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**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.
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

Note:
The Mi Via Advisory Committee works with the State to share information and help with communication among all Mi Via Participants.

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

<table>
<thead>
<tr>
<th>Sun</th>
<th>Mon</th>
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<th>Thu</th>
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<tr>
<td>August 29</td>
<td>August 30</td>
<td>August 31</td>
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<td>3 Vendor Checks Received or Deposited</td>
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<td>4 Deadline to submit PRFs for 7/30/21 payment</td>
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<td>10 Paychecks and Vendor Checks Received or Deposited; end of the pay period</td>
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<td>17 Deadline to submit faxed timesheets. Mileage &amp; PRFs for 9/24/21 payment; new pay period begins</td>
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<td>24 Paychecks and Vendor Checks Received or Deposited; end of the pay period</td>
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<td>26 Deadline to submit faxed timesheets. Mileage &amp; PRFs for 10/1/21 payment; new pay period begins</td>
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<td>27 October 1 Vendor Checks Received or Deposited</td>
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<td>28 Deadline to submit faxed timesheets. Mileage &amp; PRFs for 10/8/21 payment; new pay period begins</td>
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<td>30 Deadline to submit faxed timesheets. Mileage &amp; PRFs for 10/15/21 payment; new pay period begins</td>
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- **State of NM Offices will be closed in observance of Labor Day**
## Mi Via Circle of Support

**Web:** [https://nmhealth.org/about/ddsd/pgsv/sdw](https://nmhealth.org/about/ddsd/pgsv/sdw)

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Contact Name</th>
<th>Phone</th>
<th>E-mail</th>
<th>Region(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>CNRAG, Inc. (Care Network Resource Assistance Group)</td>
<td>Fallon Vincell</td>
<td>575-621-3645</td>
<td><a href="mailto:fvincell@cnragusa.com">fvincell@cnragusa.com</a></td>
<td>Metro, SE</td>
</tr>
<tr>
<td>Consumer Direct Personal Care (CDPC)</td>
<td>Jacqueline Mares</td>
<td>505-553-5695</td>
<td><a href="mailto:jacquelinem@consumerdirectcare.com">jacquelinem@consumerdirectcare.com</a></td>
<td>All of New Mexico</td>
</tr>
<tr>
<td>Excel Case Management, Inc.</td>
<td>Diane Metoyer</td>
<td>505-324-8660</td>
<td><a href="mailto:Metoyer@excelcasemanagement.com">Metoyer@excelcasemanagement.com</a></td>
<td>NW and SE Regions</td>
</tr>
<tr>
<td>Los Amigos, LLC</td>
<td>Sergio Garcia</td>
<td>505-204-6035</td>
<td><a href="mailto:Sergio@losamigosbs.com">Sergio@losamigosbs.com</a></td>
<td>All of New Mexico</td>
</tr>
<tr>
<td>Me Town Enterprises, LLC</td>
<td>Kimberly Riebsomer</td>
<td>505-310-9069</td>
<td><a href="mailto:riebsomer@gmail.com">riebsomer@gmail.com</a></td>
<td>Metro and NE</td>
</tr>
<tr>
<td>Merit Consulting, LLC</td>
<td>Tina Storey</td>
<td>505-507-9995</td>
<td><a href="mailto:tinas@meritnm.com">tinas@meritnm.com</a></td>
<td>Metro</td>
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<tr>
<td>Peak Developmental Services</td>
<td>Sarah Martinez</td>
<td>505-281-9962</td>
<td><a href="mailto:sarahmpds@gmail.com">sarahmpds@gmail.com</a></td>
<td>All of New Mexico</td>
</tr>
<tr>
<td>Self-Directed Choices</td>
<td>Sandy Skaar</td>
<td>505-508-1663</td>
<td><a href="mailto:Sandy@sdchoices.com">Sandy@sdchoices.com</a></td>
<td>All of New Mexico</td>
</tr>
<tr>
<td>Jacob Patterson</td>
<td></td>
<td></td>
<td><a href="mailto:Jacob@sdchoices.com">Jacob@sdchoices.com</a></td>
<td></td>
</tr>
<tr>
<td>UNM Center for Development and Disability (CDD)</td>
<td>Tanya Baker-McCue</td>
<td>1-866-383-3820</td>
<td><a href="mailto:tbaker-mccue@salud.unm.edu">tbaker-mccue@salud.unm.edu</a></td>
<td>All of New Mexico</td>
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<tr>
<td>Janelle Groover</td>
<td></td>
<td></td>
<td><a href="mailto:torresgroover@salud.unm.edu">torresgroover@salud.unm.edu</a></td>
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<tr>
<td>Visions Case Management</td>
<td>Charles Clayton</td>
<td>575-779-7419 or</td>
<td><a href="mailto:Charles@visionsnm.com">Charles@visionsnm.com</a></td>
<td>All of New Mexico</td>
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<td></td>
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<td>1-888-588-9152</td>
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</tbody>
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**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

### Mi Via Waivers Staff Manager

- **Melanie Buenviaje**
  - **Functions:** Mi Via & Medically Fragile Waiver oversight, Conduent, Comagine, and Eligibility Issues
  - **Phone:** 505-490-2460
  - **E-mail:** Melanie.Buenviaje@state.nm.us

### Mi Via Unit Contract Manager

- **Melanie Buenviaje**
  - **Functions:** Mi Via Waiver oversight, Conduent issues
  - **Phone:** 505-490-2460
  - **E-mail:** Melanie.Buenviaje@state.nm.us

### Mi Via Participant Issues Resolution & Eligibility

- **Melanie Buenviaje**
  - **Functions:** Participant Eligibility, Comagine, HSD/SDS Issues and Technical Assistance
  - **Phone:** 505-490-2460
  - **E-mail:** 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

### Mi Via Waiver Program Manager, Mi Via Oversight and Participant/Consultant Issues and Technical Assistance

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

### Mi Via Waiver Program Coordination, Participant/Consultant Issues and Technical Assistance, and statewide MF WCF & MF CACF

- **Elaine Hill**
  - **Functions:** Mi Via Waiver Program Coordination, Participant/Consultant Issues and Technical Assistance, and statewide MF WCF & MF CACF
  - **Phone:** 505-506-6103
  - **E-mail:** elaine.hill@state.nm.us
  - **Fax:** 505-841-6523

### Mi Via Waiver Program Coordination, Participant/Consultant Issues and Technical Assistance, and NE region DD WCF & DD CACF

- **Anysia Fernandez**
  - **Functions:** Mi Via Waiver Program Coordination, Participant/Consultant Issues and Technical Assistance, and NE region DD WCF & DD CACF
  - **Phone:** 505-670-2397
  - **E-mail:** anysia.fernandez@state.nm.us
  - **Fax:** 575-758-5973

### Mi Via Waiver Project Coordination, Participant/Consultant Issues and Technical Assistance

- **Rudy Aguilera**
  - **Functions:** Mi Via Waiver Project Coordination, Participant/Consultant Issues and Technical Assistance
  - **Phone:** 505-239-7826
  - **E-mail:** 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**
  - **Phone:** 1-877-232-5518, option 3
  - **Website:** [www.bcbsnm.com/community-centennial](http://www.bcbsnm.com/community-centennial)

- **Presbyterian**
  - **Phone:** 505-923-5200
  - **Website:** [www.phs.org/centennialcare](http://www.phs.org/centennialcare)

- **Western Sky**
  - **Phone:** 1-844-543-8996
  - **Website:** [www.westernskycommunitycare.com](http://www.westernskycommunitycare.com)