



Mi Via Email Mailbox Changes

Effective June 1, 2021, Mi Via program paperwork is to be submitted to Conduent via the general E-mail box: docprocessing@conduent.com

Documents that need to be processed by Conduent that should be emailed to docprocessing@conduent.com are:

- Employer of Record (EOR) Packets
- Payment Request Forms/Invoices
- Mileage Sheets
- Vendor Information Forms
- Transportations Appendixes
- Business Licenses
- Employee Packets
- Time Sheets
- Vendor Enrollment Packets
- Attestation Forms
- W-9, W-4
- Stop Payment Requests Forms

The Mi.Via@Conduent.com mailbox will no longer be in use after June 4, 2021. Please note that documents may still be faxed to Conduent at fax number: 1-866-302-6787.

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.

Goodwill has created step by step guides to help you use the Zoom application on your computer, tablet, and/or smart phone. The step by step instructions will be located on the Department of Health (DOH) website on the Mi Via Self-Directed Waiver Resources page: <https://www.nmhealth.org/about/ddsd/pgsv/sdw/resources>.

These guides will help reduce the time it takes to get logged into your scheduled virtual meeting and reduce the frustration that can come when working with a program someone is not familiar with.

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Mi Via Circle of Support

FMA-Conduent

Contact Information:

Phone: 1-800-283-4465

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

E-mail:

docprocessing@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 a RTP to correct something please review, make all corrections and submit the corrected PRF to Conduent as soon as possible. If you receive a RTP for Timely Filing, the EOR or Authorized Signer is able to request a Timely Filing Review. Please note **only** the EOR or Authorized Signer can make the timely filing requests through Conduent.

Dates to Remember in June

June 2021

Sun	Mon	Tue	Wed	Thu	Fri	Sat
May 30	May 31	1	2	3	4 <i>Vendor Checks Received or Deposited</i>	5 <i>Deadline to submit PRFs for 6/18/21 payment</i>
6	7	8	9	10	11 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	12 <i>Deadline to submit faxed timesheets, Mileage & PRFs for 6/25/21 payment; new pay period begins</i>
13	14	15	16	17	18 <i>Vendor Checks Received or Deposited</i>	19 <i>Deadline to submit PRFs for 7/2/21 payment</i>
20	21	22	23	24	25 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	26 <i>Deadline to submit faxed timesheets, Mileage & PRFs for 7/9/21 payment; new pay period begins</i>
27	28	29	30	July 1	July 2 <i>Vendor Checks Received or Deposited</i>	July 3 <i>Deadline to submit PRFs for 7/16/21 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)	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		
Vacant	Mi Via Participant Issues Resolution & Eligibility Functions: Participant Eligibility, Comagine, HSD/ISD Issues and Technical Assistance		

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

Aaron Maestas	Functions: Acting Mi Via Waiver Program Manager, Mi Via Oversight and Participant/Consultant Issues and Technical Assistance	505-660-3736	Aaron.maestas@state.nm.us Fax: 505-841-6523
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