

PARTICIPANT CORNER

William enjoying a sunny day at the Bosque



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@hca.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



October 2024

Shining Star of the Month

We would like to recognize **Jodi Garcia** Consultant for all she does for this family. She is always willing to help us get through whatever we need to fill out our paperwork. And she puts all her heart into helping us. We wouldn't know what to do without her help. We appreciate all her help, we know it's a lot of work for one person, but she always comes in with a smile and warms up our hearts. We would like to have her recognized in your newsletter of the month.

Thank you
Ninfa Romero

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@hca.nm.gov

JUST FOR LAUGHS

Why would a pig dressed in black never get bullied?

Because Batman has sworn to protect Goth-ham.

What washes up on very small beaches?

Micro-waves.

How does a farmer mend his overalls?

With cabbage patches.

Importance of Updating Address with the Social Security Administration

- If you receive social security benefits and need to update your address for your Income Support Division (ISD) case it is important that you **first** contact the Social Security Administration for address updates in their system.
- Be very clear with the Social Security Administration whether you are updating the physical or mailing address or both.
- You will **then** need to contact the ISD to report address changes.
- If you do not update your address through the Social Security Administration first your address update through ISD will keep returning to the address you have on file with the Social Security Administration.
- The Social Security Administration and ISD need to be contacted separately to update your address.

Social Security Administration contact information:

800-772-1213

Or you may go into or call your local Social Security Administration office to update your address.

[Social Security Administration Contact Update](#)

[Local Social Security Administration Locator](#)

ISD Change of Address:

Consolidate Customer Service Center: 800-283-4465

YES.NM.GOV

FAX: 855-804-8960

Or you may go into your local ISD office to complete a "Report My Changes" form.



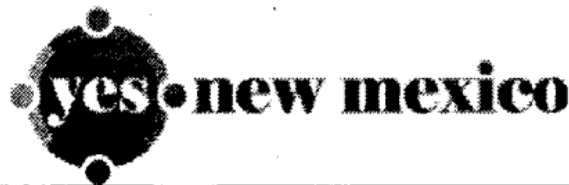
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Tips for Successful Application or Renewal Submission with the Income Support Division (ISD)

When submitting a new application or when submitting a recertification application for Medicaid online:

- It is best practice to always use the same username for [YES.NM.GOV](https://www.yes.nm.gov) to submit your application.
- If you need help with your username or password, call the Consolidated Customer Service Center (CCSC) at 1-800-283-4465
- Once you have completed your online application always write down the tracking number (also referred to as a T number). This ensures if the application gets lost that it can be located by an ISD worker.

Example: T12345678



Application Number

T [REDACTED]

When submitting a new application or when submitting a recertification on a paper application:

- Always clearly and boldly write “ICW” at the top of the application. This ensures it will go to the correct unit for processing.

Example:

Assistance Programs **ICW**

household income, some household members may qualify for full or limited Medicaid Coverage. The following are persons who may qualify for:

- If you know the case number, it is good to also write this on the top of the application.
- The case number will be located at the top right-hand corner of any correspondence received from the ISD or you can call CCSC 1-800-283-4465.

Case Number: [REDACTED]
Date: August 12, 2024

Example:

- Make sure the application has your signature or it will be invalid.

Paper applications can be submitted the following ways:

- At your local office.
- **Mail:**
Central ASPEN Scanning Area (CASA)
PO Box 830
Bernalillo, NM 87004
- **Fax:** 1-855-804-8960

Allow 48 hours for the application to be uploaded into ISD’s system and then call CCSC at 1-800-283-4465 to verify that the application has been received. Have your T Number and/or case number available.

Gross Receipt Taxes Taken out of the IBA

- The HCA is continuing to research budget availability for allowance of GRT being billed outside of the IBA. Until funding is identified, the HCA will not be able to implement this change and will keep you updated on our research.



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Electronic Visit Verification (EVV)

- EVV will be coming next Fall of 2025
- Training will be available before EVV goes live
- More information forthcoming

Resources:

[Electronic Visit Verification \(EVV\) | Medicaid](#)

Service Highlight

Emergency Response Services:

Emergency response services provide an electronic device that enables the participant to get help in an emergency at home and avoid institutionalization. The participant may also wear a portable help button to allow for mobility. The system is connected to the eligible recipient's phone and programmed to signal a response center when the help button is activated. The response center is staffed by trained professionals.

Emergency response services include:

- Testing and maintaining equipment
- Training eligible participants, caregivers and first responders in the use of the equipment.
- 24-hour monitoring for alarms.
- Checking systems monthly or more often if needed due to electrical outages, severe weather, etc.
- Reporting emergencies and changes in the eligible participant's condition that may affect service delivery.
- Ongoing emergency response service is covered, but initial set up and installation is not covered.

Legally Responsible Individual (LRI) Update

On behalf of the Health Care Authority (HCA, we want to thank everyone for your patience while we updated the Legally Responsible Individual (LRI) Form and extended our payment allowances for Legally Responsible Individuals, relatives and guardians to all Developmental Disabilities Supports Division home and community-based waivers.

LRI Forms are now being processed and linked in the FOCOnline system.

Remember-Consultant's routine monthly monitoring visits should include documentation for ongoing best fit, back up planning, and participant satisfaction with the LRI, relative or legal guardian who is receiving payment for supporting Mi Via participants.

Please talk to your consultant to receive the correct updated LRI form. Conduent will only accept the new version of the LRI form specifically from DDSD.

Thank you,

Elaine Hill, Mi Via Program Manager

Phone: 505-506-6103

Email: elaine.hill@hca.nm.gov

POSITIVE THOUGHTS

"Done is better than perfect." Sheryl Sandberg

"No act of kindness, no matter how small, is ever wasted."

"You can, you should, and if you're brave enough to start, you will." Stephen King



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Resources:

Book Resources

Bookmobiles:

[East Bookmobile | New Mexico State Library \(nmstatelibrary.org\)](https://nmstatelibrary.org)

[West Bookmobile | New Mexico State Library \(nmstatelibrary.org\)](https://nmstatelibrary.org)

[Northeast Bookmobile | New Mexico State Library \(nmstatelibrary.org\)](https://nmstatelibrary.org)

Library services for vision impaired:

[Library for the Blind and Print Disabled | New Mexico State Library \(nmstatelibrary.org\)](https://nmstatelibrary.org)

Books by mail:

[Books By Mail | New Mexico State Library \(nmstatelibrary.org\)](https://nmstatelibrary.org)

E-Books and Audio Books:

[New Mexico State Library \(elportalnm.org\)](https://elportalnm.org)

[Welcome to Open Library | Open Library](#)

[Free eBooks | Project Gutenberg](#)

[Books on Google Play](#)

Free Magazines:

[Exceptional Parent Magazine for the Special Needs Community \(epmagazine.com\)](https://epmagazine.com)

[Free Print Subscription \(brainandlife.org\)](https://brainandlife.org)

[Subscribe — Hearing Health Foundation](#)

[Carnegie Reporter Magazine](#)

[Netflix Family](#)

[Subscribe – Beverly International Nutrition](#)

ACTIVITIES IN YOUR COMMUNITY

- 2nd Annual Honoring Native Nations Powwow 10/14 @9am, Santa Fe Plaza, 100 Old Santa Fe Trail, Santa Fe
- Lotus Sound Bath at the Cathedral of St. John Free Monthly Sound Concert 10/7 @6:30pm, 318 Silver SW, Albuquerque
- Fall Leaf Peeping 10/9, Corkins Lodge, 750 NM-512, Chama
- Fall Community Day 10/13 @12pm, Harwood Museum, 238 Ledoux St, Taos
- Downtown Maker's Market 10/17 @4:30pm, Orchard Park, 101 N Orchard, Farmington
- Battle of the Food Trucks 10/12@12pm, Washington Park, 100 Washington Ave, Alamogordo
- Of Smoke and Powder 10/12 @10am, Fort Union National Monument, 3115 SR 161, Watrous
- Moongaze Public Telescope Observing 10/12 @6:34, Plaza de Las Cruces, 100 N. Main Street, Las Cruces
- Catapult-Magic Shadows 10/22 @7pm, Fine Arts Center Theatre, 1000 W. College Ave, Silver City
- Boo-Palooza 10/31 @4pm, Historic Downtown Farmington, 119 W. Main St, Farmington
- Los Alamos Halloweekend 10/25-10/27, Various event in various locations in Los Alamos



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Mi Via Circle of Support

MI VIA HCA Website: [DDSD- New Mexico Health Care Authority](https://www.ddsd-nm.org/)

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	Jacob Patterson	505-508-1663	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 itorresgroover@salud.unm.edu	All of New Mexico
Visions Case Management	Charles Clayton Casie Reza	575-779-7419 888-588-9152	Charles@visionsnm.com casie@visionsnm.com	All of New Mexico



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Health Care Authority/ 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

HCA 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@hca.nm.gov
Rachel Gonzales	Mi Via Social & Community Coordinator Functions: Conduent, Billing, Payment issues	505-490-3721	MVWaiverHSD@hca.nm.gov
Jennifer Romero	Mi Via Social & Community Coordinator Functions: Participant Eligibility Issues and Technical Assistance	505-469-8522	MVWaiverHSD@hca.nm.gov

Health Care Authority / Developmental Disabilities Supports Division

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

Phone: 1-800-283-5548

DDSD 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@hca.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@hca.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@hca.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@hca.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
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:

Hot Dog Mummies

Total time to make: 25 minutes
Makes: 8 servings
Ingredients:

- 8 hot dogs
- 1 package refrigerated crescent rolls.
- 1 teaspoon yellow mustard (optional)

Directions:

1. Preheat oven to 350 degrees
2. Place hot dogs in a saucepan and cover with water. Bring to a boil.
3. Reduce heat to medium low and simmer until warmed through.
4. Drain water.
5. Roll crescent dough onto a work surface.
6. Tear crescent dough into 8 pieces.
7. Roll 1 piece of dough around each hot dog, creating the look of a mummy.
8. Place dots of mustard on the top of each for the eyes, nose and mouth.
9. Arrange hot dogs on a baking sheet.
10. Bake in the preheated oven until crescent dough is golden brown and flaky. About 10 minutes.

Halloween Ghosties

Total time to make: 1 hour
Makes: 24 cookies
Ingredients:

- 1 (12 ounce) package of white chocolate chips
- 24 peanut-shaped peanut butter sandwich cookies
- 48 miniature chocolate chips

Directions:

Step 1:

- Place chocolate chips into a microwave-safe bowl and heat on low in microwave for 1 minute and then take out to stir.
- Continue heating on low for 30 seconds at a time stirring after each 30 seconds, until white chocolate is warm and smooth





Step 2:

- Use 2 forks to dip cookies into the white chocolate to coat.
- Set cookies on sheets of waxed paper.
- Place 2 miniature chocolate chips onto one end of each cookie for eyes.
- Set cookies aside until coating has hardened for about 20 minutes.



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October 2024 Dates to Remember

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1 National Homemade Cookie Day 	2	3	4 Paychecks & vendor checks received or deposited, end of the pay period	5 Deadline to fax timesheets & mileage for 10/18 payment & VPRs for vendor payments
6 World Cerebral Palsy Day	7	8 National Face Your Fears Day 	9	10	11 Vendor checks received or deposited	12 Deadline to submit VPRs for 10/25 vendor payment
13	14 Indigenous Peoples's Day	15	16	17 Wear Something Gaudy Day	18 Paychecks & vendor checks received or deposited, end of the pay period	19 Deadline to fax timesheets & mileage for 11/1 payment & VPRs for vendor payments
20	21 Back to the Future Day	22	23 National Croc Day	24	25 Vendor checks received or deposited	26 Deadline to submit VPRs for 11/8 vendor payment
27 Navy Day 	28 International Animation Day	29	30	31 Halloween 	11/1 Paychecks & vendor checks received or deposited, end of the pay period	11/2 Deadline to fax timesheets & mileage for 11/15 payment & VPRs for vendor payments