

PARTICIPANT CORNER

Participant Corner

Virgina with her beautiful red dragon.



Your Talent is in Demand!

Are you a poet, storyteller, artist or just want to share a picture of yourself doing a favorite activity or maybe some great news? Please submit pictures of your original artwork, short stories, or poems. Submissions to be featured in an upcoming Mi Via Newsletter. Submissions can be sent to: rachel.gonzales@hsd.nm.gov

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FMA-Conduent Contact Information:

Phone: 1-800-283-4465

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

E-mail for Form Submission:

docprocessing@conduent.com

Physical Address:

1720-A Randolph Rd SE

Albuquerque, NM 87106



June 2024

Shining Star Employee of the Month

Cheryl and Estella would love to recognize **Kristin Mihalik**. Kristin is Amazing!!! She is very friendly, respectful, knowledgeable, patient, supportive, and kind. She explains everything very well and goes above and beyond to make sure all questions are answered and understood. Her communication is outstanding. We can't thank her enough for being so good to us. We acknowledge her as if she is a part of our immediate family. Thank You SO MUCH Kristin you're our Shining Star!!!

Shining Star Employees of the Month

Do you have a Direct Support Professional (DSP) that you would like to spotlight and allow to shine? DDSD would like to recognize our DSPs who provide above and beyond support to Mi Via Participants. DDSD Mi Via Unit will feature Shining Stars in the Mi Via Newsletter monthly. Submit a brief note of why you would like to recognize your staff. Submissions can be sent to: rachel.gonzales@hds.nm.gov

Service Highlight:

What is an Employer of Record?

An Employer of Record (EOR) is the individual responsible for directing the work of Mi Via employees and vendors for Mi Via participants. The EOR is not paid. An EOR is the common law employer of workers who provide waiver services.

The EOR is responsible for:

- Finding Qualified Employees
- Finding Qualified Vendors. A Vendor can be a DOH approved provider or
- another agency that provides the service that you are looking for.

- Hiring Employees
- Setting Employee Pay Rates
- Training Employees and Vendors in accordance with Mi Via Service Standards.
- Setting Employee Work Schedules
- Approving Employee Timesheets and Vendor Payments

Although the EOR is an unpaid role, the EOR plays an important role in ensuring that the Mi Via participant gets their services and goods.

Who can be an EOR?

- A Mi Via participant may be his or her own EOR unless the eligible participant is a minor or has an authorized representative (i.e. guardian) over financial matters in place.
- If the participant is not their own EOR, the EOR must be a legal representative of the recipient
- The EOR should be someone who knows the participant, is aware of the participant's supports needs, and has an interest in ensuring that the participant gets their services and goods.

Persons interested in becoming an EOR must complete the Employer of Record packet to establish themselves as the EOR and to use the Federal Management Agency (FMA) for payroll and other employment related functions.



June 2024

Demand Notices

- The New Mexico Department of Workforce Solutions (WFS) sends Demand Notices to Employees who do not send a quarterly wage report.
- The Demand Letter means that your EOR and Wage Detail Report for the quarter is due.
- If you receive a Demand Notice, please send the letter to Conduent via fax, email or mail.

Fax 1-866-302-6787

Email docprocessing@conduent.com

Mail P.O. Box 27460, Albuquerque, NM
87125-7460

- Palco will review and make all necessary corrections to stop demand letters.
- Palco will file the Wage Detail Report and make any appropriate payments.

Coming soon

- Gross Receipt Tax (GRT) Outside the Budget:
 - GRT is currently included in the cost of services for Mi Via participants. By removing the cost of the GRT outside of the Individual Budgetary Allotment (IBA) participants will have more money available to spend on purchasing services.
- Individual Budgetary Allotment (IBA) Increase:
 - IBA amounts are being increased to accommodate increased rates that have occurred over the last few years. An implementation plan and instructions are being

developed and will be shared before July 1, 2024

- Vendor Access to FOCOnline:
 - Human Services Department (HSD) is working with Conduent to give vendors access to FOCOnline. Vendors will be able to submit billing within FOCOnline removing the need to submit paper invoices. Request Forms (VPRs), run vendor-related reports, and monitor vendor billing. Training and more information on this to follow.
- As of July 1st of 2024, the Human Service Department (HSD) and the Department of Health (DOH) will be known as the Health Care Authority (HCA).

POSITIVE THOUGHTS

“Each day is the field of brightness where the invitation of our life unfolds.” John O’Donohue, from *Benedictus: A Book of Blessings*

“Once you replace negative thoughts with positive ones, you’ll start having positive results.” Willie Nelson

“Turn your face toward the sun and the shadows fall behind you.” Maori proverb

“Your minds is a powerful thing when you fill it with positive thoughts.”



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Employment Separation Notice Requirement

Employer of Record is required to notify Palco of separation of employment when:

- An employee quits
- An employee is let go
- An employee is no longer providing any services for a participant.

Failure to notify Palco can:

- Risk fraudulent claims filed against the participant's budget.
- False unemployment claims.

Always submit the employee separation form to Conduent as soon as possible to avoid the above issues.

[Employment Separation Form](#)

JUST FOR LAUGHS

Why do golfers wear two pairs of pants?

In case they get a hole in one.

What kind of shoes do bananas wear?

Slippers.

What's the best way to put a spaceship to sleep?

Rocket.

ACTIVITIES IN YOUR COMMUNITY

- Celebrate Questa Art & History 6/8 @10am, 1 Highway 38, Highway 522, Questa
- Fort Union Day 6/8 @10am, Fort Union National Monument, 3115 SR 161, Watrous
- Music at the Museum Free Summer Concerts 2024 6/14 @7pm, Aztec Museum, 125 N. Main Avenue, Aztec
- Summer Solstice Observation 6/21 @7am-8:30am, 6131 Highway 64, Bloomfield
- San Juan Feast Day 6/24, Ohkay Owingeh Pueblo and Taos Pueblo
- Annual Rodeo de Santa Fe 6/19-6/22, 3237 Rodeo Rd, Santa Fe
- Summer Dance Series 6/21 @7pm, Roswell Adult and Recreation Center, 807 N. Missouri Ave., Roswell
- 43rd Annual Challenge NM Art & Crafts Festival 6/8-6/9 @9am, Santa Fe Plaza, 63 Lincoln Ave, Santa Fe
- St. Anthony's Parish Fiesta, 6/8 @ 9am, Pecos Highschool Gym, N Highway 63, Pecos
- Missoula Children's Theatre Presents: Jack & the Beanstalk 6/28 @7pm, Spencer Theater - 108 Spencer Rd., Alto
- Music Under a Mountain Sky 6/14, 6/21 & 6/28 @6pm, Wingfield Park, 300 Center St., Ruidoso



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COMMUNITY RESOURCES

Free or Low-Cost Furniture

H2 Academic Solutions Scholarship Fund/Furniture Supply

Free or low-cost furniture from a non-profit.
506 Becker St
Belen, NM 87002
Phone: 505-388-3547

Love INC of Otero County/"Love's Treasures" Furniture Ministry

Furniture only given every 3 years
2826 Indian Wells
Alamogordo, NM 88310
Phone: 575-439-5683

Grace United Methodist Church in Albuquerque

Abundant Grace Free Store

Free store, including appliances, furniture, and household furnishings.
420 San Lorenzo Ave NW
Albuquerque, NM 87107
Phone: 505-344-4152

La Casa, Inc./Thrift Store

800 S. Walnut
Las Cruces, NM 88001, NM
Phone: 575-526-2819
Tollfree: 800-376-2272

Joseph's Workshop/The Episcopal Church of the Holy Mount

121 Mescalero Trail
Ruidoso, NM 88345
Phone: 575-257-2356

Habitat for Humanity of Roosevelt & Curry Counties

620 West First Street
Portales, NM 88130
Phone: 575-359-1344

Tres Rios Habitat for Humanity

1915 E. Murray Dr.
Farmington, NM 87401
Phone: 505-326-5379

Greater Albuquerque Habitat for Humanity ReStore

4900 Menaul Blvd. NE
Albuquerque, NM 87110
Phone 505-265-0057

ReStore and Furniture Store

726 N. Riverside Drive
Española, NM 87532
Phone: 505-747-2690

Other ReStore locations:

<https://santaferestore.org/restore/other-stores/>

Bethel Community Storehouse

1719 4th St.
Moriarty, NM 87035
Phone: 505-832-6642

The Salvation Army - Las Cruces

1590 East California Ave.
Las Cruces, NM 88001
Phone: (575) 524-4713



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Goodwill Industries of New Mexico Corporate and Service Center

1030 18th Street NW
Albuquerque, NM 87104
Phone: 505-881-6401 x1940
Toll free: 866-376-0182

Other Goodwill Store Locations:
<https://www.goodwillnm.org/store-locations.html>

The Arc of San Juan County

200 W. Broadway
Farmington, NM 87401
Phone: 505-325-8998

Adelante Development Center, Inc./Give ABQ

3900 Osuna Rd. NE
Albuquerque, NM 87109
Phone: 505-341-2000

<https://goadelante.org/giveabq/>

Christ's Church Ministries

2200 Sycamore
Roswell, NM 88201
Phone: 575-623-4110

St. Vincent de Paul ABQ Thrift Store

4120 Menaul Boulevard Northeast
Albuquerque, NM 87110
Phone: 505-346-1500

Other locations:
<https://www.stvincentdepaulsantafe.org/thrift-stores/>

Women's Housing Coalition Inc Thrift Store

3005 San Pedro Drive Northeast
Albuquerque, NM 87110

Beds4Kidz

To apply:
<https://www.beds4kidz.org/request-a-bed.html>

Samaritan House Thrift Store

720 Legion Dr
Las Vegas, NM 87701
505-454-4065

DON'T FORGET TO SUBMIT

Your artwork

Your poetry

Your stories

Your Shining Stars

Best of all share you and your good memories

Send submissions to:
Rachel.gonzales@hds.nm.gov



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Mi Via Circle of Support

MI VIA DOH Website: <https://nmhealth.org/about/ddsd/pgsv/sdw>

Consultant Agency Name	Contact Name	Phone	E-mail	Regions(s)
Active Advocates of New Mexico	Alicia Sisneros	505-353-1778	AliciaS@ActiveAdvocatesNM.com	All of New Mexico
CNRAG, Inc. (Care Network Resource Assistance Group)	Fallon Vincell	575-621-3645	fvincell@cnragusa.com	Metro, SE & SW
Consumer Direct Personal Care (CDPC)	Margarita Chavez-Sanchez	505-344-8182 x3535	margaritacs@consumerdirectcare.com	All of New Mexico
Excel Case Management, Inc.	Jennifer Pennington	505-324-8660 ext 102	jPennington@excelcasemanagement.com	NW & SE Regions
Innovative Self Direction	Frank Aquila	505-850-7662	faquila@innovativeselfdirection.com	All of New Mexico
Los Amigos, LLC	Michelle Rutt	505-920-4511	Michelle@losamigosnm.com	All of New Mexico
Me Town Enterprises, LLC	Kimberly Riebsomer	505-310-9069	riebsomer@gmail.com	Metro & NE
Merit Consulting, LLC	Melinda Broussard	505-288-2889	mbroussard.merit@gmail.com	Metro
Peak Developmental Services	Sarah Martinez	505-281-9962	smartinez@nmddwcm.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)	Carrie Roberts Janelle Groover	505-280-6442 505-401-9328	CnRoberts@salud.unm.edu jtorresgroover@salud.unm.edu	All of New Mexico
Visions Case Management	Charles Clayton	575-779-7419 888-588-9152	Charles@visionsnm.com	All of New Mexico



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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

HSD manages the FMA/Conduent contract and the TPA/Comagine contract

Deanna DeHerrera	Mi Via & Medically Fragile Waivers Staff Manager Functions: Mi via & Medically Fragile Waiver Oversight	505-629-7260	Deanna.DeHerrera@hsd.nm.gov
Rachel Gonzales	Mi Via Social & Community Coordinator Functions: Conduent, Billing, Payment issues	505-490-3721	MVWaiverHSD@hsd.nm.gov
Jennifer Romero	Mi Via Social & Community Coordinator Functions: Participant Eligibility Issues and Technical Assistance	505-469-8522	MVWaiverHSD@hsd.nm.gov

Department of Health / Developmental Disabilities Supports Division

5300 Homestead Rd. NE Suite 213, Albuquerque, NM 87110

Phone: 1-800-283-5548

DOH operates the Mi Via Program for Developmental Disability (DD) and Medically Fragile (MF) Populations Oversees consultant agency contracts

Elaine Hill	Mi Via Waiver Program Manager Functions: Participant/Consultant Issues & Technical Assistance, & statewide MF WCF & MF CACF Contact for: Consumer Direct Personal Care	505-506-6103	elaine.hill@doh.nm.gov Fax: 505-841-6523
Krystal Armijo	Mi Via Waiver Program Coordination Functions: Participant/Consultant Issues & Technical Assistance Contact for: Peak, Visions & CNRAG	505-252-3087	krystal.armijo@doh.nm.gov Fax: 505-841-6523
Anthony Bonarrigo	Mi Via Waiver Program Coordination Functions: Participant/Consultant Issues & Technical Assistance Contact for: UNM-CDD, Innovative Self Direction, Merit & Active Advocates	505-709-7410	anthony.bonarrigo@doh.nm.gov Fax: 505-841-6523
Alicia Otoló	Mi Via Waiver Program Coordination Functions: Participant/Consultant Issues & Technical Assistance Contact for: Me Town, Self-Directed Choices & Los Amigos	505-218-1119	Alicia.otolo@doh.nm.gov Fax: 505-841-6523



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Comagine 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).		
Blue Cross Blue Shield	866-689-1523	https://www.bcbsnm.com/turquoise-care-welcome/
Presbyterian	800-356-2219	https://www.phs.org/health-plans/turquoise-care-medicaid
Western Sky	844-543-8996	http://www.westernskycommunitycare.com/
NEW MCO's Starting July 1, 2024		
Molina	844-862-4543	https://www.molinahealthcare.com/members/nm/en-us/mem/Medicaid.aspx
United Health Care	Coming Soon!	https://www.uhc.com/communityplan/new-mexico/plans

Fun easy recipes

Rise and Shine Parfait

Total time to make: 15 minutes

Makes: 4 servings

Ingredients:

- 4 cups fat-free vanilla yogurt
- 2 medium peaches, chopped
- 2 cups fresh blackberries
- 1/2 cup granola without raisins or Kashi Go Lean Crunch cereal

Directions:

1. Layer half the yogurt, peaches, blackberries, and granola into 4 parfait glasses.
2. Repeat layers.

Peanut Butter Granola Pinwheels

Total time to make: 10 min

Makes: 16 pinwheels

Ingredients:

- 4 tablespoons creamy peanut butter
- 2 flour tortillas (8 inches)
- 2 teaspoons honey
- 1/2 cup granola without raisins

Directions:

1. Spread peanut butter over each tortilla.
2. Drizzle with honey.
3. Sprinkle with granola.
4. Roll up.
5. Cut into slices.



June 2024

June 2024 Dates to Remember						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					May 31 Paychecks & vendor checks received or deposited, end of the pay period	1 Deadline to fax timesheets & mileage for 6/14 payment & VPRs for vendor payments
2 National Rocky Road Day	3	4 National Hug Your Cat Day	5	6	7 Vendor checks received or deposited	8 Deadline to submit PRFs for 6/21 vendor payment
9	10	11 Say "Hi" Day	12 National Red Rose Day	13	14 Paychecks & vendor checks received or deposited, end of the pay period	15 Deadline to fax timesheets & mileage for 6/28 payment & VPRs for vendor payments
16 Father's Day	17	18 National Go Fishing Day	19	20	21 Vendor checks received or deposited	22 Deadline to submit PRFs for 7/5 vendor payment
23 National Pink Day	24 International Fairy Day	25	26	27	28 Paychecks & vendor checks received or deposited, end of the pay period	29 Deadline to fax timesheets & mileage for 7/12 payment & VPRs for vendor payments
30	7/1 International Joke Day	7/2	7/3	7/4 4 th of July	7/5 Vendor checks received or deposited	7/6 Deadline to submit PRFs for 7/26 vendor payment