



## In This Issue:

Email Updates for EORs and Employees

Updates from the Department of Health

Sick Leave

In-Home Assessments

Service Highlights

Mi Via Circle of Support

## Email Updates Needed for EORs and Employees

It is important that Conduent and Palco have accurate information. One critical piece of information is your EOR and employee e-mail address. Your e-mail address will be used for:

Communication / notification from Palco or Conduent for timesheets and program communication. These e-mail notifications will help you ensure timesheets are correct and payments will be on time.

Personal login ID for Palco Connect system. Each person (user) is required to have their own unique login ID for the Palco CONNECT system. For example, an Employees and EORs **cannot share the same** e-mail address.

If you are an Employee or an EOR and you are not sure if your correct e-mail address is in the FOCoS system, please contact the Consolidated Customer Service Center (CCSC) at 800-283-4465 to update your e-mail address by phone. You may also update your email address by emailing a [change of Information form](#) to Conduent at [docprocessing@conduent.com](mailto:docprocessing@conduent.com). All information MUST be updated in FOCoS as soon as possible.

## Updates from the Department of Health

1. Revised Mi Via Service Standards will be issued in June and effective July 1, 2022.
2. Mi Via trainings will be available July 1, 2022. Be on the lookout!
3. Consultants have resumed face-to-face home visits. DDSD staff have also begun conducting home visits throughout the state. If you are not comfortable having face-to-face visits, let DDSD or your Consultant know to ask for an exception.
4. The next Mi Via Advisory Committee meeting is July 28<sup>th</sup>, 2022. If you would like to attend and need the link, email:

[Elaine.Hill@state.nm.us](mailto:Elaine.Hill@state.nm.us)

The Mi Via Advisory Committee is now accepting nominations for membership. If you are interested, please email:

[Elaine.Hill@state.nm.us](mailto:Elaine.Hill@state.nm.us) for a Nomination

Form. [Elaine.Hill@state.nm.us](mailto:Elaine.Hill@state.nm.us)

5. The Mi Via Advisory Committee is now accepting nominations for membership. If you are interested, please email:

[Elaine.Hill@state.nm.us](mailto:Elaine.Hill@state.nm.us) for a Nomination Form.

## Resources—Food Assistance

MoGro offers bags of fresh, mostly local, fruits, veggies, and grocery items each week with pick up locations in Albuquerque, Santa Fe, Pecos and Espanola. If paying with SNAP EBT a MoGro bag will be \$6. Without SNAP cost per bag is \$20. There are 8 items per bag. Add on items available at different prices such as local cheese, eggs, tortillas, etc. For more information or to order please visit the below website.

<https://www.mogro.net/>

USDA Commodity Supplemental Food Program works to improve the health of low-income persons by supplementing their diets with nutritious USDA Foods. Application provided at distribution sites. You can participate in both SNAP and the USDA commodities program. Below are New Mexico distribution sites:

Roadrunner Food Bank  
5840 Office Blvd NE, Alb, NM 87109  
505-247-2052  
[WWW.RRFB.ORG](http://WWW.RRFB.ORG)

Roadrunner Food Bank  
505 S Main St, Ste 149A Las Cruces,  
NM 88005  
575-523-4390  
[WWW.RRFB.ORG](http://WWW.RRFB.ORG)  
The Food Depot  
1222 Siler Rd, Santa Fe, NM 87507  
505-471-1633  
[WWW.THEFOODDEPOT.ORG](http://WWW.THEFOODDEPOT.ORG)

Food Bank of Eastern NM  
2217 E. Brady Clovis, NM 88101  
505-726-8068  
Community Pantry  
PO BOX 520, Gallup, NM 87305  
505-726-8068  
<https://thecommunitypantry.org/>

ECHO Food Bank  
401 South Commercial Ave, Farmington, NM, 87401  
505-326-3770  
[WWW.ECHOINC.ORG](http://WWW.ECHOINC.ORG)

Apply for snap benefits to help supplement your food budget if you are income eligible.

Apply online or call the Consolidated Customer Service Center  
[WWW.YESNM.COM](http://WWW.YESNM.COM) or call customer service at 800-283-4465

## Sick Leave Available to MiVia Employees

Effective July 1, all New Mexico workers will be able to earn and use sick leave. More information is coming including trainings for EORs and employees. Please see helpful links below include New Mexico Employees rights to sick leave.

<https://www.dws.state.nm.us/NMPaidSickLeave>

## Service Highlight: Individual Directed Goods and Services

Individual Directed Goods and Services is a service that lets a Mi Via participant purchase a good or service that they need. These are equipment, supplies, or services. The good or service requested must be related to the participant's disability, promote personal safety and health; and helps the participant gain greater independence and/or help them with activities of daily living. Please read the Service Standards for more details of what type of services you can ask for. There is also a list of services and goods that will not be covered by the Mi Via Waiver program. Goods and services that will not be covered are items that a person living without a disability would have to pay for themselves such as feminine hygiene products (maxi pads or period panties), gaming computer, cell phone for another person. Work with your consultant when developing this goal on choosing the services and goods allowed through Mi Via.

## Things to do in July:

Route 66 Summerfest 2022 7/23/22 5PM-10PM Nob Hill, Albuquerque NM

Fourth of July Celebration 7/4/2022 Taos Ski Valley, Taos, NM

Movies on the Plaza-7/22/2022 Selena, Civic Plaza Albuquerque, NM

Summer Movie Series- 7/23/22 The Beatles, Santa Fe Railyard, Santa Fe, NM

Music in the park 7/17/22 7pm -9pm, Al Hurricane Jr & Las Munecas, Young Park, Las Cruces NM

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 submissions 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.

## In-Home Assessments

The Third-Party Assessor (TPA), Comagine Health, reviews your Level of Care (LOC). The LOC is REQUIRED to get and keep waiver services. Without a complete LOC, waiver services will end.

The In-Home Assessment is required as part of the LOC assessment. We are allowed to do virtual In-Home Assessments during COVID-19. After the Public Health Emergency is over, we will have to go back to in person In-Home Assessments. Goodwill Industries completed the assessments. The TPA staff are now helping Goodwill complete the assessments virtually. The In-Home Assessment takes about two (2) hours to complete.

Someone from Comagine Health or Goodwill Industries will call you to schedule the virtual In-Home Assessment. They will call to schedule the virtual In-Home Assessment for LOC's that will be expiring soon and for new Mi Via participants. Virtual In-Home Assessments are available Monday through Friday and on weekends. Virtual In-Home Assessments are also available after 5:00 pm Monday through Friday. Comagine and Goodwill have been calling to schedule assessments and have left voicemails for families that did not answer our calls. Please make sure to check your voicemails and return the call so that we can complete the virtual In-Home Assessment.

If your LOC is expiring in the next ninety (90) days and you have not received a phone call from us, please call us at 1-866-962-2180 or 505-217-7680 so that we can schedule your virtual In-Home Assessment.

New Mi Via participants can call us on the numbers above to schedule the virtual In-Home Assessment if you have not received a call from us.

When calling, please have a couple of dates and times that you are available. If we do not answer, please leave a message, and include the dates and times that you prefer. We will call you back within twenty-four (24) hours.

Once the virtual In-Home Assessment has been scheduled, you will receive an email with the Zoom information. If the Zoom information is not received, please call the number above so that it can be resent to you. Zoom instructions are found at <https://www.nmhealth.org/about/ddsd/pgsv/sdw/publications/>

## Participants: Please share your talent

Are you an artist, a poet a storyteller or have a talent you would like to share? Please submit pictures of your original artwork, short stories, or poems to be featured in an upcoming Mi Via Newsletter. Submissions can be sent to: [Rachel.gonzales@state.nm.us](mailto:Rachel.gonzales@state.nm.us)

Dates to  
Remember in July

# July 2022

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

# Mi Via Circle of Support

Agency Name	Contact Name	Phone	E-mail	Region(s)
A New Vision	Andrea Gonzales	505-553-3322	<a href="mailto:bluebirdem@outlook.com">bluebirdem@outlook.com</a>	Metro and NE Regions
Consumer Direct Personal Care	Jacqueline Mares	505-344-8182 x3536	<a href="mailto:jacquelinem@consumerdirectcare.com">jacquelinem@consumerdirectcare.com</a>	Metro, SE and SW
CNRAG, Inc. (Care Network Resource Assistance Group)	Shaleen Diaz	575-621-3461	<a href="mailto:sdiaz@cnragusa.com">sdiaz@cnragusa.com</a>	Metro, SE and SW
Excel Case Management, Inc	Jennifer Pennington	505-324-8660 x102	<a href="mailto:jpennington@excelcasemanagement.com">jpennington@excelcasemanagement.com</a>	NW and SE regions
Innovative Self Direction	Frank Aquila	505-850-7662	<a href="mailto:faquila@innovativeselfdirection.com">faquila@innovativeselfdirection.com</a>	All of New Mexico
Los Amigos, LLC	Michelle Rutt	505-920-4511	<a href="mailto:michelle@losamigosnm.com">michelle@losamigosnm.com</a>	All of New Mexico
Me Town Enterprises, LLC	Kimberly Riebsomer	505-310-9069	<a href="mailto:Riebsomer@gmail.com">Riebsomer@gmail.com</a>	Metro and NE
Merit Consulting, LLC	Melinda Broussard	505-288-2889	<a href="mailto:Mbroussard.merit@gmail.com">Mbroussard.merit@gmail.com</a>	Metro
Peak Developmental Services	Sarah Martinez	505-281-9962	<a href="mailto:smartinez@nmddwcm.com">smartinez@nmddwcm.com</a>	All of New Mexico
Self Directed Choices	Sandy Skaar Jacob Patterson	505-508-1663 505-331-3167	<a href="mailto:sandy@sdchoices.com">sandy@sdchoices.com</a> <a href="mailto:Jacob@sdchoices.com">Jacob@sdchoices.com</a>	All of New Mexico
UNM Center for Development and Disability (CDD)	Carrie Roberts Janelle Groover	505-280-6442 505-401-9328	<a href="mailto:CnRoberts@salud.unm.edu">CnRoberts@salud.unm.edu</a> <a href="mailto:jtorresgroover@salud.unm.edu">jtorresgroover@salud.unm.edu</a>	All of New Mexico
Visions Case Management	Charles Clayton	575-779-7419 888-588-9152	<a href="mailto:Charles@visionsnm.com">Charles@visionsnm.com</a>	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 (formally Xerox) contract and the TPA/Qualis contract

<b>Deanna DeHerrera</b>	<b>MiVia &amp; Medically Fragile Waivers Staff Manager</b> Functions: MiVia & Medically Fragile Waiver oversight	505-629-7620	<a href="mailto:Deanna.DeHerrera@state.nm.us">Deanna.DeHerrera@state.nm.us</a>
<b>Rachel Gonzales</b>	<b>MiVia Social &amp; Community Coordinator</b> Functions: Conduent, Billing, Payment issues	505-490-3721	<a href="mailto:Rachel.Gonzales@state.nm.us">Rachel.Gonzales@state.nm.us</a>
<b>Jennifer Romero</b>	<b>MiVia Social &amp; Community Coordinator</b> Functions: Participant Eligibility issues and Technical Assistance	505-469-8522	<a href="mailto:Jennifer.Romero3@state.nm.us">Jennifer.Romero3@state.nm.us</a>

**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), Medically Fragile (MF) Populations Oversees consultant agency contracts

<b>Elaine Hill</b>	<b>MiVia Waiver Program Manager</b> Functions: Participant/Consultant Issues and Technical Assistance, and statewide MF WCF & MF CACF	505-506-6103	<a href="mailto:Elaine.Hill@state.nm.us">Elaine.Hill@state.nm.us</a> Fax: 505-841-6523
<b>Rudy Aguilera</b>	<b>MiVia Waiver Project Coordination</b> Functions: Participant/Consultant Issues and Technical Assistance	505-239-7826	<a href="mailto:Rudy.Aguilera@state.nm.us">Rudy.Aguilera@state.nm.us</a> 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 MiVia. They are responsible for reviewing and approving the Service and Support Plans (SSP).

Care Coordination		
<b>Blue Cross Blue Shield</b>	877-232-5518, Option 3	<a href="http://www.bcbsnm.com/community-centennial">www.bcbsnm.com/community-centennial</a>
<b>Presbyterian</b>	505-923-5200	<a href="http://www.phs.org/centennialcare">www.phs.org/centennialcare</a>
<b>Western Sky</b>	844-543-8996	<a href="http://www.westernskycommunitycare.com">www.westernskycommunitycare.com</a>