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## EOR Corner: Reminder Timely-Filing Requirements

Please remember that EORs have an important role in ensuring Mi Via participants' employees and vendors are paid for services provided. It is important that EORs submit employee timesheets, mileage reimbursement requests, and Payment Request Forms (PRFs) timely. **EORs are required to submit initial billing including employee timesheets, mileage reimbursement requests, and Payment Request Forms (PRFs) within 90 days of the date of service in accordance with Medicaid billing requirements.** Initial billing submitted past 90 days from the date of service will not be paid and a Return-to-Participant (RTP) notice will be issued. Initial billing that is submitted within 90 days from the date of service and requires correction may be re-submitted within 90 days of the RTP date.

## 2020 Mi Via Waiver Renewal Town Hall Meetings!

DDSD and HSD has been hosting a series of Town Hall meetings during the months of May 2019 through July 2019 across the state. The purpose of these meetings is to provide information and to receive comment on the proposed Home and Community Based Services (HCBS) Medicaid Mi Via Waiver renewal. The Mi Via Waiver is NM's self-directed waiver.

An additional meeting date has been scheduled for the Albuquerque area. Please see below for the location and time. This is an opportunity to hear the presentation from DDSD and HSD and to provide comment/feedback on the self-directed waiver renewal.

Date: July 17, 2019

Time: 1:30-3:30 pm

Location: UNM Center for Development and Disability  
2300 Menaul Blvd NE  
Albuquerque, NM 87107

## Reminder: Requirement to Submit Mi Via Mileage Online

**Employee mileage reimbursement requests were required to be entered in FOCoSonline effective April 1, 2019. Employee mileage submitted to Conduent by fax may result in delayed mileage reimbursement for your employees.** This change further improves 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.

## 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](mailto: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.

Comagine Health is the Third Party Assessor (TPA) for Mi Via. They are responsible for reviewing and approving the Service and Support Plans (SSP).

## Farewell

We sadly bid farewell to the Mi Via Waiver Program Manager Regina Lewis. She has devoted the last 13 years to improving the lives of individuals with intellectual and/or developmental disabilities during her time with the Department of Health. She has been a source of information, guidance and inspiration to participants and their families. We wish her well as she pursues another chapter in her career.

## Worker's Compensation Rate

The Workers' Compensation Rate will be changed for 2019-2020. The new rate will be **2.16%**. This will be taking effect July 1, 2019.

## Electronic Visit Verification (EVV)

EVV is a telephone and computer-based system that electronically verifies that caregiver visits occur and documents the time the service begins and ends. EVV is a requirement of the 21<sup>st</sup> Century Cures Act, a United States law enacted by Congress in December of 2016. The 21<sup>st</sup> Century Cures Act requires EVV for all Medicaid financed Personal Care Services. Personal Care Services are defined as those services which provide assistance with Activities of Daily Living (ADLs) and Instrumental Activities of Daily Living (IADLs).

Medical Assistance Division (MAD) and the Developmental Disabilities Supports Division (DDSD) are working collaboratively to ensure New Mexico meets this federal requirement and implements EVV in a manner that supports self-direction by January 1, 2020. We envision an EVV system that is flexible and adaptable to changes in employee schedules, accommodates limited internet access, is mobile, and is user-friendly and intuitive to use. As MAD and DDSD move forward in implementation of EVV additional information including timelines, training opportunities, and implementation date will be shared in the Mi Via Newsletter and in direct mailings to participants.

## Mi Via Fingerprinting Services Provided By Appointment

To better assist you and your employees, we do fingerprinting by appointment. Appointments will be scheduled for Tuesdays and Thursdays for the Mi Via Albuquerque office between 8:00 am and 4:30 pm. You or your employees can contact the Mi Via Helpdesk during business hours at 1-866-916-0310 to schedule an appointment.

## Reminder: Online Timesheet and Mileage Entry

Timesheets and mileage must be approved in FOCo**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 and mileage in FOCo**online** it cannot be processed by Conduent. **Timesheets and mileage 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.**

## Dates to Remember in July

# July 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
June 30	1	2	3	4 <i>Conduent and State Offices Closed</i>	5 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	6 <i>Deadline to submit faxed timesheets, Mileage &amp; PRFs for 7/19/19 payment; new pay period begins</i>
7	8	9	10	11	12 <i>Vendor Checks Received or Deposited</i>	13 <i>Deadline to submit PRFs for 7/26/19 payment</i>  <i>June Spending Reports Available to EORs</i>
14	15	16	17	18	19 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	20 <i>Deadline to submit faxed timesheets, Mileage &amp; PRFs for 8/2/19 payment; new pay period begins</i>
21	22	23	24	25	26 <i>Vendor Checks Received or Deposited</i>	27 <i>Deadline to submit PRFs for 8/9/19 payment</i>
28	29	30	31	August 1	August 2 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	August 3 <i>Deadline to submit faxed timesheets, Mileage &amp; PRFs for 6/16/19 payment; new pay period begins</i>

# Mi Via Circle of Support

**Web:** <https://nmhealth.org/about/ddsd/pgsv/sdw>

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

<b>Kresta Opperman</b>	<b>Mi Via &amp; Medically Fragile Unit Staff Manager</b> Functions: Mi Via & Medically Fragile Waiver oversight, Conduent, Qualis, and Eligibility Issues	505-827-7776	<a href="mailto:Kresta.Opperman@state.nm.us">Kresta.Opperman@state.nm.us</a>
<b>vacant</b>	<b>Mi Via Unit Contract Manager</b> Functions: Mi Via Waiver oversight, Conduent issues		
<b>vacant</b>	<b>Mi Via Participant Issues Resolution &amp; Eligibility</b> 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

<b>Jennifer Rodriguez</b>	Functions: Acting Mi Via Waiver Program Manager, Mi Via Oversight and Participant/Consultant Issues and Technical Assistance	505-476-8840	<a href="mailto:jennifer.rodriguez@state.nm.us">jennifer.rodriguez@state.nm.us</a> Fax: 505-476-8894
<b>Elaine Hill</b>	Functions: Mi Via Waiver Program Coordination, Participant/Consultant Issues and Technical Assistance, and statewide MF WCF & MF CACF	505-841-5510	<a href="mailto:elaine.hill@state.nm.us">elaine.hill@state.nm.us</a> Fax: 505-841-6523
<b>Anysia Fernandez</b>	Functions: Mi Via Waiver Program Coordination, Participant/Consultant Issues and Technical Assistance, and NE region DD WCF & DD CACF	575-758-5934	<a href="mailto:anysia.fernandez@state.nm.us">anysia.fernandez@state.nm.us</a> Fax: 575-758-5973
<b>Rudy Aguilera</b>	Functions: Mi Via Waiver Project Coordination, Participant/Consultant Issues and Technical Assistance	505-841-5886	<a href="mailto:rudy.aguilera@state.nm.us">rudy.aguilera@state.nm.us</a> Fax: 505-841-6523

## Comagine Health (formerly Qualis Health)

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

Care Coordination		
<b>Blue Cross Blue Shield</b>	1-877-232-5518, option 3	<a href="http://www.bcbsnm.com/community-centennial">www.bcbsnm.com/community-centennial</a>
<b>Presbyterian</b>	505-923-5200	<a href="http://www.phs.org/centennialcare">www.phs.org/centennialcare</a>
<b>Western Sky</b>	1-844-543-8996	<a href="http://www.westernskycommunitycare.com">www.westernskycommunitycare.com</a>