



Newest DOH/DDSD Mi Via Coordinator

The Department of Health/Developmental Disabilities Supports Division's (DOH/DDSD) would like to welcome Anysia Fernandez as the newest Mi Via Waiver Program Coordinator. Ms Fernandez brings to the Mi Via waiver program a wealth of knowledge in advocacy supports and experience working on behalf of individuals with intellectual/developmental disabilities. Having served as the DOH-DDSD Northeast Regional Office Mi Via Liaison for over six years, Ms Fernandez also brings her expertise and experience with advocacy, self-direction, self-determination, and person-centered planning.

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 is 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 Waiver Advisory Committee Meeting

The next Mi Via Advisory Committee Meeting will be held on Thursday July 26, 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#.

In This Issue

Newest DOH/DDSD Mi Via Coordinator

Electronic Visit Verification (EVV)

Mi Via Advisory Committee Meeting

EOR Corner: Records Retention

DDSD Know Your Rights Campaign

Employer Training

Dates to Remember in July

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).

EOR Corner: Records Retention

As an EOR it is important to keep records that show that services have been provided as outlined in the Service and Support Plan (SSP) and Budget. The Mi Via rule 8.314.6.14C NMAC and the Mi Via Service Standards require that EOR's maintain records for a minimum of six(6) years from the first date of service. Examples of important documents to keep include but are not limited to:

- The approved SSP and Budget;
- Copies of signed Employee and Vendor Agreements;
- Copies of invoices, mileage sheets, or timesheets;
- Receipts for goods purchased;
- Daily progress notes; and
- Attendance logs.

These documents may be needed in your role as EOR and may also be requested by the Human Services Department (HSD) or Department of Health (DOH) during program audits.

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.

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 July

July 2018

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4 <i>Conduent and State Offices Closed</i>	5	6 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	7 <i>Deadline to submit timesheets, Mileage & PRFs for 7/20/18 payment; new pay period begins</i>
8	9	10	11	12	13 <i>Vendor Checks Received or Deposited</i>	14 <i>Deadline to submit PRFs for 7/27/18 payment</i>
15	16	17	18	19	20 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	21 <i>Deadline to submit timesheets, Mileage & PRFs for 8/3/18 payment; new pay period begins</i>
22	23	24	25	26	27 <i>Vendor Checks Received or Deposited</i>	28 <i>Deadline to submit PRFs for 8/10/18 payment</i> <i>June Spending Reports Available to EORs</i>
29	30	31	August 1	August 2	August 3 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	August 4 <i>Deadline to submit timesheets, Mileage & PRFs for 8/17/18 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
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	
Vacant	Mi Via Unit Contract Manager Functions: Mi Via Waiver oversight, Conduent issues			
Stephanie VanCuren	Mi Via Participant Issues Resolution & Eligibility Functions: Participant Eligibility Qualis, HSD/ISD Issues and Technical Assistance	505-827-7761	Stephanie.VanCuren@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				
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 statewide MF, WCF & CACF	505-841-5510	elaine.hill@state.nm.us Fax: 505-841-6523	
Anysia Fernandez	Functions: Mi Via Waiver Program Coordination, Participant/Consultant Issues and Technical Assistance, and WCF & CACF	575-758-5934	anysia.fernandez@state.nm.us Fax: 575-758-5973	
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		