



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 FOCoSonline 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.

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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 may 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 may be processed for payment with the following pay period.

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).

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 stake holders are encouraged to apply. If you are interested in becoming an MVAC member please contact Elaine Hill, Mi Via Program Coordinator at 505-841-5510.

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- Employees may enter their mileage online OR you/your EOR may enter mileage on line. You/your EOR then approves the mileage on line.
- 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.

Dates to Remember in January

January 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
December 30	December 31	1 <i>Conduent and State Offices Closed</i>	2	3	4 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	5 <i>Deadline to submit PRFs for 1/18/19 payment</i>
6	7	8	9	10	11 <i>Vendor Checks Received or Deposited</i>	12 <i>Deadline to submit faxed timesheets, Mileage & PRFs for 1/25/19 payment; new pay period begins</i>
13	14	15	16	17	18 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	19 <i>Deadline to submit PRFs for 2/1/19 payment</i> <i>Dec. Spending Reports Available to EORs</i>
20	21 <i>State Offices Closed</i>	22	23	24	25 <i>Vendor Checks Received or Deposited</i>	26 <i>Deadline to submit faxed timesheets, Mileage & PRFs for 2/8/19 payment; new pay period begins</i>
27	28	29	30	31	February 1 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	February 2 <i>Deadline to submit PRFs for 2/15/19 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@meritm.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
Joshua Gonzales	Mi Via Unit Contract Manager Functions: Mi Via Waiver oversight, Conduent issues	505-476-7254	JoshuaS.Gonzales@state.nm.us
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 Waiver Program Manager, 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 Program Coordination, Participant/Consultant Issues and Technical Assistance, and statewide MF WCF & MF 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 NE region DD WCF & DD CACF	575-758-5934	anysia.fernandez@state.nm.us Fax: 575-758-5973
Rudy Aguilera	Functions: Mi Via Waiver Project Coordination, Participant/Consultant Issues and Technical Assistance	505-841-5886	rudy.aguilera@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