



EOR Corner

Employer Transition Packet

If you are an EOR that started in Mi Via **BEFORE January 1, 2021**, you will transition from TNT to Palco. This means that you are authorizing Palco to be the fiscal/employer agent. Palco will make sure all required employer paperwork and taxes are submitted on your behalf to the Internal Revenue Service (IRS) and other federal and state tax authorities. Some of these federal and state agencies include the IRS, NM Taxation and Revenue Department, and NM Department of Workforce Solutions.

All EORs who began before January 1, 2021 will receive a pre-filled EOR Transition Packet from Palco. **These packets are required to be completed and returned by July 31, 2021.** Completing this packet will transition responsibilities from TNT to Palco and will designate Palco as the Fiscal Intermediary.

Complete the required information, including the highlighted areas and return the packet to Conduent **by July 31, 2021** via:

E-mail: docprocessing@conduent.com

Fax: 1-866- 302-6787 or

U.S. Mail: Conduent
1720A Randolph Rd SE
Albuquerque, NM 87103

Part of the services Palco provides as the fiscal/employer agent is to follow all requirements of taxes and accounts on the EOR's behalf. You may have received notices mentioning taxes due from the NM Tax and Revenue Department, these notices should have been sent directly to Palco and not to the EOR. In order for the state and federal tax agencies to know that they need to follow up with Palco. the EOR Transition Packet needs to be completed and returned to Conduent via fax, e-mail or mail.

When you submit the EOR Transition Packet, it means you are giving Palco the permission to take care of the taxes and other requirements from the state and federal agencies. The pre-filled transition packets started to go out on 6/15/2021. If you did not receive one you can download your transition packet by visiting this link:

https://palcofirst.com/wp-content/uploads/2021/02/NM_Transition-Employer-Packet_09032020-FINAL.pdf

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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.

Third Part Assessor (TPA) New Website Alert!

Comagine Health has completed their website migration.

Effective July 1, 2021, the New Mexico Medicaid webpages on qualishealth.org will move to the new website. The new web address is: <https://comagine.org/program/new-mexico-medicaid>

New Mexico Medicaid webpages on the Qualis Health website will be automatically redirected to the new Comagine Health website for the first year. After July 2022, automatic redirections will not occur so please save the new website for future reference.

In Home Assessment (IHA) Zoom Instruction Update

The State would like to remind you that Goodwill will continue to contact you by phone to schedule your In-Home Assessment (IHA). Completing the assessment **is required** for the Mi Via program.

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 Publications page:

<https://www.nmhealth.org/about/ddsd/pgsv/sdw/publications/>

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.

Dates to Remember in July

July 2021

Sun	Mon	Tue	Wed	Thu	Fri	Sat
June 27	June 28	June 29	June 30	1	2 <i>Vendor Checks Received or Deposited</i>	3 <i>Deadline to submit PRFs for 7/16/21 payment</i>
4 	5 State of NM Offices will be closed in Observance of Independence Day	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 7/23/21 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 7/30/21 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 8/6/21 payment; new pay period begins</i>
25	26	27	28	29	30 <i>Vendor Checks Received or Deposited</i>	31 <i>Deadline to submit PRFs for 8/13/21 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	tinass@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: 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	505-506-6103	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	505-670-2397	anysia.fernandez@state.nm.us Fax: 575-758-5973	
Rudy Aguilera	Functions: Mi Via Waiver Project Coordination, Participant/Consultant Issues and Technical Assistance	505-239-7826	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		