

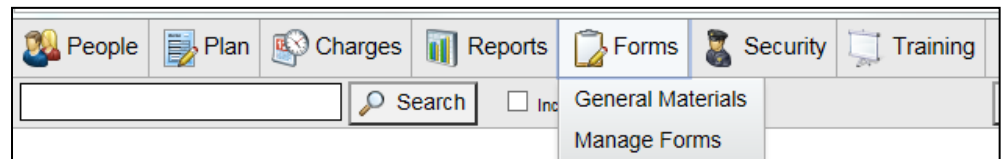


New DOH/DDSD Mi Via Program Coordinator

The Department of Health/Developmental Disabilities Supports Division's (DOH/DDSD) would like to welcome Elaine Hill as the new Mi Via Waiver Program Coordinator. Ms. Hill has a wealth of knowledge in advocacy supports and has over fifteen years of experience working on behalf of individuals with intellectual/developmental disabilities. Ms. Hill, having once served in the role as a Mi Via Consultant, comes to DOH/DDSD Mi Via Units with expertise in self-direction, self-determination, person-centered planning, and service plan development.

EOR Corner: Useful Tools - Locating Forms

As an EOR there are many forms you will need in order to hire employees and vendors and to have payments processed. The most current version of all forms may be found in FOCoS^{online} by clicking on the "Forms" tab at the top of the screen. Select "manage forms" and then select the form you need from the available selections.



These forms are also available online on the Medicaid Portal at: <https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm#Self-DirectionForms>

If you have questions or need assistance locating a specific form please contact your consultant or Conduent for assistance.

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.

In This Issue

New DOH/DDSD Mi Via Program Coordinator

EOR Corner: Useful Tools - Locating Forms

DDSD Know Your Rights Campaign

Electronic Visit Verification (EVV)

Mi Via Fingerprinting Services Provided By Appointment

Employer Training

Dates to Remember in May

Mi Via Circle of Support

FMA-Conduent

Contact Information:

Phone: 1-866-916-0310

8:00 am to 5:00 pm Monday,
Tuesday, Thursday, and Friday
8:00 am to 4:00 pm Wednesday

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).

Electronic Visit Verification (EVV)

EVV is a telephone and computer-based system that electronically verifies that caregiver visits occur and documents the time the service begins and ends. EVV is a requirement of the 21st Century Cures Act, a United States law enacted by Congress in December of 2016. The 21st Century Cures Act requires EVV for all Medicaid financed Personal Care Services. Personal Care Services are defined as those services which provide assistance with Activities of Daily Living (ADLs) and Instrumental Activities of Daily Living (IADLs).

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 by January 1, 2019. 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.

Mi Via Fingerprinting Services Provided By Appointment

To better assist you and your employees, we do fingerprinting by appointment. Appointments will be scheduled for Tuesdays and Thursdays for the Mi Via Albuquerque office between 8:00 am and 4:30 pm. You or your employees can contact the Mi Via Helpdesk during business hours at 1-866-916-0310 to schedule an appointment.

Employer Training

Conduent will be conducting Employer training on the 4th Thursday every month from 9:00 am-12:00 pm at our Albuquerque office for those that need assistance.

The training will cover verifying if COR background checks are complete, how to verify if forms are marked, enrollment packets, and available reports.

Seating is limited to 15 people per session if you would like to attend in person and is available by WebEx.

Please RSVP to the following:

Antoinette.Chavez-foster@conduent.com

Catherine.Hern@conduent.com

Graham.Drummonds@conduent.com

Dates to Remember in May

May 2018

Sun	Mon	Tue	Wed	Thu	Fri	Sat
April 29	April 30	1	2	3	4 <i>Vendor Checks Received or Deposited</i>	5 <i>Deadline to submit PRFs for 5/18/18 payment</i>
6	7	8	9	10	11 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	12 <i>Deadline to submit timesheets, Mileage & PRFs for 5/25/18 payment; new pay period begins</i>
13	14	15	16	17	18 <i>Vendor Checks Received or Deposited</i>	19 <i>Deadline to submit PRFs for 6/1/18 payment</i> <i>April Spending Reports Available to EORs</i>
20	21	22	23	24	25 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	26 <i>Deadline to submit timesheets, Mileage & PRFs for 6/8/18 payment; new pay period begins</i>
27	28 <i>Conduent and State Offices Closed</i>	29	30	31	June 1 <i>Vendor Checks Received or Deposited</i>	June 2 <i>Deadline to submit PRFs for 6/15/18 payment</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
Excel Case Management, Inc.	Diane Metoyer	505-324-8660	Metoyer@excelcasemanagement.com	NW and SE Regions
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
Merit Consulting, LLC	Tina Storey	505-507-9995	tinas@meritnm.com	Metro
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	505-272-8284 or 1-866-383-3820	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	
Elaine Hill	Functions: Mi Via Waiver Project Coordination, Participant/Consultant Issues and Technical Assistance, and state-wide MF, WCF & CACF	505-841-5510	elaine.hill@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		