



In This Issue

Employee and Vendor Payments

Employer Training

Electronic Visit Verification (EVV)

Vendor Flowchart - Service Deliveries Concerns (E.g. SSP)

Vendor Flowchart Narrative - Service Deliveries Concerns (E.g. SSP)

Dates to Remember in January

Mi Via Circle of Support

Employee and Vendor Payments

Please remember all payments are issued through Conduent. Do not pay your staff in cash or other monetary means. The Financial Management Agency (FMA) is a contractor that helps implement the Approved Annual Budget (AAB) by paying the eligible recipient's service providers and tracking expenses. The FMA pays the employees and vendors based upon your approved Service and Support Plan (SSP) and AAB.

Employer Training

Conduent will be conducting Employer training on the 4th Thursday every month from 9:00 am-12:00 pm at our Albuquerque office for those that need assistance.

The training will cover verifying if COR background checks are complete, how to verify if forms are marked, enrollment packets, and available reports.

Seating is limited to 15 people per session if you would like to attend in person and is available by WebEx.

Please RSVP to the following:

Gerardo.Gonzalez4@conduent.com

Antoinette.Chavez-foster@conduent.com

Electronic Visit Verification (EVV)

EVV is a telephone and computer-based system that electronically verifies that caregiver visits occur and documents the time the service begins and ends. EVV is a requirement of the 21st Century Cures Act, a United States law enacted by Congress in December of 2016. The 21st Century Cures Act requires EVV for all Medicaid financed Personal Care Services. Personal Care Services are defined as those services which provide assistance with Activities of Daily Living (ADLs) and Instrumental Activities of Daily Living (IADLs).

Medical Assistance Division (MAD) and the Developmental Disabilities Supports Division (DDSD) are working collaboratively to ensure New Mexico meets this federal requirement and implements EVV in a manner that supports self-direction. We envision an EVV system that is flexible and adaptable to changes in employee schedules, accommodates limited internet access, is mobile, and is user-friendly and intuitive to use. As MAD and DDSD move forward in implementation of EVV additional information including timelines, training opportunities, and implementation date will be shared in the Mi Via Newsletter and in direct mailings to participants.

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
(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.

Vendor Flowchart

Service Deliveries Concerns (E.g. SSP)



If participants/guardians have concerns about their consultant, refer them to their consultant agency's Program Manager/Executive Director. If this does not work, refer them to DOH/DDSD Mi Via Unit.

Vendor Flowchart Narrative

Service Deliveries Concerns (E.g. SSP)

Participant or EOR

- The vendor should first reach out to the participant or EOR.
- The EOR may be able to resolve the concern (e.g. provide the SSP goal for the service).

EOR & Consultant

- The Consultant can provide assistance and support, but does not replace the participant or EOR in the resolution of the concern.
- The participant or EOR may reach out to the consultant if they cannot identify or do not understand how to resolve the service delivery concern.

DOH/DDSD MVU

- The participant or EOR with the support of the consultant, can reach out to the Department of Health Developmental Disabilities Support Division Mi Via Unit if they are unable to identify the cause of the service delivery, or unable to resolve the concern.

Dates to Remember in January

January 2020

Sun	Mon	Tue	Wed	Thu	Fri	Sat
December 29	December 30	December 31	1 <i>Conduent and State Offices Closed</i>	2	3 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	4 <i>Deadline to submit faxed timesheets, Mileage & PRFs for 1/17/20 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 1/24/20 payment</i>
12	13	14	15	16	17 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	18 <i>Deadline to submit faxed timesheets, Mileage & PRFs for 1/31/20 payment; new pay period begins</i>
19	20 <i>State Offices Closed</i>	21	22	23	24 <i>Vendor Checks Received or Deposited</i>	25 <i>Deadline to submit PRFs for 2/7/20 payment</i> <i>Dec Spending Reports Available to EORs</i>
26	27	28	29	30	31 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	February 1 <i>Deadline to submit faxed timesheets, Mileage & PRFs for 2/14/20 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	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	Kimberly Riebsomer	505-310-9069	riebsomer@gmail.com	Metro and NE
Merit Consulting, LLC	Tina Storey	505-507-9995	tinas@meritnm.com	Metro
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 jtorresgroover@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

Melanie Buenviaje	ESPB Deputy Bureau Chief Functions: Mi Via & Medically Fragile Waiver oversight, Conduent, Comagine, and Eligibility Issues	505-827-1348	Melanie.buenviaje@state.nm.us
Jessica Velarde	Mi Via Unit Contract Manager Functions: Mi Via Waiver oversight, Conduent issues	505-476-7254	Jessica.Velarde@state.nm.us
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