



NMDOH COVID-19 Vaccine Registration Information

To register for the Coronavirus vaccination please visit vaccinenm.org. If you are not able to register online, you may also register by phone. Please dial 1-855-600-3453.

NMDOH is following federal recommendations for those that will be receiving the vaccine first. This means that not everyone will be able to be vaccinated right away. For updates please visit <https://cv.nmhealth.org/>.

Palco Payroll FAQ's and Resources

Palco is currently receiving and processing payments for Mi Via participants' employees and vendors. Below is helpful information that may answer some of your Palco payroll questions.

Why did I receive a paper check and not direct deposit?

Some of the payment information sent to Palco may have been incorrect or missing information. If this information was not complete, paper checks were mailed out.

- To receive payment via direct deposit, please complete a *Pay Selection Form*.

Why was my payment a different amount?

Your payroll information and tax withholdings can affect your payment amount. Look at an old pay stub and see what information has changed.

- If FICA is too high, complete a Payroll Information Work sheet
- If Federal Income Tax is too high, complete a new IRS W4
- If State Income Tax was too high, complete a new State W4

I am still waiting for my paper check.

Paper checks were mailed out to the address on file. To ensure all your payments are received correctly we ask that you contact the Consolidated Call Center to make sure your contact information is correct and up to date. If your information is not correct, please update your contact information.

- To update your contact information, you will have to fill out and turn in the *Change of Information Form*.

If your paper check was mailed to a bad address, please complete a *Stop Payment Request Form* and a new payment will be issued.

All Palco Forms mentioned above can be found at:

- Palco Website <https://palcofirst.com/new-mexico>
- New Mexico Medicaid Web Portal <https://nmmedicaid.portal.conduent.com>

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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

(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.

Temporary Mi Via COVID-19 Overtime for Homemaker/Direct Support Services

To ensure the health and safety of Mi Via participants, the State has approved on a **temporary, emergency only** basis a process that allows an employee to work and be paid over 40 hours a week for Homemaker/Direct Support services. This is being allowed to ensure participants can continue receiving care when one or more employee (s) and/or a participant's family member (natural support):

1. Has been required to self-isolate due to testing positive for COVID-19;
2. Has been required to quarantine due to a household member testing positive for COVID-19;
3. Has been exposed to someone who has tested positive for COVID-19 and needs to quarantine;
4. Has been tested for COVID-19 and is awaiting testing results;
5. Must care for a family member who has tested positive for COVID-19 or
6. Other COVID-19 related issues.

Employees may be approved to work more than 40 hours but no more than 80 hours in a seven-day work week. Employees will be paid at overtime rates. This may have an impact on the participant's budget. Participants may need to revise their budgets in order to cover the additional expense of overtime payments.

Transition from FOCoS to Palco

Palco Inc. is partnering with Conduent as your new Financial Management Agency (FMA). HSD in previous newsletters informed you that in March of 2021, the FOCoS system will be entirely replaced by Palco. This change will not affect the services you are receiving. As part of this transition and EVV implementation, the EOR forms must be updated. Conduent has sent out EOR Transition forms.

Download the form that applies to the EOR

- Employer Packet – Transition
This packet will be used for existing EORs who must update their information with Palco for the transition from TNT.
- Employer Packet-Full
The full packet is applicable for new employers, including employer changes.

Complete all highlighted areas. Forms can be submitted to:

- Email: mi.via@conduent.com
- Mail: PO Box 27460 Albuquerque, NM 87125-7460
- Drop off Packet: 1720-A Randolph Rd. SE Albuquerque, NM 87106
- Fax: 866-302-6787

Dates to Remember in February

February 2021

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