



Reminder: 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 FOCoS^{online} as well. **Employee mileage reimbursement requests are required to be entered in FOCoS^{online} 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.

If you have questions or require technical assistance using FOCoS^{online} contact the Conduent Call Center at 1-866-916-0310.

Tips and Techniques:

- Who can enter mileage reimbursement requests in FOCoS^{online}?
 - ◊ Employees may enter their mileage reimbursement requests online OR you/your EOR may enter mileage reimbursement requests online. You/your EOR then approves the mileage reimbursement requests online along with the employee's timesheet.
- What are the benefits of online submission?
 - ◊ Your employees will be paid timely.
 - ◊ Online submission will eliminate faxing issues such as faxes that are lost, do not go through, or are illegible.
 - ◊ FOCoS^{online} contains built in quality checks that will reduce errors and Return to Participant (RTP) notifications for errors such as incorrectly dated mileage reimbursement requests.

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You're Invited

The Mi Via Advisory Committee (MVAC) will be accepting nominations for membership until March 30, 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.

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).

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- Does this change affect the submission of payment request forms?
 - ◊ No, payment request forms can continue to be faxed or mailed to Conduent.
 - ◊ Vendor mileage that is submitted using the PRF is not impacted.

Provider Validation Re-Do

The Developmental Disabilities Supports Division (DDSD) contracted with the University of New Mexico (UNM) Center for Development and Disability (CDD), to conduct the Provider Validation Surveys required for compliance with the Centers for Medicare and Medicaid Services (CMS) Final Rule. The CDD completed Provider Validation Surveys between July and November 2017, however there were problems with the quality of the information and findings submitted to DDSD. Based on feedback from providers regarding issues with the integrity of the data, DDSD and the Human Services Department decided that the data could not be used to validate the provider self-assessments.

DDSD has a new contract with ATA Services, Inc., to re-do the Provider Validation Surveys. This will occur between January 1, 2019 and March 31, 2019.

DDSD apologizes for any inconvenience this may cause. We also appreciate your full cooperation and participation in completing the required Provider Validation Surveys. For more information, please visit the Mi Via website (<https://nmhealth.org/about/ddsd/pgsv/sdw/>).

UPDATE: Online Timesheet Entry

Timesheets must be approved in FOCoS**online** 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 FOCoS**online** 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 FOCoS**online** notifying them that the timesheet was approved after the deadline and may be processed for payment with the following pay period.

Dates to Remember in February

February 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
January 27	January 28	January 29	January 30	January 31	1 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	2 <i>Deadline to submit PRFs for 2/15/19 payment</i>
3	4	5	6	7	8 <i>Vendor Checks Received or Deposited</i>	9 <i>Deadline to submit faxed timesheets, Mileage & PRFs for 2/22/19 payment; new pay period begins</i>
10	11	12	13	14	15 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	16 <i>Deadline to submit PRFs for 3/1/19 payment</i> <i>January Spending Reports Available to EORs</i>
17	18	19	20	21	22 <i>Vendor Checks Received or Deposited</i>	23 <i>Deadline to submit faxed timesheets, Mileage & PRFs for 3/8/19 payment; new pay period begins</i>
24	25	26	27	28	March 1 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	March 2 <i>Deadline to submit PRFs for 3/15/19 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	tinasm@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
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
Presbyterian	505-923-5200	www.phs.org/centennialcare
Western Sky	1-844-543-8996	www.westernskycommunitycare.com