

## Important Information Regarding the Home and Community Based (DD and Mi Via) Waivers

On July 1, 2020, DDSD will utilize a revised definition of Developmental Disability (DD) as defined in the New Mexico Administrative Code (NMAC) and our current, approved waivers. This change could affect whether individuals are determined to meet the definition of DD for Home and Community Based Waivers (DD and Mi Via). In preparation for the transition to the new definition, DDSD has created a temporary **Pend** status for registrations received between October 7, 2019 and June 30, 2020 and for any applications currently in process with a documented related condition.

Applications will remain in the temporary **Pend** status until the eligibility determination is made under the revised definition. If the individual meets the criteria at that time, the application will be determined complete and the individual's name will be added to the Wait List. The individual's place on the Wait List will be determined by the registration date, not the date they are determined to match the definition.

Applicants found eligible under previous definitions will not be impacted by this change.

For more information, contact:	
Metro Regional Office	505-841-5552
Northeast Regional Office	505-222-6697
Northwest Regional Office	505-863-9937
Southeast Regional Office	575-624-6100
Southwest Regional Office	575-528-5180

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## Changing EORs

The EOR is an important role in the Mi Via Program. EOR responsibilities include:

- Hiring, and firing, employees;
- Submitting all required documents to the FMA including vendor and employee enrollment agreements, vendor information forms, criminal background check forms, timesheets, payment request forms, invoices, and other documents that may be needed by the FMA to enroll and or process payment to employees and vendors;
- Arranging for the delivery of services, supports, and goods and is responsible for training, scheduling, and supervising providers; and
- Maintaining employee and service records and documentation for at least six years from the date of service in accordance with Mi Via regulations.

This role has significant responsibility within the Mi Via Program. There may be instances when you need to change EORs. To change an EOR submit the EOR Enrollment Form to Conduent. When changing EORs new employee and vendor packets must be submitted for all employees and vendors who will continue to

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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.

## Changing EORs

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work under the new EOR. New agreements must be completed because the new EOR will be the employee's new employer.

The existing EOR should continue all responsibilities of the EOR until the change is completed with Conduent and the new EOR is updated in FOCoS.

**Sometimes there may be circumstances that prevent the existing EOR from continuing to function as the EOR such as illness, hospitalization, or death. If an EOR is unable to continue serving in this capacity until a new EOR can be linked please contact the Medical Assistance Division, Exempt Services and Supports Bureau (ESPB) Mi Via Unit for assistance. You may contact Jessica Velarde at (505)476-7254.**

## Vendor Flowchart Narrative

### Invoices, Payment & Billing Concerns

#### EOR

The vendor should first reach out to the EOR.

The EOR may be able to resolve the concern (e.g. the EOR forgot to fax in the PRF).

The EOR may reach out to Conduent to identify the concern (e.g. the EOR turned in the paperwork but does not know why it wasn't paid).

#### EOR & Consultant

The Consultant can provide assistance and support but does not replace the EOR in the resolution of the concern.

The EOR may reach out to the consultant if they cannot identify or do not understand how to resolve the payment concern.

#### HSD

The EOR with, or without, the support of the consultant may reach out to the Human Services Department if they are unable to identify the cause of the payment concern or unable to resolve the payment concern with Conduent.

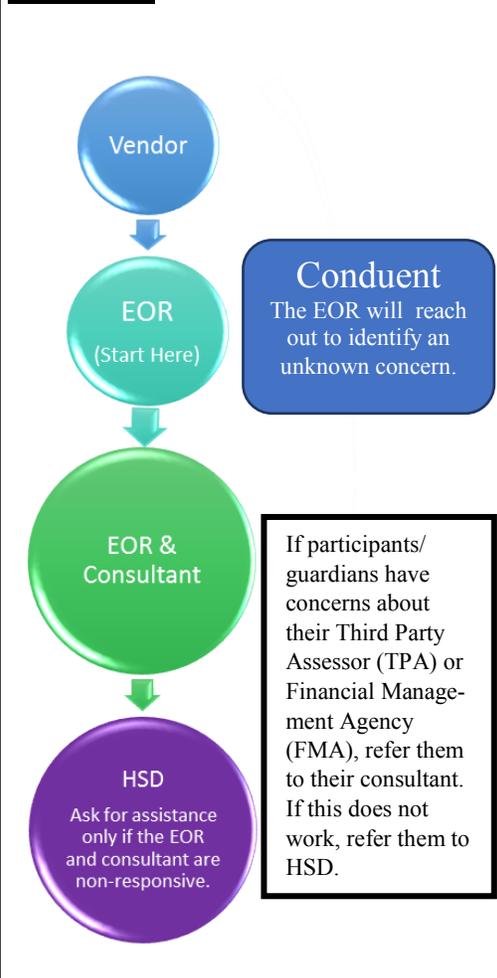
#### EOR Technical Assistance/Removal

If the EOR is nonresponsive in resolving the payment issue then the EOR is potentially jeopardizing services for the individual which compromises the health, safety or welfare of the participant, and the EOR should receive technical assistance to support them in fulfilling their responsibilities. If a vendor encounters a nonresponse EOR, the vendor should reach out to the Developmental Disabilities Supports Division (DDSD) Mi Via Unit who will ensure that appropriate technical assistance is provided.

If an EOR continues to compromise the health, safety or welfare of the participant then the EOR may be removed as per 8.314.6.11B(6) (e) NMAC.

## Vendor Flowchart

### Invoices, Payment & Billing Concerns



## Dates to Remember in December

# December 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	7 <i>Deadline to submit faxed timesheets, Mileage &amp; PRFs for 12/20/19 payment; new pay period begins</i>
8	9	10	11	12	13 <i>Vendor Checks Received or Deposited</i>	14 <i>Deadline to submit PRFs for 12/27/19 payment</i>
15	16	17	18	19	20 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	21 <i>Deadline to submit faxed timesheets, Mileage &amp; PRFs for 1/3/20 payment; new pay period begins</i>
22	23	24	25 <i>Conduent and State Offices Closed</i>	26	27 <i>Vendor Checks Received or Deposited</i>	28 <i>Deadline to submit PRFs for 1/10/20 payment</i>  <i>Nov Spending Reports Available to EORs</i>
29	30	31	<i>January 1 Conduent and State Offices Closed</i>	<i>January 2</i>	<i>January 3 Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	<i>January 4 Deadline to submit faxed timesheets, Mileage &amp; PRFs for 1/17/20 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	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
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:jtorresgroover@salud.unm.edu">jtorresgroover@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>Melanie Buenviaje</b>	<b>ESPB Deputy Bureau Chief</b> Functions: Mi Via & Medically Fragile Waiver oversight, Conduent, Comagine, and Eligibility Issues	505-827-1348	<a href="mailto:Melanie.buenviaje@state.nm.us">Melanie.buenviaje@state.nm.us</a>
<b>Jessica Velarde</b>	<b>Mi Via Unit Contract Manager</b> Functions: Mi Via Waiver oversight, Conduent issues	505-476-7254	<a href="mailto:Jessica.Velarde@state.nm.us">Jessica.Velarde@state.nm.us</a>
<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	

## 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>