Reimbursement of Retainer Payments

During this time of having to Stay at Home, many providers are not able to provide services to participants and/or the participant or Employer of Record (EOR) have decided to not let services be provided in the home due to worries of COVID-19.

Retainer payments may help stop staffing shortages and may help staff from being without a job if they are not allowed to provide services for reasons related COVID19.

The state has been approved to allow providers (employees and vendors) to receive a retainer payment for the following Mi Via services:

1. Customized Community Group Supports (CCGS)
2. Community Direct Support (CDS)
3. Employment Supports

Retainer Payment Guidelines

1. Providers may bill up to eighty percent (80%) of the participant's planned services;
2. An employee or vendor may not bill more than five (5) days in a row;
3. The services must be approved in the current budget;
4. The participant or EOR, shall work with the provider and limit the retainer payment hours to be billed for no longer than five (5) days in a row;
5. The employee must enter the agreed upon retainer payment hours/time in FOCOSonline;
6. Vendors will submit a Payment Request Form (PRF) with the agreed upon hours.
7. The words “Retainer Payment” must be noted under service description; and
8. The participant or EOR must still approve time in FoCOSonline or approve the PRF per the normal payroll schedule and process.

COVID-19

For more information on the status of COVID-19 in New Mexico, please visit the New Mexico Department of Health website at: https://cv.nmhealth.org/
Mi Via Telehealth and In-Home Services during COVID-19

To address the COVID-19 public health emergency, the State is allowing the following services, including assessments, monitoring and follow up, to be provided by a telehealth option or through a phone visit:

- Physical Therapy
- Occupational Therapy
- Speech Language Therapy
- Behavior Support Consultation

The following community services have been approved to be provided in the home:

- Customized Community Group Supports
- Community Direct Support
- Employment Supports

Background Checks

If you are hiring a new employee, Conduent is putting on hold fingerprint checks. Once the public health order has been lifted, employees will have to get fingerprinted within ninety (90) days. If the employee does not turn in their fingerprint cards and complete the fingerprint check, they will no longer be allowed to provide services and will be terminated.

Conduent will continue to conduct the Consolidated On-line Registry (COR) Screening. The employee must pass the COR screening for them to be allowed to start working. Please do not allow the employee to start working until they have passed the COR screening. Conduent will notify the participant or EOR when the employee has passed the COR screening and can begin working. If an employee starts working BEFORE passing the COR screening, they will not be able to get paid.
## Dates to Remember in June

### May 31
- Paychecks and Vendor Checks Received or Deposited; end of the pay period.
- Deadline to submit faxed timesheets, Mileage & PRFs for 6/19/20 payment; new pay period begins.

### June
- **6**
  - Vendor Checks Received or Deposited.
  - Deadline to submit PRFs for 6/26/20 payment.

- **7**
  - Paychecks and Vendor Checks Received or Deposited.
  - May Spending Reports Available to EORs.

- **14**
  - Paychecks and Vendor Checks Received or Deposited; end of the pay period.
  - May Spending Reports Available to EORs.

- **21**
  - Vendor Checks Received or Deposited.
  - Deadline to submit PRFs for 7/10/20 payment.

- **28**
  - Paychecks and Vendor Checks Received or Deposited; end of the pay period.
  - Conduent and State Offices Closed.

- **July 1**
  - Paychecks and Vendor Checks Received or Deposited; end of the pay period.

- **July 3**
  - Paychecks and Vendor Checks Received or Deposited; end of the pay period.

- **July 4**
  - Paychecks and Vendor Checks Received or Deposited; end of the pay period.
  - Conduent and State Offices Closed.
### 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>Agency Name</th>
<th>Contact Name</th>
<th>Phone</th>
<th>E-mail</th>
<th>Region(s)</th>
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</thead>
<tbody>
<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>
</tr>
<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>
</tr>
<tr>
<td>Excel Case Management, Inc.</td>
<td>Diane Metoyer</td>
<td>505-324-8660</td>
<td>Metoyer@excels cementmanagement.com</td>
<td>NW and SE Regions</td>
</tr>
<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>
</tr>
<tr>
<td>Me Town Enterprises, LLC</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>
</tr>
<tr>
<td>Merit Consulting, LLC</td>
<td>Tina Storey</td>
<td>505-507-9995</td>
<td><a href="mailto:tinas@meritnm.com">tinas@meritnm.com</a></td>
<td>Metro</td>
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<tr>
<td>Peak Developmental Services</td>
<td>Sarah Martinez</td>
<td>505-281-9962</td>
<td><a href="mailto:sarahmpds@gmail.com">sarahmpds@gmail.com</a></td>
<td>All of New Mexico</td>
</tr>
<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></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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### 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>Contact Name</th>
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<td>Fax: 505-841-6523</td>
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<td>Fax: 575-758-5973</td>
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<td>Rudy Aguilera</td>
<td>505-841-5886</td>
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<td>Fax: 505-841-6523</td>
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### 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**


**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)