



Consolidated Customer Service Center

On Monday, August 31, 2020, the NM Human Services Department (HSD) added Medicaid programs to the Consolidated Customer Service Center (CCSC). The “CCSC” is a customer service center that helps all Medicaid customers including Mi Via participants.

HSD is making improvements to the CCSC as quickly as possible. We sincerely apologize for any difficulties that customers may have experienced. HSD’s goal is to always to provide the best customer experience possible.

The steps below will take you directly to a Mi Via call agent.

Please continue to call the Consolidated Customer Service Center (CCSC) at 1-800-283-4465.

1. Say ‘one’ for English or **press 1** / say ‘dos’ for Spanish or **press 2**
2. For Mi Via or other Self-Directed services **press 5**
3. Please note you will be asked for your Case Number, Date of Birth and Zip Code and you will be asked to accept the terms of providing this information. If you do not have this information, you do not have to accept and can remain on the line while you are transferred to a live agent.

Mi Via Remote Day Services

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

On September 1, 2020, the Centers for Medicare and Medicaid Services (CMS) approved Day Services to be provided using a computer or a mobile device. This is also called a “virtual” or “remote” service. This allows participants to receive Customized Community Group Supports (CCGS) and Community Direct Support (CDS) services. Day supports may still include in person services.

Individuals are encouraged to make an informed choice and make sure that day service plans that meets their interests, strengths and needs. A schedule can combine in person and remote based services at separate times throughout a person’s day/week, creating what called a “hybrid” service plan.

Examples of allowable and billable activities to support remote based day services:

- Remote prompting and screen sharing to complete an individual activity;
- Virtual group activities;
- Online classes, workshops, or activities conducted in a group or individually and
- Support to connect to remote activities.

Remote based service requirements:

The use of natural supports is encouraged for individuals to participate in remote based activities. All existing service definitions and standards apply to expanded remote based services, with exception of requirements to be provided in the community. Providers are responsible for providing remote services in a way that all individuals can access. If existing participant is unable to access remote services, this is the same as choosing to not provide the service.

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Mi Via Advisory Committee (MVAC) Announcement

The Mi Via Advisory Committee (MVAC) is open for Nominations. There are two (2) seats available for a Participant, Self-Advocate and or Family member. If you are interested please request a Nomination Form from the email provided: Elaine.Hill@state.nm.us

FMA-Conduent

Contact Information:

Phone: 1-800-283-4465

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

E-mail: mi.via@conduent.com

(This email box is for form submission only. If you have questions, please call the Consolidated Customer Service Center (CCSC) at 1-800-283-4465.

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.

Transition from FOCoS to Palco

HSD would like to notify you that we are replacing the FOCoS system in March of 2021. The new system is called Palco. The State, Conduent and your Consultant will assist you in this transition and with learning how to use the Palco system. More information will be provided as it becomes available. This change will not affect the services you are receiving.

Update: In-Home Assessment (IHA)

Article by Gail Quam of the Goodwill In-Home Assessment Team

Our team wanted to share our experience with you about the new way we are doing In-Home Assessments. The new video visits have been going great. Seeing everyone and their families once again has been delightful. The smiles, laughter, interaction, even the shyness is wonderful to experience.

We understand that video visits are new for families. We are doing what we can to make it a good experience for everyone. We have heard a lot of stories about how families have been dealing with COVID-19. Some even had to create new habits because of COVID-19. Even with these changes, families have been incredible at making video visits successful.

We notice that many Mi Via participants enjoy seeing themselves on the screen. They sit happily in front of the camera, smiling and giggling. We want to say, "Thank You!" to the families for placing the computer or mobile device in a way that helps us see and talk with the participant.

We also wish to recognize those who have shared heartbreaking stories. Our hearts and sincerest condolences are sent to families who have lost loved ones.

Our team also wanted to share their thoughts with you.

Naileth: "Seeing families and participants again reminded me of why I love doing what I do. I missed interacting with the participants and their families and getting to hear about their lives. Even though video visits are a new thing for us, they offer me a sense of normalcy."

Amber: "It is very nice to talk to the participants and their families again. Using Zoom makes it feel as though we are in their homes again."

Helen: "It makes me feel excited that I can reconnect with the families! It is fun seeing their faces and the sense of achievement when they are able to log on successfully "

Nancy: "Seeing the participants again makes me very happy. I missed them. You develop a relationship with participants over time. I was concerned for their safety during the closure but was very happy and relieved to see they were safe and coping during this stressful time. "

As the supervisor, I had the chance to do several Zoom visits also. It helped me understand what my team is experiencing. I have to say, the families have been such a joy. Their excitement, once they get on-to Zoom, is priceless. Honestly, it warms my heart to see the participants so happy and experiencing virtual interaction with us.

Here's what some families said about their video visit experience.

"I am very pleased with the way you conducted the assessment because it made us feel comfortable."

"I appreciate your patience and how the questions were asked with empathy and understanding."

It is comments like these that remind us why we do what we do. We look forward to the day that we can see everyone again.

Dates to Remember in October

October 2020

Sun	Mon	Tue	Wed	Thu	Fri	Sat
September 27	September 28	September 29	September 30	1	2 <i>Vendor Checks Received or Deposited</i>	3 <i>Deadline to submit PRFs for 10/16/20 payment</i>
4	5	6	7	8	9 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	10 <i>Deadline to submit faxed timesheets, Mileage & PRFs for 10/23/20 payment; new pay period begins</i>
11	12 <i>State Offices Closed</i>	13	14	15	16 <i>Vendor Checks Received or Deposited</i> <i>September Spending Reports Available to EORs</i>	17 <i>Deadline to submit PRFs for 10/30/20 payment</i>
18	19	20	21	22	23 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	24 <i>Deadline to submit faxed timesheets, Mileage & PRFs for 11/6/20 payment; new pay period begins</i>
25	26	27	28	29	30 <i>Vendor Checks Received or Deposited</i>	31 <i>Deadline to submit PRFs for 11/13/20 payment</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 Enterprises, LLC	Kimberly Riebsomer	505-310-9069	riebsomer@gmail.com	Metro and NE
Merit Consulting, LLC	Tina Storey	505-507-9995	tinas@meritnm.com	Metro
Peak Developmental Services	Sarah Martinez	505-281-9962	sarahmpds@gmail.com	All of New Mexico
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 itorresgroover@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

Lorie Pacheco	Mi Via & Medically Fragile Waivers Staff Manager Functions: Mi Via & Medically Fragile Waiver oversight, Conduent, Comagine, and Eligibility Issues	505-231-9353	Loriea.Pacheco2@state.nm.us
Vacant	Mi Via Unit Contract Manager Functions: Mi Via Waiver oversight, Conduent issues		
Aaron Maestas	Mi Via Participant Issues Resolution & Eligibility Functions: Participant Eligibility, Comagine, HSD/ISD Issues and Technical Assistance	505-827-7761	AaronM.Maestas@state.nm.us

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

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

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