



New Mi Via Program Manager (DOH/DDSD)

We would like to welcome Regina Lewis as the new Mi Via Program Manager for the Department of Health, Developmental Disabilities Supports Division (DDSD). Regina has been a valuable employee of the DDSD for more than eleven years and has been the DDSD Mi Via Program Coordinator for the last three years. She has a wealth of knowledge regarding waiver services, advocacy supports, and conflict management practices. We are excited to welcome Ms. Lewis to this position.

In This Issue

New Mi Via Program Manager (DOH/DDSD)

EOR Corner: Changing EORs

Changing EORs

Mi Via Advisory Committee Meeting

DDSD Know Your Rights Campaign

Dates to Remember in January

Mi Via Circle of Support

EOR Corner: Changing EORs

The Mi Via Newsletter will be including a new monthly section “EOR Corner” which will provide you with useful information specifically for Employers of Record (EORs). Check here each month for information that will assist you in navigating the role of EOR.

Changing EORs

The EOR is a vital and important role in the Mi Via Program. EOR responsibilities include:

- Hiring and firing employees;
- Submitting all required documents to the FMA including vendor and employee enrollment agreements, vendor information forms, criminal background check forms, timesheets, payment request forms with invoices, and other documents that may be needed by the FMA to enroll and or process payment to employees and vendors;
- Arranging for the delivery of services, supports, and goods, and is responsible for training, scheduling, and supervising providers; and
- Maintaining employee and service records and documentation for at least six years from the date of service in accordance with Mi Via regulations.

This role has significant responsibility within the Mi Via Program. There may be instances when you need to change EORs. To change an EOR:

1. Meet with your consultant to complete the EOR Enrollment Form.
2. Your consultant can submit the EOR Enrollment Form to TNT, or you or your consultant can submit the form to Conduent.
(continued)

FMA-Conduent

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
(Do not email forms to Conduent)

Physical Address:

1720-A Randolph Rd SE
Albuquerque, NM 87106

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 January 25, 2018 **12pm-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 1-515-739-1034 pass code 742089#.

EOR Corner: Changing EORs Continued

3. Notify Conduent of the existing employees that will be transitioning to the new EOR. This will avoid delays in processing the EOR change. Any employees that will not continue working for the new EOR will be terminated once the change is processed.
4. New prehire packets (fingerprint cards, Authorization to Release Information form, and a copy of the employee's identification) and employee packets must be submitted for all employees who will continue to work under the new EOR. New agreements must be completed because the new EOR will be the employee's new employer.

The existing EOR should continue all responsibilities of the EOR until the change is completed with Conduent and the new EOR is updated in FOCoS.

Special Circumstances

Sometimes there may be circumstances that prevent the existing EOR from continuing to function as the EOR such as illness, hospitalization, or death. If an EOR is unable to continue serving in this capacity until a new EOR can be linked please contact the Medical Assistance Division, Exempt Services and Supports Bureau (ESPB) Mi Via Unit for assistance. You may contact Katie Hettinger at (505) 476-7254.

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 <https://nmhealth.org/about/ddsd/pgsv/sdw>. 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.**

Dates to Remember in January

January 2018

Sun	Mon	Tue	Wed	Thu	Fri	Sat
December 31	1 <i>Conduent and State Offices Closed</i>	2	3	4	5 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	6 <i>Deadline to submit timesheets, Mileage & PRFs for 1/19/18 payment; new pay period begins</i>
7	8	9	10	11	12 <i>Vendor Checks Received or Deposited</i>	13 <i>Deadline to submit PRFs for 1/26/18 payment</i>
14	15 <i>State Offices Closed</i>	16	17	18	19 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	20 <i>Deadline to submit timesheets, Mileage & PRFs for 2/2/18 payment; new pay period begins</i>
21	22	23	24	25	26 <i>Vendor Checks Received or Deposited</i>	27 <i>Deadline to submit PRFs for 2/9/18 payment</i>
28	29	30	31	February 1	February 2 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	February 3 <i>Deadline to submit timesheets, Mileage & PRFs for 2/16/18 payment; new pay period begins</i>

Mi Via Circle of Support

Web: <https://nmhealth.org/about/ddsd/pgsv/sdw>

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	1-866-786-4999	sandraw@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	Sandy Skaar Jacob Patterson	505-508-1663	Sandy@sdchoices.com Jacob@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

Regina Lewis	Functions: Mi Via Oversight and 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
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

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