April 1, 2019 Requirement to Submit Mi Via Mileage Online

In 2016 the Mi Via program transitioned from faxing to online entry of employee timesheets. This change was made to comply with Centers for Medicare and Medicaid Services (CMS) auditing requirements. Additionally, this transition significantly reduced payment errors related to lost or illegible faxes.

The Human Services Department (HSD) and the Department of Health (DOH) are now moving forward with the requirement to enter employee mileage reimbursement requests in FOCoSonline as well. Mileage reimbursement requests are required to be entered in FOCoSonline effective April 1, 2019. This change will further improve Mi Via employee payment by reducing the number of faxes that are lost, do not go through, or are illegible. The FOCoS system also has built in quality checks that will prevent mileage request errors such as incorrectly dated forms or forms in which the employee signature date is after that of the EOR.

If you or your EOR have an existing exception from entering Mi Via employee timesheets online, you are also exempt from online submission of mileage reimbursement. You will not need to submit an additional exception request.

Please begin preparing now to ensure timely payment to your employees.

Submitting mileage reimbursement requests online is simple and we are here to assist you with this transition.

FOCoSonline training is free and may be taken online at any time. If you are not currently using FOCoSonline to submit timesheets or mileage reimbursement requests, please complete the following steps to gain access:

1. Contact Conduent at 1-866-916-0310 and request the FOCoS-online training link. This link will be sent to you by email.
2. Complete the online FOCoS training. This training takes about one hour to complete.
3. At the end of the training you will be directed to the Account Authorization Form. Complete this form and submit it via fax to the fax number listed on the form.
4. FOCoS will process the Online Access form and you will receive access within a few days.
5. If you have questions or require technical assistance using FOCoSonline contact the Conduent Call Center at 1-866-916-0310.

Tips and Techniques:

- Start Early: Don’t wait to gain your FOCoSonline access. Start the process now.

(continued on next page)
April 1, 2019 Requirement to Submit Mi Via Mileage Online  
(continued)

- Employees may enter their mileage online OR you/your EOR may enter mileage online. You/your EOR then approves the mileage online.
- Have employees enter their mileage in FOCoSonline at the end of their shift.

Failure to submit mileage reimbursement requests online may affect your employee’s ability to be paid.

The process for payment request forms (PRFs) will not be affected by this change and these documents will continue to be faxed to Conduent.

Additional information regarding this change will be sent to you by mail. If you have questions or concerns, please contact Joshua Gonzales, HSD Mi Via Unit, at (505) 476-7254.

DDSD Rate Study News

TRAINING AND QUESTION AND ANSWER DOCUMENT
Training occurred via 3 webinars on November 1, 2 and 6, 2018. A download of the training webinar is available at: https://pcgus.webex.com/pcgus/lsr.php?RCID=48986653bdf43fc24c5e0a605ab93c32.

A NM HCBS Cost Report and Personnel Roster Tool Training Questions and Answers document was issued and is available on the DDSD websites.

COST REPORT AND PERSONNEL ROSTER
December 3, 2018, the final Cost Report Tool and Instructions, along with the final Personnel Roster and Instructions were distributed to all providers for the DD Waiver and Medically Fragile Waiver, and for Consultant and In-Home Living Supports providers in the Mi Via Waiver. These tools are due to PCG, no later than January 28, 2019.

ACQ RATE STUDY SUBCOMMITTEE
DDSD, HSD and the ACQ Rate Study Subcommittee are still working together, with consultation from CMS, to determine the best way to collect time and effort data for the three waiver programs. Further communication and guidance will be provided in the coming weeks.

CONTACT PCG
Email address: NMHCBSRatestudy@pcgus.com  
Phone line: 1-844-225-3658

*Please continue to visit the Mi Via website for the latest information on the rate study.

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You’re Invited
The Mi Via Advisory Committee (MVAC) will be accepting nominations for membership until February 28, 2019. Mi Via Participants, family members and other stakeholders are encouraged to apply. If you are interested in becoming a MVAC member please contact Elaine Hill, Mi Via Program Coordinator at 505-841-5510.
### Dates to Remember in January

<table>
<thead>
<tr>
<th>Sun</th>
<th>Mon</th>
<th>Tue</th>
<th>Wed</th>
<th>Thu</th>
<th>Fri</th>
<th>Sat</th>
</tr>
</thead>
<tbody>
<tr>
<td>December 30</td>
<td>December 31</td>
<td>1 - Conduent and State Offices Closed</td>
<td>2</td>
<td>3</td>
<td>4 - Paychecks and Vendor Checks Received or Deposited; end of the pay period</td>
<td>5 - Deadline to submit PRFs for 1/18/19 payment</td>
</tr>
<tr>
<td>6</td>
<td>7</td>
<td>8</td>
<td>9</td>
<td>10</td>
<td>11 - Vendor Checks Received or Deposited</td>
<td>12 - Deadline to submit faxed timesheets, Mileage &amp; PRFs for 1/25/19 payment; new pay period begins</td>
</tr>
<tr>
<td>13</td>
<td>14</td>
<td>15</td>
<td>16</td>
<td>17</td>
<td>18 - Paychecks and Vendor Checks Received or Deposited; end of the pay period</td>
<td>19 - Deadline to submit PRFs for 2/1/19 payment; Dec. Spending Reports Available to EORs</td>
</tr>
<tr>
<td>20</td>
<td>21 - State Offices Closed</td>
<td>22</td>
<td>23</td>
<td>24</td>
<td>25 - Vendor Checks Received or Deposited</td>
<td>26 - Deadline to submit faxed timesheets, Mileage &amp; PRFs for 2/8/19 payment; new pay period begins</td>
</tr>
<tr>
<td>27</td>
<td>28</td>
<td>29</td>
<td>30</td>
<td>31</td>
<td>2 - Paychecks and Vendor Checks Received or Deposited; end of the pay period</td>
<td>2 - Deadline to submit PRFs for 2/15/19 payment</td>
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</tbody>
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February 1
## 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@excelcasemanagement.com">Metoyer@excelcasemanagement.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@sdcchoices.com">Sandy@sdcchoices.com</a> <a href="mailto:Jacob@sdcchoices.com">Jacob@sdcchoices.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</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
  - Phone: 505-827-7776
  - E-mail: Kresta.Opperman@state.nm.us

- **Joshua Gonzales**
  - Mi Via Unit Contract Manager
  - Functions: Mi Via Waiver oversight, Conduent issues
  - Phone: 505-476-7254
  - E-mail: JoshuaS.Gonzales@state.nm.us

- **Stephanie VanCuren**
  - Mi Via Participant Issues Resolution & Eligibility
  - Functions: Participant Eligibility, Qualis, HSD/ISD Issues and Technical Assistance
  - Phone: 505-827-7761
  - E-mail: 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

- **Regina Lewis**
  - Functions: Mi Via Waiver Program Manager, Mi Via Oversight and Participant/Consultant Issues and Technical Assistance
  - Phone: 505-841-5519
  - E-mail: regina.lewis@state.nm.us

- **Elaine Hill**
  - Functions: Mi Via Waiver Program Coordination, Participant/Consultant Issues and Technical Assistance, and statewide MF WCF & MF CACF
  - Phone: 505-841-5510
  - E-mail: elaine.hill@state.nm.us

- **Anysia Fernandez**
  - Functions: Mi Via Waiver Program Coordination, Participant/Consultant Issues and Technical Assistance, and NE region DD WCF & DD CACF
  - Phone: 575-758-5934
  - E-mail: anysia.fernandez@state.nm.us

- **Rudy Aguilera**
  - Functions: Mi Via Waiver Project Coordination, Participant/Consultant Issues and Technical Assistance
  - Phone: 505-841-5886
  - E-mail: rudy.aguilera@state.nm.us

### Qualis Health

PO Box 20910, Albuquerque, NM 87154-0190 Phone: 1-866-962-2180

### Care Coordination

- **Blue Cross Blue Shield**
  - Phone: 1-877-232-5518, option 3
  - E-mail: [www.bcbsnm.com/community-centennial](http://www.bcbsnm.com/community-centennial)

- **Molina Healthcare**
  - Phone: 1-888-315-5977
  - E-mail: [www.molinahealthcare.com](http://www.molinahealthcare.com)

- **Presbyterian**
  - Phone: 505-923-5200
  - E-mail: [www.phs.org/centennialcare](http://www.phs.org/centennialcare)

- **United Healthcare**
  - Phone: 1-877-236-0826
  - E-mail: [www.myuhc.com/communityplan](http://www.myuhc.com/communityplan)