



## “Hands-On Workshop” of Assistive Technology

Learn about assistive technology! Participants will benefit from a **hands-on** educational session to learn about assistive technology as it applies to providing access and independence.

Training will include:

- Speech/Access (Apps and Alternative Access Options)
- Apps for Notetaking and Literacy (Apple and Android)
- AgrAbility Assistive Technology

Date: August 20, 2019

Time: 9:00 am - 12:30 pm

Location: San Juan Center for Independence  
1204 San Juan Blvd.  
Farmington, NM 87401

For more information and to **RSVP** please call or email (505) 841-4450/jesse.armijo@state.nm.us

Sponsored by NM Technology Assistance Program (NMTAP) and San Juan Center for Independence

## Electronic Visit Verification (EVV) Mi Via FAQs

### • **What is Electronic Visit Verification (EVV)?**

EEV 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).

### • **Will EVV be implemented for the Mi Via waiver program?**

The Mi Via program will implement EVV and caregivers will be required to use the EVV System for the following services:

- ◇ Homemaker - 99509
- ◇ In-Home Living Supports - T2033
- ◇ Respite - T1005SD

### • **What will the EVV system track?**

The EVV system is required to capture the following information when caregivers provide services:

- ◇ Type of service being provided
- ◇ The date the service is provided

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## You're Invited

The Mi Via Advisory Committee (MVAC) will be accepting nominations for membership until October 15, 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](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).

# Electronic Visit Verification (EVV) Mi Via FAQs

(continued)

- ◇ The time the service is provided
  - ◇ The location where the service began and the location where the service ended
  - ◇ The name of the caregiver providing the service
- **How will the caregiver clock in and out?**

The caregiver will use the EVV system to clock in when they begin providing the service and clock out when they are finished providing the service.

    - ◇ The caregiver will be able to use one of the following devices when clocking in or out:
      - ◆ The participant's landline phone; or
      - ◆ An app installed on a smartphone or tablet.
  - **Will the EVV system support self-directed waiver programs such as Mi Via?**

The EVV system will be developed to support self-direction:

    - ◇ will be flexible and adaptable to changes in employee schedules, accommodate limited internet access, is mobile, and intuitive to use;
    - ◇ will not include rigid schedules;
    - ◇ will allow caregivers to clock in or out, using a mobile device, outside of the participants home.
  - **What happens if I live in an area without internet or data service?**

In the event there is not internet connection or cell phone coverage at the time the caregiver is clocking in or out the EVV system will store the information for a period of time until the device is connected.
  - **What about privacy of my caregivers; will the EVV system track them when they are not working?**

The EVV system will only record the location when the caregiver clocks in and when the caregiver clocks out. It will not track or record the location between clock in and clock out.
  - **What if my caregiver forgets to clock in or clock out?**

In the rare occasion the caregiver's clock in or clock out activity is incomplete, or they forgot to complete the clock in or clock out, the EOR will have the ability to correct the submission electronically.
  - **Will there be training provided?**

Training on how to use the EVV system will be provided prior to implementation.

## Dates to Remember in August

# August 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
July 28	July 29	July 30	July 31	1	2 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	3 <i>Deadline to submit faxed timesheets, Mileage &amp; PRFs for 8/16/19 payment; new pay period begins</i>
4	5	6	7	8	9 <i>Vendor Checks Received or Deposited</i>	10 <i>Deadline to submit PRFs for 8/23/19 payment</i>  <i>July Spending Reports Available to EORs</i>
11	12	13	14	15	16 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	17 <i>Deadline to submit faxed timesheets, Mileage &amp; PRFs for 8/30/19 payment; new pay period begins</i>
18	19	20	21	22	23 <i>Vendor Checks Received or Deposited</i>	24 <i>Deadline to submit PRFs for 9/6/19 payment</i>
25	26	27	28	29	30 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	31 <i>Deadline to submit faxed timesheets, Mileage &amp; PRFs for 9/13/19 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, Comagine, and Eligibility Issues	505-827-7776	<a href="mailto:Kresta.Opperman@state.nm.us">Kresta.Opperman@state.nm.us</a>
<b>Jessica Velarde</b>	<b>Mi Via Unit Contract Manager</b> Functions: Mi Via Waiver oversight, Conduent issues	505-476-7254	<a href="mailto:Jessica.Velarde@state.nm.us">Jessica.Velarde@state.nm.us</a>
<b>vacant</b>	<b>Mi Via Participant Issues Resolution &amp; Eligibility</b> Functions: Participant Eligibility, Comagine, 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>



**Self-Direction Promotes:**

- Personal choice
- Self-determination
- Flexibility
- Independence
- Empowerment
- Control over waiver services
- Control over who provides services
- Control over how services are delivered

**What is the Philosophy of Self Direction?**

Self-Direction gives individuals with intellectual and/or developmental disabilities greater control over their lives and more freedom to lead a meaningful life in the community.

Participants have the authority to exercise decision-making over their waiver services and have the responsibility for managing them in a manner that best meets their needs to achieve outcomes that are important to them. Participants develop his/her individual service and support plan (SSP) and direct all services and supports identified in his/her plan.

**Mi Via Self-Directed Waiver’s Guiding Principles**

- All participants:
- Have value and potential
- Will be viewed in terms of their abilities
- Have the right to participate and be fully included in their communities
- Have the right to live, work, learn, and receive services and supports to meet their individual needs in the most integrated settings possible within their community

**Responsibilities of Participant:**

- Annual Medicaid Recertification with the Income Support Division (ISD)
- Annual Level of Care
- Development of a person-centered plan
- Determine who will be the Employer of Record (EOR) or select an EOR
- Hire and terminate employees/vendors
- Work with the Financial Management Agency (FMA) to enroll hired employees/vendors
- Supervise employee/vendor
- Review and approve time/mileage sheets or Payment Request Forms (PRFs) and submit them to the FMA
- Schedule and attend appointments
- Work with the consultant and notify them of any changes (i.e. phone number, address, email, hospitalization)
- Work with the Third-Party Assessor (TPA) and respond to any Requests for Information (RFIO)
- Work with the FMA and respond to any Return to Participant (RTP) notification (requests for information to process payments to employees/vendors)

**Who supports participants in self-direction?**

- Consultants-guide, assist and educate
- TPA-reviews LOC and requests for Mi Via services
- FMA- processes payments to service providers (employee/vendor)
- Designated EOR, if not the participant themselves

