Centennial Care 2.0

Centennial Care is New Mexico’s comprehensive managed care delivery system that offers the full array of current Medicaid services including acute and ancillary medical and behavioral health services. As a Mi Via Waiver participant, you are enrolled with a Centennial Care Managed Care Organization (MCO) and receive acute and ancillary services through Centennial Care, unless you are exempt from managed care enrollment.

Starting January 1, 2019, there will be changes to the Medicaid MCOs that provide Centennial Care services. You may be able to keep the same MCO that you have now or you may want to change to a different MCO.

The three MCOs that are currently contracted with HSD to provide services as of January 1, 2019 are:

- Blue Cross Community Centennial
- Presbyterian Health Plan
- Western Sky Community Care

Open enrollment to select your MCO begins on October 1, 2018 and ends on November 30, 2018. You will receive a turquoise envelope in the mail. It will tell you about the changes to the MCOs and what you need to do to choose your MCO. Any MCO enrollments made during this time will be effective on January 1, 2019. Presbyterian and Blue Cross members who wish to remain with their current MCO do not have to actively select an MCO. They will automatically be re-enrolled with Presbyterian or Blue Cross if they do not choose a different MCO by November 30, 2018. The Human Services Department (HSD) will hold information outreach events with MCOs available to answer your questions. A list of scheduled events can be found on the next page.

Other Important Updates:

- United Healthcare and Presbyterian entered into an agreement to transition United’s Medicaid membership to Presbyterian on September 1, 2018. United will not provide Medicaid services after August 31, 2018.

- Molina Healthcare was not selected by the State to provide services after December 31, 2018; however, Molina is appealing the State’s decision through its appeal rights with the court. The State expects the court’s decision to be issued in the fall. The letter in the turquoise envelope will list the MCOs that are available to select from.

You can find more information regarding Centennial Care 2.0 including answers to Frequently Asked Questions (FAQs) on the HSD website: [http://www.hsd.state.nm.us/centennial-care-2-0.aspx](http://www.hsd.state.nm.us/centennial-care-2-0.aspx).
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).

UPDATE: Online Timesheet Entry

Timesheets must be approved in FOCoSonline no later than 12:00 noon on the Tuesday following the pay period. A complete submission requires that the entry is approved by your Employer of Record (EOR). If your EOR does not approve your employee’s timesheet in FOCoSonline it cannot be processed by Conduent. Timesheets approved by the EOR after 12:00 noon on the Tuesday following the pay period will not be processed for payment until the following pay period.

Effective November 1, 2018 when a timesheet is approved after 12:00 noon on the Tuesday following the pay period your EOR will receive an alert from FOCoSonline notifying them that the timesheet was approved after the deadline and will be processed for payment with the following pay period.

Rate Study

As many of you know, the DDSD issued an RFP to conduct a rate study to develop a methodology to determine rate payments for the traditional Developmental Disabilities (DD), Mi Via and Medically Fragile (MF) Waivers. Based on recommendations from the evaluation committee, which included two representatives from the provider community, two from DDSD and one from HSD, the vendor agency awarded the Rate Study contract is Public Consulting Group (PCG).

A kick-off meeting will be scheduled for providers and interested parties at the end of September. DDSD will send a “save-the-date” as soon as dates are confirmed. The DDSD website will provide up to date information throughout the rate study process to keep everyone informed of meetings, trainings/webinars and other important information. DDSD looks forward to working collaboratively with providers to provide the best information to achieve the best results.
## Dates to Remember in September

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### Mi Via Circle of Support

**Web:**  [https://nmhealth.org/about/ddsd/pgsv/sdw](https://nmhealth.org/about/ddsd/pgsv/sdw)

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Contact Name</th>
<th>Phone</th>
<th>E-mail</th>
<th>Region(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>AAA Participant Direction</td>
<td>Dave Murley</td>
<td>505-450-5974</td>
<td><a href="mailto:aaapd4@gmail.com">aaapd4@gmail.com</a></td>
<td>All of New Mexico</td>
</tr>
<tr>
<td>CNRAG, Inc. (Care Network Resource Assistance Group)</td>
<td>Fallon Vincell</td>
<td>575-621-3645</td>
<td><a href="mailto:fvincell@cnragusa.com">fvincell@cnragusa.com</a></td>
<td>Metro, SE and SW</td>
</tr>
<tr>
<td>Consumer Direct Personal Care (CDPC)</td>
<td>Sandra Woodward</td>
<td>1-866-786-4999</td>
<td><a href="mailto:sandraw@consumerdirectcare.com">sandraw@consumerdirectcare.com</a></td>
<td>All of New Mexico</td>
</tr>
<tr>
<td>Excel Case Management, Inc.</td>
<td>Diane Metoyer</td>
<td>505-324-8660</td>
<td><a href="mailto:Metoyer@excelsedirectcase.com">Metoyer@excelsedirectcase.com</a></td>
<td>NW and SE Regions</td>
</tr>
<tr>
<td>Los Amigos, LLC</td>
<td>Sergio Garcia</td>
<td>505-204-6035</td>
<td><a href="mailto:Sergio@losamigosbs.com">Sergio@losamigosbs.com</a></td>
<td>All of New Mexico</td>
</tr>
<tr>
<td>Me Town</td>
<td>Kimberly Riebsomer</td>
<td>505-310-9069</td>
<td><a href="mailto:riebsomer@gmail.com">riebsomer@gmail.com</a></td>
<td>NE</td>
</tr>
<tr>
<td>Merit Consulting, LLC</td>
<td>Tina Storey</td>
<td>505-507-9995</td>
<td><a href="mailto:tinas@meritnm.com">tinas@meritnm.com</a></td>
<td>Metro</td>
</tr>
<tr>
<td>Self-Directed Choices</td>
<td>Sandy Skaar, Jacob Patterson</td>
<td>505-508-1663</td>
<td><a href="mailto:Sandy@sdchoices.com">Sandy@sdchoices.com</a>, <a href="mailto:Jacob@sdchoices.com">Jacob@sdchoices.com</a></td>
<td>All of New Mexico</td>
</tr>
<tr>
<td>UNM Center for Development and Disability (CDD)</td>
<td>Phyllis Shingle</td>
<td>505-272-8284 or 1-866-383-3820</td>
<td><a href="mailto:pshingle@salud.unm.edu">pshingle@salud.unm.edu</a></td>
<td>All of New Mexico</td>
</tr>
<tr>
<td>Visions Case Management</td>
<td>Charles Clayton</td>
<td>575-779-7419 or 1-888-588-9152</td>
<td><a href="mailto:Charles@visionsnm.com">Charles@visionsnm.com</a></td>
<td>All of New Mexico</td>
</tr>
</tbody>
</table>

#### 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  
[Email](mailto: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  
[Email](mailto: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 Waiver Program Manager, Mi Via Oversight and Participant/Consultant Issues and Technical Assistance  
505-841-5519  
[Email](mailto:regina.lewis@state.nm.us)  
[Fax](mailto:regina.lewis@state.nm.us:505-841-6523)

**Elaine Hill**  
Functions: Mi Via Waiver Program Coordination, Participant/Consultant Issues and Technical Assistance, and statewide MF WCF & MF CACF  
505-841-5510  
[Email](mailto:elaine.hill@state.nm.us)  
[Fax](mailto:elaine.hill@state.nm.us:505-841-6523)

**Anysia Fernandez**  
Functions: Mi Via Waiver Program Coordination, Participant/Consultant Issues and Technical Assistance, and NE region DD WCF & DD CACF  
575-758-5934  
[Email](mailto:anysia.fernandez@state.nm.us)  
[Fax](mailto:anysia.fernandez@state.nm.us:575-758-5973)

**Rudy Aguilera**  
Functions: Mi Via Waiver Project Coordination, Participant/Consultant Issues and Technical Assistance  
505-841-5886  
[Email](mailto:rudaguilera@state.nm.us)  
[Fax](mailto:rudaguilera@state.nm.us: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  
  [Website](www.bcbsnm.com/community-centennial)

- **Molina Healthcare**  
  1-855-315-5677  
  [Website](www.molinahealthcare.com)

- **Presbyterian**  
  505-923-5200  
  [Website](www.phs.org/centennialcare)

- **United Healthcare**  
  1-877-236-0826  
  [Website](www.myuhc.com/communityplan)