NM Developing a Supports Waiver
Jen Rodriguez, Community Programs Bureau Chief

What is a Supports Waiver?
Home and Community Based Services Medicaid Supports Waivers are designed to complement unpaid supports that are provided to individuals by family and other natural supports. Funding limits are lower than a comprehensive waiver. There is flexibility in the selection of services and supports.

How Many States Have Supports Waivers?
More than 20 states are currently operating one or more supports waivers. Additional states are exploring the development of supports waivers.

Why Develop a Supports Waiver in NM?
To address the waiting list of approximately 5,000 people and the average time people wait for an allocation, 13.3 years. Additionally, to address the changing demographics of the waiting list.

What are the Demographics of the Waiting List?
Younger people make up most of the waiting list. Approximately, 53% are 21 years and younger.

Stakeholder Engagement
To ensure the state meets requirements from the Centers for Medicare and Medicaid Services, statewide stakeholder engagement is needed, including with our Native American tribal communities. Stay tuned for more information on how to be involved.

Reminder: April 1, 2019 Requirement to Submit Mi Via Mileage Online

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. 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.
DDSD Rate Study News

Jen Rodriguez, Community Programs Bureau Chief

The DDSD Home and Community Based Services waivers comprehensive rate study is in full swing. Six (6) face-to-face focus groups were held with Public Consulting Group (PCG) and interested stakeholders on January 29 and January 30. Time study tools were reviewed and suggestions for changes were discussed. Additionally, five (5) Time Study Tool trainings took place between February 13, 14 and 15.

The revised Time Study Tools and updated instructions were distributed 2/13/19 to all DD Waiver providers, all Medically Fragile Waiver providers and Mi Via Consultants and In-Home Living Supports providers and vendors. All materials were due to PCG on March 15, 2019.

Continue to visit the DDSD websites for posted materials. DDSD thanks you for your participation in order to achieve the best possible outcomes.

Advocate Rights and Responsibilities Town Hall

Goal: Learn about the waivers and the rules from the Center for Medicare and Medicaid Services that strengthen the rights of those receiving Waiver services.

How: Be part of an interactive presentation about advocate rights and responsibilities including stories of success from advocates.

Refreshments will be served.

When: Wednesday April 17, 2:45 pm - 4:15 pm

Where: New Mexico Developmental Disabilities Planning Council. 625 Silver Ave SW #100, Albuquerque, NM 87102.

If accommodations are needed, please contact Wendy Corry at 505-238-0047 by April 10.

When: Thursday April 18, 1:15 pm - 2:30 pm

Where: Embassy Suites, 1000 Woodward Pl NE, Albuquerque, NM 87102.

If accommodations are needed, please contact Wendy Corry at 505-238-0047 by April 11.
# Dates to Remember in April

<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>March 31</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5 <strong>Vendor Checks Received or Deposited</strong></td>
<td>6 <strong>Deadline to submit PRFs for 4/19/19 payment</strong></td>
</tr>
<tr>
<td></td>
<td>7</td>
<td>8</td>
<td>9</td>
<td>10</td>
<td>11</td>
<td>12 <strong>Paychecks and Vendor Checks Received or Deposited; end of the pay period</strong></td>
</tr>
<tr>
<td></td>
<td>13 <strong>Deadline to submit faxed timesheets, Mileage &amp; PRFs for 4/26/19 payment; new pay period begins</strong></td>
<td>14</td>
<td>15</td>
<td>16</td>
<td>17</td>
<td>18 <strong>Vendor Checks Received or Deposited</strong></td>
</tr>
<tr>
<td></td>
<td>19 <strong>Vendor Checks Received or Deposited</strong></td>
<td>20 <strong>Deadline to submit PRFs for 5/3/19 payment</strong></td>
<td>21</td>
<td>22</td>
<td>23</td>
<td>24 <strong>Paychecks and Vendor Checks Received or Deposited; end of the pay period</strong></td>
</tr>
<tr>
<td></td>
<td>25</td>
<td>26 <strong>Deadline to submit faxed timesheets, Mileage &amp; PRFs for 5/10/19 payment; new pay period begins</strong></td>
<td>27</td>
<td>28</td>
<td>29</td>
<td>30</td>
</tr>
</tbody>
</table>
## Mi Via Circle of Support

**Web:** [https://nmhealth.org/about/ddsd/pgsv/sdw](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 | 505-508-1663 | Sandy@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, 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

#### vacant
**Mi Via Participant Issues Resolution & Eligibility**
Functions: Participant Eligibility, Qualis, HSD/ISD Issues and Technical Assistance

### 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
Phone: 505-841-5519
E-mail: 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 MWCF & MF CACF
Phone: 505-841-5510
E-mail: 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
Phone: 505-841-5886
E-mail: anysia.fernandez@state.nm.us
Fax: 575-758-5973

#### 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
Fax: 505-841-6523

### Comagine Health (formerly 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](http://www.bcbsnm.com/community-centennial)

#### Presbyterian
- 505-923-5200
- [www.phs.org/centennialcare](http://www.phs.org/centennialcare)

#### Western Sky
- 1-844-543-8996
- [www.westernskycommunitycare.com](http://www.westernskycommunitycare.com)