



“Hands-On Workshop” of Assistive Technology

Learn about assistive technology! Participants will benefit from a **hands-on** educational session to learn about assistive technology as it applies to providing access and independence.

Training will include:

- Speech/Access (Apps and Alternative Access Options)
- Apps for Notetaking and Literacy (Apple and Android)
- AgrAbility Assistive Technology

Date: August 20, 2019

Time: 9:00 am - 12:30 pm

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

For more information and to **RSVP** please call or email (505) 841-4450/jesse.armijo@state.nm.us

Sponsored by NM Technology Assistance Program (NMTAP) and San Juan Center for Independence

Electronic Visit Verification (EVV) Mi Via FAQs

• **What is Electronic Visit Verification (EVV)?**

EEV is a requirement of the 21st Century Cures Act, a United States law enacted by Congress in December of 2016. The 21st 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).

• **Will EVV be implemented for the Mi Via waiver program?**

The Mi Via program will implement EVV and caregivers will be required to use the EVV System for the following services:

- ◇ Homemaker - 99509
- ◇ In-Home Living Supports - T2033
- ◇ Respite - T1005SD

• **What will the EVV system track?**

The EVV system is required to capture the following information when caregivers provide services:

- ◇ Type of service being provided
- ◇ The date the service is provided

(continued on next page)

In This Issue

You're Invited

“Hands-On Workshop” of Assistive Technology

Electronic Visit Verification (EVV) Mi Via FAQs

Dates to Remember in August

Mi Via Circle of Support

You're Invited

The Mi Via Advisory Committee (MVAC) will be accepting nominations for membership until October 15, 2019. Mi Via Participants, family members and other stake holders are encouraged to apply. If you are interested in becoming an MVAC member please contact Elaine Hill, Mi Via Program Coordinator at 505-841-5510.

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
(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).

Electronic Visit Verification (EVV) Mi Via FAQs

(continued)

- ◇ The time the service is provided
 - ◇ The location where the service began and the location where the service ended
 - ◇ The name of the caregiver providing the service
- **How will the caregiver clock in and out?**

The caregiver will use the EVV system to clock in when they begin providing the service and clock out when they are finished providing the service.

 - ◇ The caregiver will be able to use one of the following devices when clocking in or out:
 - ◆ The participant's landline phone; or
 - ◆ An app installed on a smartphone or tablet.
 - **Will the EVV system support self-directed waiver programs such as Mi Via?**

The EVV system will be developed to support self-direction:

 - ◇ will be flexible and adaptable to changes in employee schedules, accommodate limited internet access, is mobile, and intuitive to use;
 - ◇ will not include rigid schedules;
 - ◇ will allow caregivers to clock in or out, using a mobile device, outside of the participants home.
 - **What happens if I live in an area without internet or data service?**

In the event there is not internet connection or cell phone coverage at the time the caregiver is clocking in or out the EVV system will store the information for a period of time until the device is connected.
 - **What about privacy of my caregivers; will the EVV system track them when they are not working?**

The EVV system will only record the location when the caregiver clocks in and when the caregiver clocks out. It will not track or record the location between clock in and clock out.
 - **What if my caregiver forgets to clock in or clock out?**

In the rare occasion the caregiver's clock in or clock out activity is incomplete, or they forgot to complete the clock in or clock out, the EOR will have the ability to correct the submission electronically.
 - **Will there be training provided?**

Training on how to use the EVV system will be provided prior to implementation.

Dates to Remember in August

August 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
July 28	July 29	July 30	July 31	1	2 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	3 <i>Deadline to submit faxed timesheets, Mileage & PRFs for 8/16/19 payment; new pay period begins</i>
4	5	6	7	8	9 <i>Vendor Checks Received or Deposited</i>	10 <i>Deadline to submit PRFs for 8/23/19 payment</i> <i>July Spending Reports Available to EORs</i>
11	12	13	14	15	16 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	17 <i>Deadline to submit faxed timesheets, Mileage & PRFs for 8/30/19 payment; new pay period begins</i>
18	19	20	21	22	23 <i>Vendor Checks Received or Deposited</i>	24 <i>Deadline to submit PRFs for 9/6/19 payment</i>
25	26	27	28	29	30 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	31 <i>Deadline to submit faxed timesheets, Mileage & PRFs for 9/13/19 payment; new pay period begins</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)	Sandra Woodward	1-866-786-4999	sandraw@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	Kimberly Riebsomer	505-310-9069	riebsomer@gmail.com	Metro and NE
Merit Consulting, LLC	Tina Storey	505-507-9995	tinas@meritnm.com	Metro
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

Kresta Opperman	Mi Via & Medically Fragile Unit Staff Manager Functions: Mi Via & Medically Fragile Waiver oversight, Conduent, Comagine, and Eligibility Issues	505-827-7776	Kresta.Opperman@state.nm.us
Jessica Velarde	Mi Via Unit Contract Manager Functions: Mi Via Waiver oversight, Conduent issues	505-476-7254	Jessica.Velarde@state.nm.us
vacant	Mi Via Participant Issues Resolution & Eligibility Functions: Participant Eligibility, Comagine, 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

Jennifer Rodriguez	Functions: Acting Mi Via Waiver Program Manager, Mi Via Oversight and Participant/Consultant Issues and Technical Assistance	505-476-8840	jennifer.rodriguez@state.nm.us Fax: 505-476-8894
Elaine Hill	Functions: Mi Via Waiver Program Coordination, Participant/Consultant Issues and Technical Assistance, and statewide MF WCF & MF CACF	505-841-5510	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	575-758-5934	anysia.fernandez@state.nm.us Fax: 575-758-5973
Rudy Aguilera	Functions: Mi Via Waiver Project Coordination, Participant/Consultant Issues and Technical Assistance	505-841-5886	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

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