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Xerox Name Change

Effective 1/3/17 we have changed our name from Xerox to Conduent.

You may contact Conduent (formerly Xerox) at 866-916-0310 if you have any questions.

DDSD Know Your Rights Campaign

Mi Via Participants should have received information from their Consultants regarding the Know Your Rights Campaign and the Centers for Medicare & Medicaid (CMS) Final Rule. Information about this Campaign is posted on the Mi Via website at www.mivianm.org. The main purpose of this new rule is to make sure Participants continue to exercise their right to be part of the community where they live and work. This Rule says Mi Via Participants can choose where they live, who they live with, how they live, who helps them, how they spend their days, and who they spend their days with.

The Developmental Disabilities Supports Division (DDSD) will be working with Participants and vendors to assure Mi Via is in full compliance with this Rule by March 17, 2019. As DDSD works towards compliance, Participants will not lose services they are receiving now, but they may be offered a change in setting. **The UNM/Center for Development and Disabilities will be contacting some Participants to talk about their services as part of this process.**

DDSD will be hosting Town Halls around the state to explain this in more detail and to also discuss the self-advocacy movement in NM. Town Hall 2017 meeting schedule is as follows:

- ABQ - Feb. 1st 1:30-4:00pm and 5:00-7:30pm UNM/Center for Development and Disabilities (CDD) 2300 Menaul NE
- Santa Fe - Feb. 9th 5:00-7:30pm Main Public Library 145 Washington Ave
- Las Cruces - Feb. 16th 5:00-7:30pm NM Farm and Ranch Museum 4100 Dripping Springs Rd
- Taos - Feb. 28th 5:00-7:30pm Agricultural Center 202 Chamisa Rd
- Roswell - March 7th 5:00-7:30pm Roswell Pueblo Auditorium 300 North Kentucky
- Gallup - March 14th 5:00-7:30pm Education Development Center 1000 East Aztec Ave
- Farmington - March 29th 5:00-7:30pm San Juan Center for Independence 1204 San Juan Blvd

Mi Via Incident Reporting Requirements

The Department of Health Division of Health Improvement (DOH/DHI) has recently released a new guide describing mandated reporting of Abuse, Neglect and Exploitation, Suspicious Injuries, Environmentally Hazardous Conditions and Death. It also describes many possible signs of abuse, neglect and exploitation and offers guidance on how to respond when abuse, neglect or exploitation is suspected. You can find English and Spanish versions of this guide on the Mi Via Website at http://archive.mivianm.org/MiVia_Publications.htm. As a reminder, immediately report any suspected allegations of abuse, neglect or exploitation of waiver participants via telephone to DHI-Incident Management Bureau Hotline at: **1-800-445-6242.**

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.

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

Mi Via Waiver Advisory Committee Meeting

The next Mi Via Advisory Committee Meeting will be held on Thursday, April 27, 2017, **11am-4pm** in Albuquerque, New Mexico at the DOH/DDSD offices: 5301 Central NE Suite 203. If you would like to call in for the meeting please call 1-712-432-0360 pass code 742089#.

Supplements and Supplies

Did you know nutritional supplements as well as durable medical equipment (DME) (such as a wheelchair or shower chair) may be covered by your MCO with prior authorization? Obtaining these items through your MCO may help you to save funds on your Mi Via Budget for other services you may need. Additionally, the Mi Via Program requires that you first check with your MCO to find out if they will cover these types of items.

Start by talking with your doctor or specialist about your needs. If your doctor recommends that you need these items, your doctor, specialist, or DME vendor will submit a request for approval of the item you need to your MCO. Your MCO will review the request and either approve or deny the item. You will be notified whether the item was approved or denied. Your Care Coordinator may be able to assist you in this process.

If an item is denied by your MCO, you may consider requesting it through your Mi Via Budget. When you submit your goal for this item, you or your consultant will also need to provide Qualis with a copy of the denial letter from your MCO. Qualis will then review the request based on Mi Via Program regulations and the requested item must be related to your qualifying condition.

For more information on MCO-covered services and how to request a prior authorization, you may contact your MCO member services at:

Blue Cross Blue Shield of New Mexico: 1-866-689-1523

For members with Hearing or speech loss: TTY/TDD: 711

Molina Health Care: 1-877-373-8986

Presbyterian Health Plan: 505-923-5200 or 1-888-977-2333

For members with hearing or speech loss: 1-800-872-7568 TTY

Navajo Hotline: 505-923-5157

Outside of Albuquerque: 1-888-806-8793

United Health Care Community Plan: 1-877-236-0826

For members with hearing or speech loss: TTY: 711

Additional information regarding your MCO including a link to their website may be found here:

<http://www.hsd.state.nm.us/LookingForInformation/managed-care-organizations.aspx>.

Excellent Customer Service is Our Goal

When you contact the Conduent (formerly Xerox) Self-Directed Call Center you will receive a Client Reference Number (CRN) at the end of your call. Please write down this number and maintain it for your records. If you need additional assistance resolving an issue the CRN can help Conduent, or HSD, to research and address your concern. If a call-center representative does not offer the CRN at the end of the call please ask for this information.

Dates to Remember in February

February 2017

Sun	Mon	Tue	Wed	Thu	Fri	Sat
January 29	January 30	January 31	1	2	3 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	4 <i>Deadline to submit timesheets, Mileage & PRFs for 2/17/17 payment; new pay period begins</i>
5	6	7	8	9	10 <i>Vendor Checks Received or Deposited</i>	11 <i>Deadline to submit PRFs for 2/24/17 payment</i>
12	13	14	15	16	17 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	18 <i>Deadline to submit timesheets, Mileage & PRFs for 3/3/17 payment; new pay period begins</i>
19	20	21	22	23 <i>Spending Reports Available to EORs</i>	24 <i>Vendor Checks Received or Deposited</i>	25 <i>Deadline to submit PRFs for 3/10/17 payment</i>
26	27	28	March 1	March 2	March 3 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	March 4 <i>Deadline to submit timesheets, Mileage & PRFs for 3/17/17 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	505-450-5974	aaapd4@gmail.com	All of New Mexico
CNRAG, Inc. (Care Network Resource Assistance Group)	Michelle Patterson	575-644-9762	mpatterson@cnragusa.com	Metro, SE and SW
Consumer Direct Personal Care (CDPC)	Sandra Woodward Jacob Patterson	1-866-786-4999	sandraw@consumerdirectcare.com jacobp@consumerdirectcare.com	All of New Mexico
Los Amigos, LLC	Sergio Garcia	505-204-6035	Sergio@losamigosbs.com	Metro and NE
Self-Directed Choices	Jennifer Roth	505-508-1663	JenniferR@sdchoices.com	All of New Mexico
UNM Center for Development and Disability (CDD)	Vonnie Sachse	505-272-4631	vsachse@salud.unm.edu	All of New Mexico
Visions Case Management	Charles Clayton	575-779-7419 or 1-888-588-9152	Charles@visionsnm.com	Metro, NE and NW

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/Conduent (formerly Xerox) contract and the TPA/Qualis contract

Kresta Opperman	Mi Via & Medically Fragile Unit Staff Manager Functions: Mi Via & Medically Fragile Waiver oversight, Conduent, Qualis, and Eligibility Issues	505-827-7776	Kresta.Opperman@state.nm.us
Oralia Flores	Mi Via Participant Issues Resolution & Eligibility Functions: Participant Eligibility Qualis, HSD/ISD Issues and Technical Assistance	505-827-7761	Oralia.Flores@state.nm.us

Department of Health / Developmental Disabilities Supports Division
 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

Christine Wester	Functions: Mi Via Oversight and Participant/Consultant Issues and Technical Assistance	505-841-5510	christine.wester@state.nm.us Fax: 505-841-6523
Iris Clevenger	Functions: Waiver Change Forms (Medically Fragile), Consultant Agency Change Forms (Medically Fragile), Allocation Issues (Medically Fragile)	505-841-2913	iris.clevenger@state.nm.us Fax: 505-841-2987
Regina Lewis	Functions: Mi Via Waiver Program Coordination, Participant/Consultant Issues and Technical Assistance	505-841-5519	regina.lewis@state.nm.us Fax: 505-841-6523
Fleur Dahl	Functions: Mi Via Waiver Project Coordination, Participant/Consultant Issues and Technical Assistance	505-841-5886	Fleur.dahl@state.nm.us Fax: 505-841-6523

Qualis Health
 PO Box 20910, Albuquerque, NM 87154-0190 Phone: 1-866-962-2180

Care Coordination

Blue Cross Blue Shield	1-877-232-5518, option 3	www.bcbsnm.com/community-centennial
Molina Healthcare	1-855-315-5677	www.molinahealthcare.com
Presbyterian	505-923-5200	www.phs.org/centennialcare
United Healthcare	1-877-236-0826	www.myuhc.com/communityplan