



Goodwill In Home Assessment (IHA) Update

Article by Goodwill Industries

Greetings from Goodwill! We are still doing In Home Level of Care Assessments (IHA) using the computer or cell phone. IHA's are done using "Zoom". Zoom is an online audio and web conferencing service that people use for video conference meetings. Although the IHA's are done using Zoom, we do ask that the participant be in their home for the assessment and be available on screen by computer or mobile phone screen.

It is a requirement of the program that you have an IHA for your annual level of care assessment. It is important to keep your scheduled appointment. If you are unable to and need to reschedule, please call us ahead of time at (505) 881-6030, extension 1824.

Keeping your Information Updated

If your address, phone number, or other information changes, you must update your information with the Human Services Department's (HSD) Income Support Division (ISD) and in FOCoS. You can make both updates with one call to HSD's Consolidated Customer Service Center (CCSC).

To update your information with ISD and in FOCoS please call the CCSC at 1-800-283-4465 and press "5" for assistance.

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in May**

Mi Via Circle of Support

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.

Minimum Wage Increases

Minimum wage is the lowest hourly, daily or monthly amount an employer may legally pay to their employee(s). As of January 1, 2021, the hourly minimum wage in New Mexico increased. The new state minimum wage for most workers in NM will be \$10.50 an hour. Certain cities and counties enforce their own minimum wage which may be higher than \$10.50. For example, the minimum wage in Santa Fe is \$12.32 an hour.

HSD and DOH are working closely together to help identify who is affected by the minimum wage increase. This wage increase will affect participant budgets. The State will work with your Consultant to help participants modify budgets if needed. Additional information will be provided as it becomes available.

EOR Corner

An Employer of Record (EOR) has an important role in making sure employees and vendors are paid for the services they provide to Mi Via participants. Here are some tips that will help employees and vendors be well-informed and ensure they will be paid timely.

EOR and Employee Contact Information

In Phase 2 of the EVV implementation, all data that is currently in FOCoS will be moving to the Palco platform. Due to this upcoming change, it is very important that all EOR and Employee information in FOCoS is correct. We're asking all EORs and employees to check FOCoS and validate their phone number, address, and email. If updates are needed, please contact the Consolidated Customer Service Center (CCSC) at 1-800-283-4465 and press "5" for assistance.

Vendor Direct Deposit

Direct Deposit is the fastest way to receive vendor payments from Palco each Friday. EORs should encourage all vendors to sign up for direct deposit as quickly as possible. The vendor direct deposit form can be accessed via this link:

[PaySelection Direct Deposit Form VEN.pdf \(palcofirst.com\)](#) and submit to Conduent at:

Email: mi.via@conduent.com

Fax: 1-866-302-6787

Mail: P.O. Box 27460, Albuquerque, NM 87125-7460

Dates to Remember in May

May 2021

Sun	Mon	Tue	Wed	Thu	Fri	Sat
April 25	April 26	April 27	April 28	April 29	April 30 <i>Vendor Checks Received or Deposited</i>	1 <i>Deadline to submit PRFs for 5/15/21 payment</i>
2	3	4	5	6	7 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	8 <i>Deadline to submit faxed timesheets, Mileage & PRFs for 5/22/21 payment; new pay period begins</i>
9	10	11	12	13	14 <i>Vendor Checks Received or Deposited</i>	15 <i>Deadline to submit PRFs for 5/29/21 payment</i>
16	17	18	19	20	21 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	22 <i>Deadline to submit faxed timesheets, Mileage & PRFs for 6/4/21 payment; new pay period begins</i>
23	24	25	26	27	28 <i>Vendor Checks Received or Deposited</i>	29 <i>Deadline to submit PRFs for 6/11/21 payment</i>
30	31					

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)	Jacqueline Mares	505-553-5695	jacquelinem@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		