



Change in Comdata to On Road Cards

Are you an employee or have an employee, who receives payment via Comdata card? Comdata has recently stopped the eCash program, and is transitioning to On Road cards. What does this mean for employees using this card?

- Comdata will send a packet to the employees currently on the eCash card program to transition to the On Road cards.
- During the transition, employees will continue to receive their pay on their Comdata card until Comdata receives the packet back and issues a new On Road card.
- Once the new card is activated, the balance on the current card will be transferred to the new card.
- The new card will be a Mastercard and the fees associated with the new card will be the same or lower.

If you have any additional questions regarding this transition, please contact the Conduent Helpdesk at 1-866-916-0310.

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.**

EOR Corner - REMINDER: Signing Payment Request Forms (PRF)

The EOR, or authorized signer if the participant has only vendors and has selected not to have an EOR, must not sign PRFs prior to delivery of services per the Mi Via Service Standards (Section 10B). When an EOR, or authorized signer, signs the PRF they are attesting that the service has been provided. A PRF must only be signed by the EOR, or authorized signer, after the service has been provided.

An employee or vendor should not request that the EOR, or authorized signer, provide them with pre-signed forms. If a vendor requests a signed PRF prior to rendering services, please remind them of this requirement and do not provide a vendor with a signed but otherwise blank PRF. This is considered Medicaid fraud. HSD refers cases where this may be happening to the Office of Inspector General for investigation.

In This Issue

[Change in Comdata to On Road Cards](#)

[Online Timesheet Entry](#)

[EOR Corner - REMINDER: Signing Payment Request Forms \(PRF\)](#)

[When An Employee May Begin Working](#)

[Dates to Remember in March](#)

[Mi Via Circle of Support](#)

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.

When An Employee May Begin Working

Employees cannot work for a Mi Via participant until all pre-hire paperwork is received by Conduent and the employee has passed COR screening. To obtain the pre-hire packet, you can contact Conduent at 1-866-916-0310 or your consultant. Employees and independent contractors (without an appropriate professional license) are required by NM law through the caregivers' criminal history screening act (7.1.9 NMAC) to pass a criminal background check which must first be processed against the COR. This COR screening is completed by Conduent, usually within 48 hours, after all complete and correct pre-hire information is received by Conduent.

Once the COR check is completed, and the provider has passed the COR check, the Employer (EOR) will receive an e-mail notification that the employee has passed their COR Background Check. If the EOR does not have an e-mail address listed in FOCoOnline Conduent will contact the EOR, via telephone to let the EOR know that the employee has passed the COR check.

Remember, employees cannot begin working until the Employer has been notified by Conduent that the employee has passed their COR Background Check and may begin working as approved on the Participant's Plan and according to the Participant's Mi Via Waiver Eligibility. You can work with your consultant agency on the process of hiring an employee.

Although an employee may begin providing services as soon as they have passed their COR Background Check, as approved on the Participant's Plan and according to the Participant's Mi Via Waiver Eligibility, payment will not be issued until all required paperwork (Employee Agreement, Employee Information Form, Declaration of Relationship Form, Attestation Form and Federal W-4) is complete and has been processed by Conduent. You can contact the Conduent Helpdesk at 1-866-916-0310 to verify that all required employee enrollment paperwork has been received and that the employee is set up to receive payments.

If an employee does not pass the criminal background check, as required by NM law, he/she may not provide services to the Mi Via participant. The employee and Conduent will be notified by the Department of Health if he/she does not pass the criminal background check.

Dates to Remember in March

March 2020

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6 <i>Vendor Checks Received or Deposited</i>	7 <i>Deadline to submit PRFs for 3/20/20 payment</i>
8	9	10	11	12	13 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	14 <i>Deadline to submit faxed timesheets, Mileage & PRFs for 3/27/20 payment; new pay period begins</i>
15	16	17	18	19	20 <i>Vendor Checks Received or Deposited</i>	21 <i>Deadline to submit PRFs for 4/3/20 payment</i> <i>February Spending Reports Available to EORs</i>
22	23	24	25	26	27 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	28 <i>Deadline to submit faxed timesheets, Mileage & PRFs for 4/10/20 payment; new pay period begins</i>
29	30	31	April 1	April 2	April 3 <i>Vendor Checks Received or Deposited</i>	April 4 <i>Deadline to submit PRFs for 4/17/20 payment</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	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	Metro and NE
Merit Consulting, LLC	Tina Storey	505-507-9995	tinas@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)	Tanya Baker-McCue Janelle Groover	1-866-383-3820	tbaker-mccue@salud.unm.edu jtorresgroover@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

Melanie Buenviaje	ESPB Deputy Bureau Chief Functions: Mi Via & Medically Fragile Waiver oversight, Conduent, Comagine, and Eligibility Issues	505-827-1348	Melanie.buenviaje@state.nm.us
Jessica Velarde	Mi Via Unit Contract Manager Functions: Mi Via Waiver oversight, Conduent issues	505-476-7254	Jessica.Velarde@state.nm.us
Aaron Maestas	Mi Via Participant Issues Resolution & Eligibility Functions: Participant Eligibility, Comagine, HSD/ISD Issues and Technical Assistance	505-827-7761	AaronM.Maestas@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

Jennifer Rodriguez	Functions: Acting Mi Via Waiver Program Manager, Mi Via Oversight and Participant/Consultant Issues and Technical Assistance	505-476-8840	jennifer.rodriguez@state.nm.us Fax: 505-476-8894
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

Comagine Health (formerly Qualis Health)

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

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

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