



## Announcement

DOH/DDSD is happy to announce Jason Cornwell as the acting Division Director for DOH/DDSD and Scott Doan as the new Deputy Division Director for DOH/DDSD.

## Waiver Renewal

§1915 (c) Home and Community Based Services (HCBS) waivers applications are reviewed by the federal Centers for Medicare and Medicaid Services (CMS). If approved by CMS, the approval is for three years initially and then, in five-year cycles. NM Department of Health (DOH) operates three HCBS waivers which are approaching their 5-year renewal cycles.

Waiver	Expiration
Mi Via Waiver	10/1/2020
Medically Fragile Waiver	7/1/2021
Developmental Disabilities Waiver	7/1/2021

### Public Input

After planning with initial stakeholder engagement, proposed waiver amendments and renewals are posted to the HSD website. Notice is provided to families, providers and interested parties when drafts are available. HSD accepts public comment in writing, by phone and at formal public hearings. HSD and DOH review and respond to all public comments before finalizing the official waiver application and submitting it to CMS.

## Electronic Visit Verification (EVV)

EVV is a telephone and computer-based system that electronically verifies that caregiver visits occur and documents the time the service begins and ends. EVV is a requirement of the 21<sup>st</sup> Century Cures Act, a United States law enacted by Congress in December of 2016. The 21<sup>st</sup> Century Cures Act requires EVV for all Medicaid financed Personal Care Services. Personal Care Services are defined as those services which provide assistance with Activities of Daily Living (ADLs) and Instrumental Activities of Daily Living (IADLs).

Medical Assistance Division (MAD) and the Developmental Disabilities Supports Division (DDSD) are working collaboratively to ensure New Mexico meets this federal requirement and implements EVV in a manner that supports self-direction by January 1, 2020. We envision an EVV system that is flexible and adaptable to changes in employee schedules, accommodates limited internet access, is mobile, and is user-friendly and intuitive to use. As MAD and DDSD move forward in implementation of EVV additional information including timelines, training opportunities, and implementation date will be shared in the Mi Via Newsletter and in direct mailings to participants.

### In This Issue

Announcement

Waiver Renewal

Electronic Visit Verification (EVV)

DDSD Rate Study News

Advocate Rights and Responsibilities Town Hall

Dates to Remember in May

Mi Via Circle of Support

2020 Mi Via Waiver Renewal Town Hall Meeting Schedule

## FMA-Conduent

### Contact Information:

**Phone:** 1-866-916-0310

8:00 am to 5:00 pm Monday,  
Tuesday, Thursday, and Friday  
8:00 am to 4:00 pm Wednesday

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

**E-mail:** [mi.via@conduent.com](mailto:mi.via@conduent.com)  
(Do not email forms to Conduent)

### 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.

Comagine Health is the Third Party Assessor (TPA) for Mi Via. They are responsible for reviewing and approving the Service and Support Plans (SSP).

## DDSD Rate Study News

As you know, New Mexico Department of Health, Developmental Disabilities Supports Division (DDSD), has contracted with Public Consulting Group, Inc. (PCG) to perform a study to recommend reimbursement rates for services provided to individuals with intellectual and developmental disabilities through the Developmental Disabilities (DD), Mi Via (MV), and Medically Fragile (MF) waiver programs.

PCG will be conducting community forums in May and June to discuss the rate study.

Please see the information below for more details:

<b>Date:</b> May 15, 2019	<b>Date:</b> June 19, 2019
<b>Time:</b> 1:30-4:00pm	<b>Time:</b> 1:30-4:00pm
<b>Topic:</b> Rate Study Findings	<b>Topic:</b> Rate Study Recommendations

State Capital Round House  
211 Old Santa Fe Trail, Room 307  
Santa Fe, NM 87501

In addition to sharing updates on the project, the agenda will also include a Question and Answer period to obtain valuable feedback and input from the field.

In the meantime, if you have any questions or thoughts about the rate study process, please contact us by email or phone:

**Email address:** [NMHCBSRatestudy@pcgus.com](mailto:NMHCBSRatestudy@pcgus.com)

**Phone line:** 1-844-225-3658

## Advocate Rights and Responsibilities Town Hall



**Goal:** Learn about the waivers and the rules from the Center for Medicare and Medicaid Services that strengthen the rights of those receiving Waiver services.

**How:** Be part of an interactive presentation about advocate rights and responsibilities including stories of success from advocates.

Refreshments will be served.

**When:** Thursday May 9, 9:30 am - 12:00 pm

**Where:** San Juan Center for Independence, 1204 San Juan Blvd, Farmington, NM 87401.

If accommodations are needed, please contact Wendy Corry at 505-238-0047 by May 2.



## Dates to Remember in May

# May 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
April 28	April 29	April 30	1	2	3 <i>Vendor Checks Received or Deposited</i>	4 <i>Deadline to submit PRFs for 5/17/19 payment</i>
5	6	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 &amp; PRFs for 5/24/19 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 5/31/19 payment</i>  <i>March Spending Reports Available to EORs</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 &amp; PRFs for 6/7/19 payment; new pay period begins</i>
26	27 <i>Conduent and State Offices Closed</i>	28	29	30	31 <i>Vendor Checks Received or Deposited</i>	June 1 <i>Deadline to submit PRFs for 6/14/19 payment</i>

# Mi Via Circle of Support

**Web:** <https://nmhealth.org/about/ddsd/pgsv/sdw>

Agency Name	Contact Name	Phone	E-mail	Region(s)
AAA Participant Direction	Dave Murley	505-450-5974	<a href="mailto:aaapd4@gmail.com">aaapd4@gmail.com</a>	All of New Mexico
CNRAG, Inc. (Care Network Resource Assistance Group)	Fallon Vincell	575-621-3645	<a href="mailto:fvincell@cnragusa.com">fvincell@cnragusa.com</a>	Metro, SE and SW
Consumer Direct Personal Care (CDPC)	Sandra Woodward	1-866-786-4999	<a href="mailto:sandraw@consumerdirectcare.com">sandraw@consumerdirectcare.com</a>	All of New Mexico
Excel Case Management, Inc.	Diane Metoyer	505-324-8660	<a href="mailto:Metoyer@excelcasemanagement.com">Metoyer@excelcasemanagement.com</a>	NW and SE Regions
Los Amigos, LLC	Sergio Garcia	505-204-6035	<a href="mailto:Sergio@losamigosbs.com">Sergio@losamigosbs.com</a>	All of New Mexico
Me Town	Kimberly Riebsomer	505-310-9069	<a href="mailto:riebsomer@gmail.com">riebsomer@gmail.com</a>	Metro and NE
Merit Consulting, LLC	Tina Storey	505-507-9995	<a href="mailto:tinasm@meritnm.com">tinasm@meritnm.com</a>	Metro
Self-Directed Choices	Sandy Skaar Jacob Patterson	505-508-1663	<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)	Phyllis Shingle	505-272-8284 or 1-866-383-3820	<a href="mailto:pshingle@salud.unm.edu">pshingle@salud.unm.edu</a>	All of New Mexico
Visions Case Management	Charles Clayton	575-779-7419 or 1-888-588-9152	<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 (formerly Xerox) contract and the TPA/Qualis contract

<b>Kresta Opperman</b>	<b>Mi Via &amp; Medically Fragile Unit Staff Manager</b> Functions: Mi Via & Medically Fragile Waiver oversight, Conduent, Qualis, and Eligibility Issues	505-827-7776	<a href="mailto:Kresta.Opperman@state.nm.us">Kresta.Opperman@state.nm.us</a>
<b>Joshua Gonzales</b>	<b>Mi Via Unit Contract Manager</b> Functions: Mi Via Waiver oversight, Conduent issues	505-476-7254	<a href="mailto:JoshuaS.Gonzales@state.nm.us">JoshuaS.Gonzales@state.nm.us</a>
<b>vacant</b>	<b>Mi Via Participant Issues Resolution &amp; Eligibility</b> Functions: Participant Eligibility, Qualis, 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

<b>Regina Lewis</b>	Functions: Mi Via Waiver Program Manager, Mi Via Oversight and Participant/Consultant Issues and Technical Assistance	505-841-5519	<a href="mailto:regina.lewis@state.nm.us">regina.lewis@state.nm.us</a> Fax: 505-841-6523
<b>Elaine Hill</b>	Functions: Mi Via Waiver Program Coordination, Participant/Consultant Issues and Technical Assistance, and statewide MF WCF & MF CACF	505-841-5510	<a href="mailto:elaine.hill@state.nm.us">elaine.hill@state.nm.us</a> Fax: 505-841-6523
<b>Anysia Fernandez</b>	Functions: Mi Via Waiver Program Coordination, Participant/Consultant Issues and Technical Assistance, and NE region DD WCF & DD CACF	575-758-5934	<a href="mailto:anysia.fernandez@state.nm.us">anysia.fernandez@state.nm.us</a> Fax: 575-758-5973
<b>Rudy Aguilera</b>	Functions: Mi Via Waiver Project Coordination, Participant/Consultant Issues and Technical Assistance	505-841-5886	<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

### Care Coordination

<b>Blue Cross Blue Shield</b>	1-877-232-5518, 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>	1-844-543-8996	<a href="http://www.westernskycommunitycare.com">www.westernskycommunitycare.com</a>

**Developmental Disabilities Supports Division  
2020 Mi Via Waiver Renewal  
Town Hall Meeting Schedule**

DDSD and HSD will be hosting a series of Town Hall meetings during the months of May 2019 through July 2019 across the state. The purpose of these meetings is to provide information and to receive comment on the proposed Home and Community Based Services (HCBS) Medicaid Mi Via Waiver. The Mi Via Waiver is NM's self-directed waiver.

The following locations and times are opportunities for you to hear the presentation from DDSD and HSD and to provide comment/feedback on the self-directed waiver.

Please note that each session across the state will contain the same presentation.

<b>Date</b>	<b>Time</b>	<b>City</b>	<b>Location (address &amp; room)</b>
5/29/19	1:30-3:30	Santa Fe	Harold Runnels Building Auditorium 1190 S. Saint Francis Drive (87505)
5/30/19	1:30-3:30	Albuquerque	University of New Mexico Continuum of Care 2350 Alamo Ave. SE Albuquerque, NM 87106
6/4/19	1:30-3:30	Las Cruces	Branigan Library 200 E. Picacho Las Cruces, NM 88001
6/12/19	1:30-3:30	Roswell	New Mexico Transportation Department 132 Earl Cummings Loop Roswell, NM 88203
6/24/19	1:30-3:30	Gallup	Octavia Fellin Public Library 115 W. Hill Avenue Gallup, New Mexico 87301
7/1/19	1pm-3:30	Farmington	San Juan Center for Independence 1204 San Juan Blvd. Farmington, New Mexico 87401