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Mi Via Circle of Support

In-Home Assessment (IHA) expectations

The State would like to remind you that In-Home Assessments (IHA) are a **requirement** to get services in the Mi Via Waiver. IHA must be completed in your home. IHA are being done again like they were prior to the pandemic. Goodwill Industries will contact you by phone to schedule your IHA virtually, by computer or mobile phone screen. If you have any changes to your contact information, please notify your consultant to ensure you receive a call from Goodwill.

The State Public Health Emergency orders are being followed and all IHA's will be completed virtually through "Zoom". Zoom is an online audio and web conferencing service that people use for video conference meetings. The participant must be available on the screen by computer or mobile phone screen.

Therapy Requests

Therapies can be accessed under the Mi Via Waiver, however as per our New Mexico Administrative Code, they must be habilitative in nature, not rehabilitative. Habilitative means maintaining your level of health. Rehabilitative means treating a new or acute injury. Therapy services that are rehabilitative must be accessed through your Managed Care Organizations (MCO) such as Blue Cross Blue Shield, Western Sky or Presbyterian Health Services. It is important that when writing your goals on your plan and budget for the therapy service, you make clear if they are habilitative in nature. If it is not clear that the service is habilitative in nature, the Third Party Assessor (TPA) will ask you to provide more information. You and your Consultants must work together to provide the information that the TPA requests. Do not ask vendors to get a denial letter from MCO's because MCOs do not issue denials letters for services they do not cover.

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 Transition Packets

We have identified those individuals who have not submitted a completed EOR Transition Packet. Conduent will be sending EOR Transition packets to those employers in the coming weeks. Be on the lookout for that packet and please complete and submit it by 9/17/21.

By completing this EOR Transition Packet, you are authorizing Palco to be the fiscal/employer agent. This means that Palco will make sure all employer paperwork and taxes are submitted on your behalf to the Internal Revenue Service (IRS) as well as the NM Taxation and Revenue Department and the NM Department of Workforce Solutions.

After you have completed (and signed) all forms in the packet, please return the packet to Conduent via:

Fax: 1-866-302-6787;

Email: docprocessing@conduent.com; OR

Mail: Conduent

1720A Randolph Rd SE

Albuquerque, NM 87103

New Payment Request Form (PRF) and Invoices Submission Process

Conduent has provided a new way to submit your signed and completed Payment Request Form (PRF) and invoices. Users can upload PRFs and invoices through the Medicaid Portal. This option is now available to users with a participant Medicaid number. No user ID or sign in is required. You will receive a confirmation number once your upload has been successful. These uploads will be sent directly to the Conduent indexing queue for faster processing.

Please see steps below on how to submit your Payment Request Form (PRF) and invoices [through the Medicaid Portal](#). If you have any questions please call the Consolidated Customer Service Center (CCSC) at 1-800-283-4465 then press 5.

Upload Payment Request Form tool

<https://nmmedicaid.portal.conduent.com/webportal/uploadPayment>

or

<https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm>

Click on Upload Payment Request Form (PRF) on the left menu

You can still upload PRFs and invoices by:

1. Emailing to docprocessing@Conduent.com mailbox
2. Via fax 1-866-302-6787
3. By mail PO Box 27460, Albuquerque, NM 87125 are still available.

Dates to Remember in September

September 2021

Sun	Mon	Tue	Wed	Thu	Fri	Sat
August 29	August 30	August 31	1	2	3 <i>Vendor Checks Received or Deposited</i>	4 <i>Deadline to submit PRFs for 7/17/21 payment</i>
5	6 State of NM Offices will be closed in Observance of Labor Day	7	8	9	10 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	11 <i>Deadline to submit faxed timesheets, Mileage & PRFs for 9/24/21 payment; new pay period begins</i>
12	13	14	15	16	17 <i>Vendor Checks Received or Deposited</i>	18 <i>Deadline to submit PRFs for 10/1/21 payment</i>
19	20	21	22	23	24 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	25 <i>Deadline to submit faxed timesheets, Mileage & PRFs for 10/8/21 payment; new pay period begins</i>
26	27	28	29	30	October 1 <i>Vendor Checks Received or Deposited</i>	October 2 <i>Deadline to submit PRFs for 10/15/21 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				
Melanie Buenviaje	Mi Via & Medically Fragile Waivers Staff Manager Functions: Mi Via & Medically Fragile Waiver oversight, Conduent, Comagine, and Eligibility Issues	505-490-2460	Melanie.Buenviaje@state.nm.us	
Melanie Buenviaje	Mi Via Unit Contract Manager Functions: Mi Via Waiver oversight, Conduent issues	505-490-2460	Melanie.Buenviaje@state.nm.us	
Melanie Buenviaje	Mi Via Participant Issues Resolution & Eligibility Functions: Participant Eligibility, Comagine, HSD/ISD Issues and Technical Assistance	505-490-2460	Melanie.Buenviaje@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				
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		