a href="mailto:don@sdchoices.com">don@sdchoices.com</a>	All of New Mexico
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 Manages the FMA /Xerox contract and the TPA/Molina contract				
<b>Patricia Lopez</b>	<b>Xerox/Financial Management Agency (FMA) Contract Manager</b> Functions: Xerox Issues, HSD/ISD Issues	505-476-7254	<a href="mailto:patricia.lopez@state.nm.us">patricia.lopez@state.nm.us</a>	
<b>Betty Sangre</b>	<b>Participant Issues Resolution &amp; Eligibility</b> Functions: HSD/ISD Issues, Molina TPA Issues	505-476-7255	<a href="mailto:betty.sangre@state.nm.us">betty.sangre@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) and Medically Fragile (MF) Populations Oversees consultant agency contracts				
<b>Christine Wester</b>	Functions: Consultant Agency oversight, LRI Approvals, Consultant Oversight and Issues, Fair Hearings	505-841-5510	<a href="mailto:christine.wester@state.nm.us">christine.wester@state.nm.us</a> Fax: 505-841-6523	
<b>Marie Velasco</b>	Functions: Environmental Modifications (E-mods), Waiver Change Forms, Consultant Agency Change Forms, Allocation Issues, Fair Hearings, Consultant Oversight and Issues	505-841-2917	<a href="mailto:marie.velasco@state.nm.us">marie.velasco@state.nm.us</a> Fax: 505-841-6523	
<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>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>	