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REMINDER Online Timesheets

Timesheets must be approved in FOCoS*online* 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 their employee's time the timesheet cannot be processed by Conduent. *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.*

Reminder for EORs Timesheet Documentation Requirements

Employer of Records (EOR) please ensure that your employees document on their timesheets the following:

- 1) Time in and Time out;
- 2) The number of hours that were provided;
- 3) The Service Code; and;
- 4) A brief description of the service that was provided.*

* Please ensure that these written descriptions of services reflect the actual Mi Via waiver services as outlined in Appendix A: Mi Via Waiver Service Standards and Job Qualifications. For more detailed information on filling out the timesheet please review Appendix E: Employee Credentialing and Appendix G: Employee Tool Kit. If you need additional assistance with ensuring employee timesheet recording and documentation, please work with your Mi Via Waiver Consultant.

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, 2022. 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.**

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**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, October 26, 2017, **12pm-4pm** in Albuquerque, New Mexico at the Department of Health DOH/DDSD offices: 5301 Central Ave NE, Albuquerque NM 87108, 17th floor conference room. If you would like to call in for the meeting please call 1-515-739-1034 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>.

Dates to Remember in September

September 2017

Sun	Mon	Tue	Wed	Thu	Fri	Sat
August 27	August 28	August 29	August 30	August 31	1 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	2 <i>Deadline to submit timesheets, Mileage & PRFs for 9/15/17 payment; new pay period begins</i>
3	4 <i>Conduent and State Offices Closed</i>	5	6	7	8 <i>Vendor Checks Received or Deposited</i>	9 <i>Deadline to submit PRFs for 9/22/17 payment</i>
10	11	12	13	14	15 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	16 <i>Deadline to submit timesheets, Mileage & PRFs for 9/29/17 payment; new pay period begins</i>
17	18	19	20	21	22 <i>Vendor Checks Received or Deposited</i>	23 <i>Deadline to submit PRFs for 10/6/17 payment</i>
24	25	26	27	28	29 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	30 <i>Deadline to submit timesheets, Mileage & PRFs for 10/13/17 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)	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	All of New Mexico
Me Town	Kimberly Riebsomer	505-310-9069	riebsomer@gmail.com	NE
Self-Directed Choices	Janis McGlone	505-508-1663	JanisM@sdchoices.com	All of New Mexico
UNM Center for Development and Disability (CDD)	Phyllis Shingle	505-272-6797	pshingle@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
Katie Hettinger	Mi Via Unit Contract Manager Functions: Mi Via Waiver oversight, Conduent issues		505-476-7254	Katie.Hettinger2@state.nm.us
Vacant	Mi Via Participant Issues Resolution & Eligibility Functions: Participant Eligibility Qualis, HSD/ISD Issues and Technical Assistance			
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		