



## EOR Corner

An Employer of Record (EOR) has an important role in making sure employees and vendors are paid for the services they provide to Mi Via participants.

EORs must:

- Approve and send employee timesheets, mileage reimbursement requests, and Payment Request Forms (PRFs) on time.
- This means **within ninety (90) days of the date of service**.

Please remember that billings sent past ninety (90) days from the date of service **will not be paid**. A Return-to-Participant (RTP) notice will be issued for billing that needs to be corrected. Corrected billing may be sent in within ninety (90) days of the RTP notice.

## CMS Final Rule Extension

Jennifer Rodriguez, Department of Health (DOH) Community Programs Bureau Chief

On July 14, 2020, the Centers for Medicare and Medicaid Services (CMS) sent guidance to state Medicaid agencies letting them know that CMS extended the deadline for ensuring compliance with the Home and Community-Based Services (HCBS) Settings Regulation. This is in response to the COVID-19 pandemic.

CMS recognizes that states have faced challenges and delays to implement activities, and that services and community integration approaches have been disrupted.

Due to these challenges, CMS extended the deadline for this regulation to March 17, 2023. CMS is committed to continuing its work with states, advocates, and other stakeholders to improve HCBS options.

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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.

## In Home Assessment (IHA) Update

To support the health and safety of Mi Via Participants during the Public Health Emergency, the State of New Mexico is working on a plan to do In-Home Assessments using a computer/laptop/tablet or mobile device with a front-facing camera. A mobile device can be a smartphone. Instead of the In-Home Assessor going to the Participant's home to do the assessment, the Assessor will be able to do the assessment using the computer or a mobile device. This is also called a "virtual visit". Once the State approves the plan for virtual assessments, the person who does the assessment will call you to make an appointment. Please help make sure the Participant's contact information is up to date with Comagine Health. The State will let Participants know when the virtual visits will start. At this time the State is planning to start making calls in August.

## Dates to Remember in August

# August 2020

Sun	Mon	Tue	Wed	Thu	Fri	Sat
July 26	July 27	July 28	July 29	July 30	July 31 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	1 <i>Deadline to submit faxed timesheets, Mileage &amp; PRFs for 8/14/20 payment; new pay period begins</i>
2	3	4	5	6	7 <i>Vendor Checks Received or Deposited</i>	8 <i>Deadline to submit PRFs for 8/21/20 payment</i>
9	10	11	12	13	14 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>  <i>July Spending Reports Available to EORs</i>	15 <i>Deadline to submit faxed timesheets, Mileage &amp; PRFs for 8/28/20 payment; new pay period begins</i>
16	17	18	19	20	21 <i>Vendor Checks Received or Deposited</i>	22 <i>Deadline to submit PRFs for 9/4/20 payment</i>
23 <hr/> 30	24 <hr/> 31	25	26	27	28 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	29 <i>Deadline to submit faxed timesheets, Mileage &amp; PRFs for 9/11/20 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>