



## EOR Corner: Signing Payment Request Forms (PRFs)

The EOR, or authorized signer if the participant has only vendors and has selected not to have an EOR, must not sign PRFs prior to delivery of services per the Mi Via Service Standards (Section 10B). When an EOR, or authorized signer, signs the PRF they are attesting that the service has been provided. A PRF must only be signed by the EOR, or authorized signer, after the service has been provided.

An employee or vendor should not request that the EOR, or authorized signer, provide them with pre-signed forms. If a vendor requests a signed PRF prior to rendering services, please remind them of this requirement and do not provide a vendor with a signed but otherwise blank PRF. This is considered Medicaid fraud. HSD refers cases where this may be happening to the Office of Inspector General for investigation.

## Payment Request Forms and Vendor Invoices

The Vendor Form: Non-Timesheet Invoice is located on the Medicaid Portal at <https://nmmedicaid.acs-inc.com/static/ProviderInformation.htm#Self-DirectionForms>. This invoice template may be used by your vendor when they bill for services. If your vendor uses their own agency invoice the invoice MUST contain, at minimum, the same information outlined on the Non-Timesheet Invoice. This includes: Provider Agency name, date of invoice, total of invoice, participant name and date of birth, date, hours, rate, charge and specific description of service provided, provider signature and date signed. Your EOR and vendor should be familiar with the Non-Timesheet Invoice to ensure that correct information is submitted to Conduent and to avoid payment delays.

## DDSD Know Your Rights Campaign

The Developmental Disabilities Supports Division (DDSD) continues to work with Mi Via Participants regarding the Know Your Rights Campaign and the Centers for Medicare & Medicaid (CMS) Final Rule. The main purpose of this new rule is to ensure Participants continue to exercise their right to be part of the community where they live and work. Additional Information about this Campaign is posted on the DOH DDSD Mi Via website <https://nmhealth.org/news/information/2016/11/?view=509>. If you have any questions, please contact the DOH Mi Via Unit at 505-841-5500.

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## YOU'RE INVITED!

The Mi Via Advisory Committee (MVAC) will be accepting nominations for membership until March 31, 2018. Mi Via Participants, family members and other stakeholders are encouraged to apply. If you are interested in becoming a MVAC member please contact Fleur Dahl, Mi Via Project Coordinator at 505-841-5586 or [Fleur.Dahl@state.nm.us](mailto:Fleur.Dahl@state.nm.us)

## 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](mailto: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 April 26, 2018 **12pm-4pm** in Albuquerque, New Mexico at DOH/DDSD offices 5301 Central NE Suite 201. If you would like to call in for the meeting, please call 1-515-739-1034 pass code 742089#.

## 21<sup>st</sup> Century Cures Act

The 21<sup>st</sup> Century Cures Act is a United States law enacted by Congress in December 2016. One section of this law is the requirement of Electronic Visit Verification (EVV) for Medicaid financed Personal Care Services by January 1, 2019. This law applies to Medicaid State Plan and Medicaid Waiver services, including 1915c Waivers. Mi Via is a 1915c waiver approved by the Center for Medicare & Medicaid Services.

EVV is a telephone and computer-based system that electronically verifies that caregiver visits occur and documents the time that the service begins and ends. It is a way of electronically verifying that a caregiver is physically present with the participant during a specified time.

Medical Assistance Division (MAD) and the Developmental Disabilities Supports Division (DDSD) are working collaboratively to ensure New Mexico meets this federal requirement and implements EVV in a manner that supports self-direction. We envision an EVV system that is flexible and adaptable to changes in employee schedules, accommodates limited internet access, is mobile, and is user-friendly and intuitive to use. As MAD and DDSD move forward in implementation of EVV additional information including timelines, training opportunities, and implementation date will be shared in the Mi Via Newsletter and in direct mailings to participants.

## Have You Moved?

The Mi Via Program issues many important mailings throughout the year including documents related to your Level of Care and Recertification. If you have moved, or need to update your physical or mailing address, you must do so with the Income Support Division (ISD). You may select one of the options below to update your address. **Effective immediately Conduent will no longer accept address updates.**

1. YESNM Portal: <https://www.yes.state.nm.us>
  - If you have a username and password for YesNM simply sign into your account.
  - If you have not yet set up an account you may create a username and password by selecting "Create an Account".
    - à Once you have logged in select "Check my Benefits" to update your address information
2. Go in person to your local ISD office
3. Fax the following information to CASA at 855-804-8960
  - Case Number
  - Participant/Medicaid Recipient's Full Complete Name
  - New Address

**IMPORTANT: If you are a SSI recipient you MUST also update your address with the Social Security Administration (SSA) to ensure your address is correct in the Medicaid database. The address on file with SSI will supersede the address provided to ISD.**

## Dates to Remember in February

# February 2018

Sun	Mon	Tue	Wed	Thu	Fri	Sat
January 28	January 29	January 30	January 31	1	2 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	3 <i>Deadline to submit timesheets, Mileage &amp; PRFs for 2/16/18 payment; new pay period begins</i>
4	5	6	7	8	9 <i>Vendor Checks Received or Deposited</i>	10 <i>Deadline to submit PRFs for 2/23/18 payment</i>  <i>January Spending Reports Available to EORs</i>
11	12	13	14	15	16 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	17 <i>Deadline to submit timesheets, Mileage &amp; PRFs for 3/2/18 payment; new pay period begins</i>
18	19	20	21	22	23 <i>Vendor Checks Received or Deposited</i>	24 <i>Deadline to submit PRFs for 3/9/18 payment</i>
25	26	27	28	March 1	March 2 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	March 3 <i>Deadline to submit timesheets, Mileage &amp; PRFs for 3/16/18 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	<a href="mailto:aaapd4@gmail.com">aaapd4@gmail.com</a>	All of New Mexico
CNRAG, Inc. (Care Network Resource Assistance Group)	Fallon Vincell	575-621-3645	<a href="mailto:fvincell@cnragusa.com">fvincell@cnragusa.com</a>	Metro, SE and SW
Consumer Direct Personal Care (CDPC)	Sandra Woodward	1-866-786-4999	<a href="mailto:sandraw@consumerdirectcare.com">sandraw@consumerdirectcare.com</a>	All of New Mexico
Excel Case Management, Inc.	Diane Metoyer	505-324-8660	<a href="mailto:Metoyer@excelcasemanagement.com">Metoyer@excelcasemanagement.com</a>	NW and SE Regions
Los Amigos, LLC	Sergio Garcia	505-204-6035	<a href="mailto:Sergio@losamigosbs.com">Sergio@losamigosbs.com</a>	All of New Mexico
Me Town	Kimberly Riebsomer	505-310-9069	<a href="mailto:riebsomer@gmail.com">riebsomer@gmail.com</a>	NE
Merit Consulting, LLC	Christopher G. Kenny	505-263-7067	<a href="mailto:chrisk@meritnm.com">chrisk@meritnm.com</a>	Metro
Self-Directed Choices	Sandy Skaar Jacob Patterson	505-508-1663	<a href="mailto:Sandy@sdchoices.com">Sandy@sdchoices.com</a> <a href="mailto:Jacob@sdchoices.com">Jacob@sdchoices.com</a>	All of New Mexico
UNM Center for Development and Disability (CDD)	Phyllis Shingle	505-272-6797	<a href="mailto:pshingle@salud.unm.edu">pshingle@salud.unm.edu</a>	All of New Mexico
Visions Case Management	Charles Clayton	575-779-7419 or 1-888-588-9152	<a href="mailto:Charles@visionsnm.com">Charles@visionsnm.com</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/Conduent (formerly Xerox) contract and the TPA/Qualis contract				
<b>Kresta Opperman</b>	<b>Mi Via &amp; Medically Fragile Unit Staff Manager</b> Functions: Mi Via & Medically Fragile Waiver oversight, Conduent, Qualis, and Eligibility Issues	505-827-7776	<a href="mailto:Kresta.Opperman@state.nm.us">Kresta.Opperman@state.nm.us</a>	
<b>Katie Hettinger</b>	<b>Mi Via Unit Contract Manager</b> Functions: Mi Via Waiver oversight, Conduent issues	505-476-7254	<a href="mailto:Katie.Hettinger2@state.nm.us">Katie.Hettinger2@state.nm.us</a>	
<b>Vacant</b>	<b>Mi Via Participant Issues Resolution &amp; Eligibility</b> Functions: Participant Eligibility Qualis, HSD/ISD Issues and Technical Assistance			
<b>Department of Health / Developmental Disabilities Supports Division</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>Regina Lewis</b>	Functions: Mi Via Oversight and Participant/Consultant Issues and Technical Assistance	505-841-5519	<a href="mailto:regina.lewis@state.nm.us">regina.lewis@state.nm.us</a> Fax: 505-841-6523	
<b>Fleur Dahl</b>	Functions: Mi Via Waiver Project Coordination, Participant/Consultant Issues and Technical Assistance	505-841-5886	<a href="mailto:Fleur.dahl@state.nm.us">Fleur.dahl@state.nm.us</a> Fax: 505-841-6523	
<b>Iris Clevenger</b>	Functions: Waiver Change Forms (Medically Fragile), Consultant Agency Change Forms (Medically Fragile), Allocation Issues (Medically Fragile)	505-841-2913	<a href="mailto:iris.clevenger@state.nm.us">iris.clevenger@state.nm.us</a> Fax: 505-841-2987	
<b>Qualis Health</b> PO Box 20910, Albuquerque, NM 87154-0190 Phone: 1-866-962-2180				
<b>Care Coordination</b>				
<b>Blue Cross Blue Shield</b>	1-877-232-5518, option 3	<a href="http://www.bcbsnm.com/community-centennial">www.bcbsnm.com/community-centennial</a>		
<b>Molina Healthcare</b>	1-855-315-5677	<a href="http://www.molinahealthcare.com">www.molinahealthcare.com</a>		
<b>Presbyterian</b>	505-923-5200	<a href="http://www.phs.org/centennialcare">www.phs.org/centennialcare</a>		
<b>United Healthcare</b>	1-877-236-0826	<a href="http://www.myuhc.com/communityplan">www.myuhc.com/communityplan</a>		