



## Update: Electronic Visit Verification (EVV)

The State will start EVV for the Mi Via program on January 1, 2021. The New Mexico Medicaid EVV system is called AuthentiCare® and is owned and run by the company Fiserv. Access to the AuthentiCare® system will be provided at no cost to the Employer of Record (EOR), provider agencies, and employees. The EVV system lets direct care workers (employees and providers) to clock in and clock out as required by federal law. This information is used to confirm that participants are receiving their services in the right place and right time. EVV will be used for the following Mi Via services:

- Homemaker/Direct Support
- Respite Standard
- In-home Living Supports

From January 1, 2021 to March 31, 2021, clock in and clock out will occur only through dialing into the AuthentiCare® phone system from the participant's landline or other telephone. After April 1, 2021, access to AuthentiCare® will be available through an "app" on your cell phone or tablet or computer.

Training on how to use the AuthentiCare® system will be provided soon. Trainings will be scheduled to begin in December. Training dates and instructions for both EOR's and provider agencies will be sent out soon. Please be on the lookout for this information.

## 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](mailto:elaine.hill@state.nm.us)

## DDSD Outreach to Mi Via Participants

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

On November 2, 2020 DDSD staff started to call Mi Via participants to check in on their health and safety and provide additional support during COVID-19. DDSD staff reach out 1-2 times per month and talk to Mi Via participants, guardians, family members and/or employer of records. We ask questions about the participant's health, doctor appointments, Service and Support Plan (SSP), budget and other needs the participant may have. So far, it has been well-received and has been a great way for DDSD to get to know the individuals we serve.

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## FMA-Conduent

Contact Information:

**Phone:** 1-800-283-4465

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

**E-mail:** [mi.via@conduent.com](mailto: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.

## Mi Via Resources Available for Emergent Health Issues

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

Mi Via participants and consultants are being asked to contact their regional DDSO Office if they are running into emergent health issues and need additional help and support. To find your local office please visit: <https://www.nmhealth.org/about/ddsd/region/>

Please use your resources!

## Reminder: In-Home Assessment (IHA)

Effective August 3, 2020, Goodwill Incorporated New Mexico (GINM) began contacting Mi Via Participants to schedule their In-Home Assessment. The person who does the In-Home Assessment will not be going into the Participant's home. Instead the Assessor will be doing the assessment using a computer or a mobile device. This is also called a "virtual visit". If the Participant is not able to take part in the virtual visit because of poor internet connection or other computer and mobile device issues, the assessment will be re-scheduled when the Public Health Order is over. Please respond to these calls from GINM. Completing the assessment is still required for the Mi Via program.

*Happy Holidays*



## Dates to Remember in December

# December 2020

Sun	Mon	Tue	Wed	Thu	Fri	Sat
November 29	November 30	1	2	3	4 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	5 <i>Deadline to submit faxed timesheets, Mileage &amp; PRFs for 12/18/20 payment; new pay period begins</i>
6	7	8	9	10	11 <i>Vendor Checks Received or Deposited</i>	12 <i>Deadline to submit PRFs for 12/24/20 payment</i>
13	14	15	16	17	19 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>  <i>November Spending Reports Avail-</i>	19 <i>Deadline to submit faxed timesheets, Mileage &amp; PRFs for 12/31/20 payment; new pay period begins</i>
20	21	22	23	24 <i>Vendor Checks Received or Deposited</i>	25 <i>Conduent and State Offices Closed</i>	26 <i>Deadline to submit PRFs for 1/8/21 payment</i>
27	28	29	30	31 <i>Paychecks and Vendor Checks Received or Deposited</i>	January 1 <i>End of the pay period</i> <i>Conduent and State Offices Closed</i>	January 2 <i>Deadline to submit faxed timesheets, Mileage &amp; PRFs for 1/15/21 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	505-231-9353	<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>