



Palco / EVV Updates

Direct Deposit / Paycheck Information

Some Mi Via employees have had difficulties cashing their paychecks. We recommend that employees use direct deposit if possible. Please ensure Palco has the most up to date direct deposit information. Another option for employees is to sign up and request a Money Network Card. See the ***Pay Selection and Direct Deposit*** form.

To learn about Money Network Cards please visit:

<https://docs.moneynetwork.com/moneynetwork/prepaid-fees.html>.

Some employees have also seen that too much or too little is being taken out of their paychecks. Please ensure that you send Palco the most up to date information on the W4 withholding form. You can update these at any time by submitting a 2021 W-4 form.

Correcting or Cancelling A Check: If you have received a check that needs correction (wrong name, wrong address, wrong amount), please complete a ***Stop Payment Request*** form and submit it to Conduent. **Do not mail, drop off or return the check directly to Conduent.**

All of these forms are available on the Palco website (Mi Via section) at: <https://palcofirst.com/new-mexico/>.

All forms are submitted to Conduent at:

Email: mi.via@conduent.com

Fax: 866-302-6787

Mail: PO Box 27460 Albuquerque, NM 87125-7460

EVV Phase 2 Update

The state has heard the concerns expressed by consultants, vendors, EORs, participants and families regarding Phase 1 of the Electronic Visit Verification (EVV) implementation. To allow for more training time, Phase 2 will be implemented in steps starting mid-summer to fall instead of by April 1, 2021.

Changes coming in Phase 2:

- Launch of the mobile app
- Replacement of FOCOnline with the Palco Connect system

More information will be coming out in the next couple of months on these upcoming changes.

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FMA-Conduent

Contact Information:

Phone: 1-800-283-4465

Toll-free Fax: 1-866-302-6787

E-mail: mi.via@conduent.com
(This email box is for form submission only. If you have questions, please call the Consolidated Customer Service Center (CCSC) at 1-800-283-4465.

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.

EOR Corner

An Employer of Record (EOR) has an important role in making sure participants are receiving their services and that employees and vendors are paid for the services they provide to Mi Via participants.

An EOR must:

- Approve and send employee timesheets, mileage reimbursement requests, and Payment Request Forms (PRFs) on time.
- This means **within ninety (90) days of the date of service**. Please remember that billings sent past ninety (90) days from the date of service **will not be paid**.

The processing of Payment Request Forms (PRF) can be delayed when the forms are incomplete or missing information. Before submitting a PRF, make sure:

- All information is complete and correct.
- The invoice is attached.
- The amount you are requesting to be paid matches the amount on the invoice.

Missing or incomplete information will result in a Return to Participant (RTP) notification for the corrected information. If you get an RTP to correct something please review, make all corrections and submit the corrected PRF to Conduent as soon as possible.

Mi Via Mailbox

The Mi Via Mailbox (Email: mi.via@conduent.com) is best way to submit documents. You will receive an email confirmation for any emails submitted. Conduent staff monitor and maintain the email box. If the document is missing or has invalid information, it will be returned via a return email. The return email will list the error. The return email is sent to the employee, employer of record (EOR) and Consultant. Delay in responding to the return will impact payment. The Mi Via Mailbox is used for receiving documents. Staff monitoring the mailbox cannot answer questions sent through the Mi Via Mailbox. Please call to the Consolidated Customer Services Center (CCSC) if you have questions.

Important Tips:

1. Please allow five (5) business days for documents submitted through the Mi Via Mailbox to be opened and reviewed, information to be entered into FOCoS, and/or notifications to be sent out to you for documents that need corrections.
2. Please do not submit documents multiple times for the same participant. Submitting the same document multiple times causes delays in processing the paperwork and delays payment.
3. Please keep in mind the payment cycle dates. Paperwork submitted too late in the payment cycle will not be processed in time for payment within the pay period and will delay payment.

If you have not seen an update in FOCoS, and/or have not received a return e-mail for corrections in five (5) business days of submission, please call the Consolidated Customer Service Center at 1-800-283-4465 then press 5. The CCSC and/or Conduent will not be able to provide an update if the status of your submission has been fewer than five (5) business days.

Dates to Remember in April

April 2021

Sun	Mon	Tue	Wed	Thu	Fri	Sat
March 28	March 29	March 30	March 31	1	2 <i>Vendor Checks Received or Deposited</i>	3 <i>Deadline to submit PRFs for 4/16/21 payment</i>
4	5	6	7	8	9 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	10 <i>Deadline to submit faxed timesheets, Mileage & PRFs for 4/23/21 payment; new pay period begins</i>
11	12	13	14	15	16 <i>Vendor Checks Received or Deposited</i>	17 <i>Deadline to submit PRFs for 4/30/21 payment</i>
18	19	20	21	22	23 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	24 <i>Deadline to submit faxed timesheets, Mileage & PRFs for 5/7/21 payment; new pay period begins</i>
25	26	27	28	29	30 <i>Vendor Checks Received or Deposited</i>	May 1 <i>Deadline to submit PRFs for 5/14/21 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 Enterprises, LLC	Kimberly Riebsomer	505-310-9069	riebsomer@gmail.com	Metro and NE
Merit Consulting, LLC	Tina Storey	505-507-9995	tinas@meritnm.com	Metro
Peak Developmental Services	Sarah Martinez	505-281-9962	sarahmpds@gmail.com	All of New Mexico
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				
Lorie Pacheco	Mi Via & Medically Fragile Waivers Staff Manager Functions: Mi Via & Medically Fragile Waiver oversight, Conduent, Comagine, and Eligibility Issues	505-231-9353	Loriea.Pacheco2@state.nm.us	
Vacant	Mi Via Unit Contract Manager Functions: Mi Via Waiver oversight, Conduent issues			
Aaron Maestas	Mi Via Participant Issues Resolution & Eligibility Functions: Participant Eligibility, Comagine, HSD/ISD Issues and Technical Assistance	505-795-3746	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 <u>Comagine Health</u> 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		