



## Goodwill Industries of New Mexico and In-Home Assessments during COVID-19

Due to COVID-19 we have had to “Think out of the Box,” while making sure that some services can continue to be provided in a safe way. In-Home Assessments (IHA) have traditionally been provided “In the Home,” but now during the Stay at Home Order IHA’s will be conducted online through video conferencing.

Goodwill Industries of New Mexico (GINM) will be conducting IHA’s online and will do so sixty (60) days after the Stay at Home Public Health Order is lifted. GINM will be contacting you soon to set up your online assessment.

How will this be done and what you can expect is as follows:

1. When GINM receives a referral for a level of care (LOC) assessment GINM will:
  - Assign an assessor;
  - They will contact you via telephone;
  - Schedule an appointment for an online assessment and
  - Ask the participant and/or their guardian for their email information.
2. A GINM assessor will send the participant and/or their guardian an e-mail meeting invitation. You can access the video conference through your computer, tablet or smart phone. The invitation will include:
  - A meeting link;
  - Instructions on how to join the online meeting; and
  - A password to access the meeting.
3. IHA notes will be reviewed with the participant and/or guardian and the assessor.
4. The assessor will ask for a verbal acknowledgement instead of a signature, noting that the assessment was conducted online.
5. Completed assessments will be entered into the state system.

If participants cannot participate online, the IHA will be placed on hold until the end of the Public Health Order.

## COVID-19

For more information on the status of COVID-19 in New Mexico, please visit the New Mexico Department of Health website at:

<https://cv.nmhealth.org/>

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## 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.

## Background Checks

If you are hiring a new employee, Conduent is putting on hold fingerprint checks. Once the public health order has been lifted, employees will have to get fingerprinted within ninety (90) days. If the employee does not turn in their fingerprint cards and complete the fingerprint check, they will no longer be allowed to provide services and will be terminated.

Conduent will continue to conduct the Consolidated On-line Registry (COR) Screening. The employee must pass the COR screening for them to be allowed to start working. Please do not allow the employee to start working until they have passed the COR screening. Conduent will notify the participant or EOR when the employee has passed the COR screening and can begin working. If an employee starts working BEFORE passing the COR screening, they will not be able to get paid.

## Records Retention Requirements

Employees and vendors who provide goods and services to Mi Via participants must keep records that show that services have been provided as outlined in the Service and Support Plan (SSP) and Budget. The Mi Via rule 8.314.6.14C NMAC and the Mi Via Service Standards require that records be kept for a minimum of six (6) years from the first date of service. Service providers and vendors who provide goods and services to Mi Via participants must comply with record keeping and documentation requirements outlined in 8.302.1.17NMAC. This includes but is no limited to:

- Ensuring records are detailed enough to substantiate the date, time, eligible recipient name, rendering, attending, ordering or prescribing provider; level and quantity of services; length of a session of service billed, diagnosis and medical necessity of any service;
- Include procedures or progress following therapy or treatment; and
- Services billed on the basis of time units spent with an eligible recipient must be sufficiently detailed to document the actual time spent with the eligible recipient and the services provided during that time unit.

Service providers and vendors are subject to random and targeted audits conducted by MAD and DOH or their audit agents. MAD or its designee will seek recoupment of funds from service providers when audits show inappropriate billing for services.

## Dates to Remember in July

# July 2020

Sun	Mon	Tue	Wed	Thu	Fri	Sat
June 28	June 29	June 30	1	2	3 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>  <i>Conduent and State Offices Closed</i>	4 <i>Deadline to submit faxed timesheets, Mileage &amp; PRFs for 7/17/20 payment; new pay period begins</i>
5	6	7	8	9	10 <i>Vendor Checks Received or Deposited</i>	11 <i>Deadline to submit PRFs for 7/24/20 payment</i>
12	13	14	15	16	17 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>  <i>May Spending Reports Available to EORs</i>	18 <i>Deadline to submit faxed timesheets, Mileage &amp; PRFs for 7/31/20 payment; new pay period begins</i>
19	20	21	22	23	24 <i>Vendor Checks Received or Deposited</i>	25 <i>Deadline to submit PRFs for 8/7/20 payment</i>
26	27	28	29	30	31 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	August 1 <i>Deadline to submit faxed timesheets, Mileage &amp; PRFs for 8/14/20 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	<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 Enterprises, LLC	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:tinas@meritnm.com">tinas@meritnm.com</a>	Metro
Peak Developmental Services	Sarah Martinez	505-281-9962	<a href="mailto:sarahmpds@gmail.com">sarahmpds@gmail.com</a>	All of New Mexico
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)	Tanya Baker-McCue Janelle Groover	1-866-383-3820	<a href="mailto:tbaker-mccue@salud.unm.edu">tbaker-mccue@salud.unm.edu</a> <a href="mailto:itorresgroover@salud.unm.edu">itorresgroover@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>Lorie Pacheco</b>	<b>Mi Via &amp; Medically Fragile Waivers Staff Manager</b> Functions: Mi Via & Medically Fragile Waiver oversight, Conduent, Comagine, and Eligibility Issues	505-827-7776	<a href="mailto:Loriea.Pacheco2@state.nm.us">Loriea.Pacheco2@state.nm.us</a>
<b>Vacant</b>	<b>Mi Via Unit Contract Manager</b> Functions: Mi Via Waiver oversight, Conduent issues		
<b>Aaron Maestas</b>	<b>Mi Via Participant Issues Resolution &amp; Eligibility</b> Functions: Participant Eligibility, Comagine, HSD/ISD Issues and Technical Assistance	505-827-7761	<a href="mailto:AaronM.Maestas@state.nm.us">AaronM.Maestas@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) and Medically Fragile (MF) Populations

Oversees consultant agency contracts

<b>Jennifer Rodriguez</b>	Functions: Acting Mi Via Waiver Program Manager, Mi Via Oversight and Participant/Consultant Issues and Technical Assistance	505-476-8840	<a href="mailto:jennifer.rodriguez@state.nm.us">jennifer.rodriguez@state.nm.us</a> Fax: 505-476-8894
<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

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

<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>