



In This Issue

Transportation for Minors

DDSD Know Your Rights Campaign

Consultant Nominations for MVAC

Mi Via Waiver Advisory Committee Meeting

Return to Participant (RTP) Process Change

Timeframe For Checks Returned

Courtesy Calls To Approve Timesheets

FOCoSonline Update

Dates to Remember in May

Mi Via Circle of Support

Mi Via Waiver Advisory Committee Meeting

The next Mi Via Advisory Committee Meeting will be held on Thursday, July 27, 2017, **11am-4pm** in Santa Fe, New Mexico at the Department of Human Services (HSD) offices: 2025 South Pacheco, Santa Fe NM 87505. If you would like to call in for the meeting please call 1-712-432-0360 pass code 742089#.

Transportation for Minors

Effective immediately, the rule limiting transportation services to participants who are over the age of 18 is rescinded. Transportation services remain subject to regulation 8.314.6.15H(1) with the exception of the exclusion of participants who are minors. The Human Services Department (HSD) and the Department of Health (DOH) will update the Mi Via rule during the upcoming rule promulgation. HSD and DOH will be revising the program rule to align with the newly approved Mi Via Waiver Amendment. Additional information will be forthcoming regarding opportunities for public comment.

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.**

Consultant Nominations for MVAC!!!!

The Mi Via Advisory Committee (MVAC) is excited to be accepting nominations for Mi Via Consultant membership to the Advisory Committee. The MVAC is inviting Mi Via Consultants from across the state to fill one vacancy on the Committee and serve as an active member of the Committee. Membership to the Committee is for a two year term for Consultant representatives. Members to the Committee will be expected to attend all meetings (in person or by telephone) which will be held quarterly. Nomination Forms can be accessed at the Mi Via Website (www.mivianm.org) or by contacting Fleur Dahl, Mi Via Project Coordinator at 505-841-5886 or fleur.dahl@state.nm.us. Nominations must be received by June 30, 2017. Please submit the Nomination Form to Fleur Dahl via e-mail at fleur.dahl@state.nm.us or fax to 505-841-6523.

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@conduent.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**Sonline**** 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).

Return to Participant (RTP) Process Change

Effective April 1, 2017 Conduent will no longer make outbound calls for RTP's related to PRFs, Invoices, Timesheets, and Enrollment. Conduent will notify you, and your consultant, of items needing correction by email. If you do not have an email on file Conduent will contact you by phone and notify your consultant of the RTP by email.

Timeframe for Checks Returned

If a check is lost or stolen, please notify Conduent and a check can be reissued 30 days from the date the original check was issued.

If a check is returned and a new one needs to be reissued (for example: due to an incorrect amount), a new check will be reissued in 10 days.

In both cases, the Affidavit-Statement of Lost or Stolen Check needs to be filled out and submitted.

Courtesy Calls to Approve Timesheets

Effective 4/1/2017 Conduent will no longer provide courtesy calls to Employers of Record (EOR) reminding them to approve Employee timesheets in **FOCo**Sonline****. Timesheets must be entered in **FOCo**Sonline**** no later than 12:00 noon on the Monday following the pay period. A complete submission requires that the entry is approved by the EOR. If the EOR does not approve the timesheets, by the deadline, the timesheet cannot be processed. Timesheets approved by the EOR after 12:00 noon on the Monday following the pay period may not be processed for payment until the following pay period.

FOCo**Sonline** Update

Coming Soon! – FOCoS will be releasing a self-service registration process in **FOCo**Sonline****. From the Login Page, a new, prospective user (Employee, Employer, or Participant) will complete the Account Authorization Form directly within **FOCo**Sonline****. As of May 1, 2017, Account Authorization forms will no longer need to be manually filled out and faxed. Additionally, **FOCo**Sonline**** will automatically prompt the user to complete any training that is required prior to granting the user full access to **FOCo**Sonline****. The current **FOCo**Sonline**** training website will also provide information about this new process.

Dates to Remember in May

May 2017

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|----------|---|-----|-----|---|---|---|
| April 30 | 1 | 2 | 3 | 4 | 5 <i>Vendor Checks Received or Deposited</i> | 6 <i>Deadline to submit PRFs for 5/19/17 payment</i> |
| 7 | 8 | 9 | 10 | 11 | 12 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i> | 13 <i>Deadline to submit timesheets, Mileage & PRFs for 5/26/17 payment; new pay period begins</i> |
| 14 | 15 | 16 | 17 | 18 | 19 <i>Vendor Checks Received or Deposited</i> | 20 <i>Deadline to submit PRFs for 6/2/17 payment</i> |
| 21 | 22 | 23 | 24 | 25 | 26 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i> | 27 <i>Deadline to submit timesheets, Mileage & PRFs for 6/9/17 payment; new pay period begins</i> |
| 28 | 29 <i>Xerox and State Offices Closed</i> | 30 | 31 | June 1 <i>Spending Reports Available to EORs</i> | June 2 <i>Vendor Checks Received or Deposited</i> | June 3 <i>Deadline to submit PRFs for 6/16/17 payment</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) | Fallon Vincell | 575-621-3645 | fvincell@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) | Tanya Baker-McCue | 505-272-5641 | Tbaker-mccue@salud.unm.edu | All of New Mexico |
| Visions Case Management | Charles Clayton | 575-779-7419 or 1-888-588-9152 | Charles@visionsnm.com | 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/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

| | | | |
|-----------------------|---|--------------|---|
| 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 |