

PARTICIPANT CORNER

Anthony's amazing photography



Your Talent is in Demand!

Are you a poet, storyteller, artist or just want to share a picture of yourself doing a favorite activity or maybe some great news? Please submit pictures of your original artwork, short stories, or poems. Submissions to be featured in an upcoming Mi Via Newsletter. Submissions can be sent to: Rachel.gonzales@hsd.nm.gov

Shining Star Employees of the Month

Do you have a Direct Support Professional (DSP) that you would like to spotlight and allow to shine? DDS D would like to recognize our DSPs who provide above and beyond support to Mi Via Participants. DDS D Mi Via Unit will feature Shining Stars in the Mi Via Newsletter monthly. Submit a brief note of why you would like to recognize your staff. Submissions can be sent to: Rachel.gonzales@hsd.nm.gov

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FMA-Conduent Contact Information:

Phone: 1-800-283-4465

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

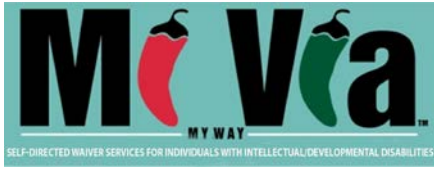
E-mail for Form Submission:

docprocessing@conduent.com

Physical Address:

1720-A Randolph Rd SE

Albuquerque, NM 87106



October 2023

Volunteers needed!

If you have an upcoming In-Home Assessment (IHA) and would graciously allow workers from the Department of Health and the Human Services Department to observe Comagine or Goodwill complete your IHA.

- DOH and HSD workers will get a better understanding of the process.
- Helps state workers be able to help you more effectively.
- State workers get the honor of meeting those we serve.

Please let your consultant know if you are interested in volunteering. You can also email Rachel Gonzales at: MVWaiverHSD@hsd.nm.gov with subject line "IHA Volunteer"

Mi Via Services That Require Electronic Voice Verification (EVV)

Employees providing the following services will need to use EVV by November 1, 2023.

Mi Via Waiver Services Requiring EVV:

- Homemaker (99509 and 99509 E)
- Respite Standard (T1005 SD and T1005 SD E)

If you are a provider for Mi Via Homemaker and Respite and you are **NOT** using EVV, payments will be **suspended after October 31, 2023**.

Please work with your EOR on how to get signed up for EVV. For additional information please go to: <https://palcofirst.com/new-mexico/>

Service Highlights:

Specialized Therapies

Specialized therapies are non-experimental therapies or techniques that have been proven effective for certain conditions. Services must be related to the participant's disability or condition and ensure the participant's health and welfare in the community. This service will supplement (not replace) the participant's natural support and other community services for which the participant may be eligible.

Some services in this category are:

- **Massage therapy** is the practice of rubbing or manipulating a person's muscles and other soft-tissue in order to improve comfort and relieve pain.
- **Naprapathy** uses manipulation and mobilization of the spine, joints, and muscles such as stretching and massage to restore use and lower pain in muscles and joints.
- **Play therapy** is a variety of play and creative arts styles used to ease chronic, mild, and moderate psychological and emotional conditions to allow a participant to reach their full potential.

Experimental or investigational procedures, technologies or therapies and those services covered by the Medicaid state plan are excluded.

Helpful links:

NMAC 8.314.6.15 G (2):

<https://www.srca.nm.gov/parts/title08/08.314.0006.html>

Mi Via Service Standards Appendix A page 57

<https://www.nmhealth.org/publication/view/policy/3381/>



October 2023

Comagine Health and the Importance of In-Home Assessments (IHA)

Comagine Health, formerly known as Qualis, is the Third-Party Assessor (TPA) for the Mi Via waiver. They are responsible for reviewing the following: Initial and annual level of care (LOC)

- Initial and annual level of care (LOC)
- SSP
- Budgets
- Waiver Change Form sent from Department of Health (DOH)
- Completed Primary Freedom of Choice (PFOC) sent from DOH

Comagine completes along with the assistance of Goodwill In-Home Assessments (IHA) which are very important in the process of receiving a LOC. Please ensure that you keep your scheduled IHA. If you need to reschedule contact Comagine as soon as possible.

IHA facts:

- You will receive a call from Comagine Health or Good Will Industries to schedule an IHA that is expiring soon or for new Mi Via participants.
- IHA's will take approximately 2 hours to complete.
- IHA's are available Monday-Friday and on weekends.
- IHA's can be scheduled after 5pm Monday-Friday.

If your LOC is expiring in the next ninety (90) days and you have not received a phone call from Comagine or Goodwill, please contact **Comagine at 1-866-962-2180 or 505-217-7680**. Please have a couple of dates and times that you are available. If Comagine does not answer, please leave a message, and include the dates and time you

prefer. Comagine will call you back within twenty-four (24) hours.

IHA's must be complete at home. If you would like to request the IHA to be done outside of the home, please contact your consultant. Your consultant will contact the Department of Health (DOH) and ask for permission.

- The exception will be done by the EOR.
- EOR will give to consultant
- Consultant will send it to DOH to review.
- Once the review is completed and DOH agrees, then DOH will send it to HSD.
- HSD will review the exception and make the final decision to approve or deny.

JUST FOR LAUGHS

Why did the apple pie go to the dentist?

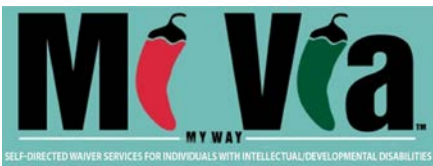
Because it needed a filling.

What do you call a small pepper in late autumn?

A little chili.

Attend an Upcoming Mi Via Advisory Committee Meeting

The next Mi Via Advisory Committee (MVAC) is October 26, 2023 at 12:30pm. Meetings are held quarterly and are 3 hours in length. You do not need to be a member to attend. If you are interested in getting an invite, please email elaine.hill@doh.nm.gov

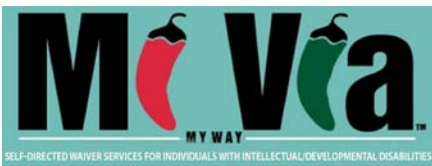


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Mi Via Circle of Support

MI VIA DOH Website: <https://nmhealth.org/about/ddsd/pgsv/sdw>

Consultant Agency Name	Contact Name	Phone	E-mail	Regions(s)
Active Advocates of New Mexico	Alicia Sisneros	505-353-1778	AliciaS@ActiveAdvocatesNM.com	All of New Mexico
CNRAG, Inc. (Care Network Resource Assistance Group)	Fallon Vincell	575-621-3645	fvincell@cnragusa.com	Metro, SE & SW
Consumer Direct Personal Care (CDPC)	Jacqueline Mares	505-553-5695	jacquelinem@consumerdirectcare.com	All of New Mexico
Excel Case Management, Inc.	Jennifer Pennington	505-324-8660 ext 102	jPennington@excelcasemanagement.com	NW & SE Regions
Innovative Self Direction	Frank Aquila	505-850-7662	faquila@innovativeselfdirection.com	All of New Mexico
Los Amigos, LLC	Michelle Rutt	505-920-4511	Michelle@losamigosnm.com	All of New Mexico
Me Town Enterprises, LLC	Kimberly Riebsomer	505-310-9069	riebsomer@gmail.com	Metro & NE
Merit Consulting, LLC	Melinda Broussard	505-288-2889	mbroussard.merit@gmail.com	Metro
Peak Developmental Services	Sarah Martinez	505-281-9962	smartinez@nmddwcm.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)	Carrie Roberts Janelle Groover	505-280-6442 505-401-9328	CnRoberts@salud.unm.edu jtorresgroover@salud.unm.edu	All of New Mexico
Visions Case Management	Charles Clayton	575-779-7419 888-588-9152	Charles@visionsnm.com	All of New Mexico



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NEW MI VIA WAIVER EMAIL ADDRESS:
 Mi Via Waiver: MVWaiverHSD@hsd.nm.gov
 For: Mi Via Questions, Conduent, Billing and Payment Issues

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

HSD manages the FMA/Conduent contract and the TPA/Comagine contract

Deanna DeHerrera	Mi Via & Medically Fragile Waivers Staff Manager Functions: Mi via & Medically Fragile Waiver Oversight	505-629-7260	Deanna.DeHerrera@hsd.nm.gov
Rachel Gonzales	Mi Via Social & Community Coordinator Functions: Conduent, Billing, Payment issues	505-490-3721	MVWaiverHSD@hsd.nm.gov
Jennifer Romero	Mi Via Social & Community Coordinator Functions: Participant Eligibility Issues Issues and Technical Assistance	505-469-8522	MVWaiverHSD@hsd.nm.gov

Department of Health / Developmental Disabilities Supports Division
 5301 Central NE, Suite 203, Albuquerque, NM 87108
 Phone: 1-800-283-5548

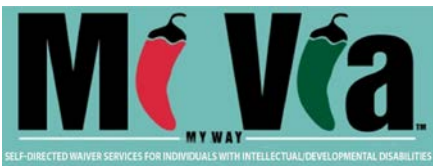
DOH operates the Mi Via Program for Developmental Disability (DD) and Medically Fragile (MF) Populations
 Oversees consultant agency contracts

Elaine Hill	Mi Via Waiver Program Manager Functions: Participant/Consultant Issues and Technical Assistance, and statewide MF WCF & MF CACF	505-506-6103	elaine.hill@doh.nm.gov Fax: 505-841-6523
Rudy Aguilera	Mi Via Waiver Project Coordination Functions: Participant/Consultant Issues and Technical Assistance	505-239-7826	rudy.aguilera@doh.nm.gov Fax: 505-841-6523

Comagine 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).

Blue Cross Blue Shield	877-232-5518 Option 3	www.bcbsnm.com/community-centennial
Presbyterian	888-689-1523	http://www.phs.org/centennialcare
Western Sky	844-543-8996	http://www.westernskycommunitycare.com/



October 2023

October Dates to Remember						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6 Paychecks & vendor checks received or deposited, end of the pay period	7 Deadline for faxed timesheets & mileage for 10/20 payment & PRFs for 10/20 vendor payments
8 World Octopus Day	9 Indigenous Peoples' Day	10	11	12	13 Vendor checks received or deposited	14 Deadline to submit PRFs for 10/27 vendor payment
15 National Grouch Day	16 World Singing Day	17	18	19	20 Paychecks & vendor checks received or deposited, end of the pay period	21 Deadline for faxed timesheets & mileage for 11/3 payment & PRFs for 11/3 vendor payments
22 National Make a Difference Day	23	24 National Bologna Day	25	26	27 Vendor checks received or deposited	28 Deadline to submit PRFs for 11/10 vendor payment
29	30 National Candy Corn Day	31 Halloween	11/1	11/2	11/3 Paychecks & vendor checks received or deposited, end of the pay period	11/4 Deadline for faxed timesheets & mileage for 11/17 payment & PRFs for 11/17 vendor payments