



## EOR Corner: Signing Employee and Vendor Agreements

The Employer of Record (EOR), or authorized signer if the participant has only vendors and has selected not to have an EOR, must not sign Employee and Vendor Agreements prior to the employee or vendor signing the form. When an EOR, or authorized signer, signs the Employee or Vendor Agreement they are attesting that the information provided on the form is accurate, specifically the service(s) to be provided and the rate(s).

## Level of Care Packet

If a Level of Care packet has not been submitted to the Third Party Assessor (TPA), the TPA will initiate the Request for Information (RFI) process 21 calendar days prior to the LOC expiration date. Once the RFI process has been exhausted and no LOC packet has been received, the TPA will issue notice to the Income Support Division (ISD) that there is not a current LOC on file. A current LOC is required to keep the case opened at ISD. If a LOC is not on file, the ISD office may close the waiver case and the Mi Via Participant may need to reapply for benefits.

## You're Invited

The Mi Via Advisory Committee (MVAC) will be accepting nominations for membership until March 30, 2019. Mi Via Participants, family members and other stake holders are encouraged to apply. If you are interested in becoming an MVAC member please contact Elaine Hill, Mi Via Program Coordinator at 505-841-5510.

## Reminder: April 1, 2019 Requirement to Submit Mi Via Mileage Online

The Human Services Department (HSD) and the Department of Health (DOH) are now moving forward with the requirement to enter employee mileage reimbursement requests in **FOCo*Online***. **Employee mileage reimbursement requests are required to be entered in FOCO*Online* effective April 1, 2019.** This change will further improve Mi Via employee payment by reducing the number of faxes that are lost, do not go through, or are illegible. The FOCO*Online* system also has built in quality checks that will prevent mileage request errors such as incorrectly dated forms or forms in which the employee signature date is after that of the EOR.

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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.

Qualis Health is the Third Party Assessor (TPA) for Mi Via. They are responsible for reviewing and approving the Service and Support Plans (SSP).

## Qualis Health Name Change

Qualis Health will be changing their name to Comagine Health in the spring of 2019.

## UPDATE: Online Timesheet Entry

Timesheets must be approved in FOCo**online** no later than 12:00 noon on the Tuesday following the pay period. A complete submission requires that the entry is approved by your Employer of Record (EOR). If your EOR does not approve your employee's timesheet in FOCo**online** it cannot be processed by Conduent. **Timesheets approved by the EOR after 12:00 noon on the Tuesday following the pay period may not be processed for payment until the following pay period.**

Effective November 1, 2018 when a timesheet is approved after 12:00 noon on the Tuesday following the pay period your EOR will receive an alert from FOCo**online** notifying them that the timesheet was approved after the deadline and may be processed for payment with the following pay period.

## Provider Validation Re-Do

The Developmental Disabilities Supports Division (DDSD) contracted with the University of New Mexico (UNM) Center for Development and Disability (CDD), to conduct the Provider Validation Surveys required for compliance with the Centers for Medicare and Medicaid Services (CMS) Final Rule. The CDD completed Provider Validation Surveys between July and November 2017, however there were problems with the quality of the information and findings submitted to DDSD. Based on feedback from providers regarding issues with the integrity of the data, DDSD and the Human Services Department decided that the data could not be used to validate the provider self-assessments.

DDSD has a new contract with ATA Services, Inc., to re-do the Provider Validation Surveys. This will occur between January 1, 2019 and March 31, 2019.

DDSD apologizes for any inconvenience this may cause. We also appreciate your full cooperation and participation in completing the required Provider Validation Surveys. For more information, please visit the Mi Via website (<https://nmhealth.org/about/ddsd/pgsv/sdw/>).

## Dates to Remember in March

# March 2019

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

# Mi Via Circle of Support

**Web:** <https://nmhealth.org/about/ddsd/pgsv/sdw>

Agency Name	Contact Name	Phone	E-mail	Region(s)
AAA Participant Direction	Dave Murley	505-450-5974	<a href="mailto:aaapd4@gmail.com">aaapd4@gmail.com</a>	All of New Mexico
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>	NE
Merit Consulting, LLC	Tina Storey	505-507-9995	<a href="mailto:tinast@meritnm.com">tinast@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)	Phyllis Shingle	505-272-8284 or 1-866-383-3820	<a href="mailto:pshingle@salud.unm.edu">pshingle@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>Kresta Opperman</b>	<b>Mi Via &amp; Medically Fragile Unit Staff Manager</b> Functions: Mi Via & Medically Fragile Waiver oversight, Conduent, Qualis, and Eligibility Issues	505-827-7776	<a href="mailto:Kresta.Opperman@state.nm.us">Kresta.Opperman@state.nm.us</a>
<b>Joshua Gonzales</b>	<b>Mi Via Unit Contract Manager</b> Functions: Mi Via Waiver oversight, Conduent issues	505-476-7254	<a href="mailto:JoshuaS.Gonzales@state.nm.us">JoshuaS.Gonzales@state.nm.us</a>
<b>Stephanie VanCuren</b>	<b>Mi Via Participant Issues Resolution &amp; Eligibility</b> Functions: Participant Eligibility, Qualis, HSD/ISD Issues and Technical Assistance	505-827-7761	<a href="mailto:Stephanie.VanCuren@state.nm.us">Stephanie.VanCuren@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>Regina Lewis</b>	Functions: Mi Via Waiver Program Manager, Mi Via Oversight and Participant/Consultant Issues and Technical Assistance	505-841-5519	<a href="mailto:regina.lewis@state.nm.us">regina.lewis@state.nm.us</a> Fax: 505-841-6523
<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

## Qualis Health

PO Box 20910, Albuquerque, NM 87154-0190 Phone: 1-866-962-2180

## 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>