“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 21st Century Cures Act, a United States law enacted by Congress in December of 2016. The 21st 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

(continued on next page)
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

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

<table>
<thead>
<tr>
<th>Kresta Opperman</th>
<th>Mi Via &amp; Medically Fragile Unit Staff Manager</th>
<th>505-827-7776</th>
<th><a href="mailto:Kresta.Opperman@state.nm.us">Kresta.Opperman@state.nm.us</a></th>
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<tbody>
<tr>
<td>Jessica Velarde</td>
<td>Mi Via Unit Contract Manager</td>
<td>505-476-7254</td>
<td><a href="mailto:Jessica.Velarde@state.nm.us">Jessica.Velarde@state.nm.us</a></td>
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<tr>
<td>vacant</td>
<td>Mi Via Participant Issues Resolution &amp; Eligibility</td>
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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

<table>
<thead>
<tr>
<th>Jennifer Rodriguez</th>
<th>Functions: Acting Mi Via Waiver Program Manager, Mi Via Oversight and Participant/Consultant Issues and Technical Assistance</th>
<th>505-476-8840</th>
<th><a href="mailto:jennifer.rodriguez@state.nm.us">jennifer.rodriguez@state.nm.us</a></th>
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<tbody>
<tr>
<td>Elaine Hill</td>
<td>Functions: Mi Via Waiver Program Coordination, Participant/Consultant Issues and Technical Assistance, and statewide MF WCF &amp; MF CACF</td>
<td>505-841-5510</td>
<td><a href="mailto:elaine.hill@state.nm.us">elaine.hill@state.nm.us</a></td>
</tr>
<tr>
<td>Anysia Fernandez</td>
<td>Functions: Mi Via Waiver Program Coordination, Participant/Consultant Issues and Technical Assistance, and NE region DD WCF &amp; DD CACF</td>
<td>575-758-5934</td>
<td><a href="mailto:anysia.fernandez@state.nm.us">anysia.fernandez@state.nm.us</a></td>
</tr>
<tr>
<td>Rudy Aguilera</td>
<td>Functions: Mi Via Waiver Project Coordination, Participant/Consultant Issues and Technical Assistance</td>
<td>505-841-5886</td>
<td><a href="mailto:rudy.aguilera@state.nm.us">rudy.aguilera@state.nm.us</a></td>
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Comagine Health (formerly Qualis Health)
PO Box 20910, Albuquerque, NM 87154-0190 Phone: 1-866-962-2180

Care Coordination

<table>
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<tr>
<th>Blue Cross Blue Shield</th>
<th>1-877-232-5518, option 3</th>
<th><a href="http://www.bcbsnm.com/community-centennial">www.bcbsnm.com/community-centennial</a></th>
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<tr>
<td>Presbyterian</td>
<td>505-923-5200</td>
<td><a href="http://www.phs.org/centennialcare">www.phs.org/centennialcare</a></td>
</tr>
<tr>
<td>Western Sky</td>
<td>1-844-543-8996</td>
<td><a href="http://www.westernskycommunitycare.com">www.westernskycommunitycare.com</a></td>
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What is the Concept of Self Direction you ask?
Self-Direction gives individuals with developmental disabilities (or the people who help them) the ability to decide on a mix of supports and services that work best for their needs.

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 import 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 (RFI0
• 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