

PARTICIPANT CORNER

Speckled Puppy color by number painting by the talented Lucia



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@state.nm.us

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: Elaine.Hill@doh.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



November 2022

In-Home Assessments (IHAs):

Comagine Health is the Third-Party Assessor (TPA) for Mi Via. Comagine Health reviews your annual Level of Care (LOC) request. A LOC packet must have an In-Home Assessment (IHA) completed each year. Goodwill completes the IHAs and currently Comagine is helping Goodwill to complete the IHA's. Comagine Health will call you to schedule your annual IHA interview. After an interview has been scheduled be sure to:

- Check email for subject line "In Home Assessment"
- Email will come from your assigned assessor which will be provided during Comagine Health scheduling call.
- Email will contain Zoom link for IHA meeting as well as meeting details.
- Must be on time for Zoom IHA meeting
- If Zoom IHA meeting is missed, you will need to reschedule.
- If your LOC is expiring and IHA is missed, you will not be able to use your waiver benefits.
- If Zoom IHA is missed, or you have not received the Zoom invitation please call Comagine Health at 866-962-2180 or 505-217-7680 to reschedule your IHA.
- Provide date of missed IHA during rescheduling call.
- Provide a few dates and times that you are available for a new IHA appointment during rescheduling call.

If you need help on how to use Zoom, please click on this link: [Zoom Help](#)

Comagine Health looks forward to meeting you soon!

New Training Requirements!!

A new training program is now available for Consultants, Direct Support Professionals (DSP) and Employer of Records (EOR). You can find the required trainings at [DHPD | DDSD Online Courses :: Center for Development and Disability | The University of New Mexico \(unm.edu\)](#). These trainings are mandatory.

In Home Living Support providers will be in charge of creating logins for direct support staff and community support staff they employ in the "[Training Hub](#)". This process will give direct support staff and community support staff the access/ login they will need to complete the required Mi Via trainings. If you have any questions, please email Elaine.Hill@doh.nm.gov, Mi Via Program Manager. The deadline for entering EOR's/ DSPs is December 1, 2022, and everyone must comply by February 1, 2023.

Be a Part of the Mi Via Advisory Committee!

The Mi Via Advisory Committee (MVAC) is now accepting nominations for membership. If you are interested, please email: Elaine.Hill@doh.nm.gov for a nomination form. This is a wonderful opportunity to have your voice heard, advocate for change and improvements to the Mi Via Waiver and to work together in making valuable decisions that can impact your services and supports. The MVAC meets every 4 months for about 3 hours.



November 2022

Service Highlights:

Homemaker direct support services:

Homemaker direct support services are provided on a regular basis to help a participant with

- Activities of daily living
- Completing general household tasks
- Help the participant to complete tasks he or she would normally do for themselves if the participant did not have a disability.
- provide companionship to acquire, maintain or improve social interaction skills in the community.

Homemaker direct support services are provided in the participant's own home and in the community, depending on the participant's needs. Homemaker direct support services are not available for participants under the age of 21 because personal care services are covered under the EPSDT benefits for waiver participants under the age of 21.

JUST FOR LAUGHS

Why didn't the turkey want dessert?

He was stuffed!

What sound does a turkey's phone make?

Wing wing wing

What do you call a running turkey?

Fast food

We Need **YOU!**

We are looking for volunteers to participate in a pilot of the new Palco System. A "pilot" is when users get to use a new system before it gets turned on.

Top 3 reasons why YOU should be in the pilot:

1. See the new system before everyone else
2. Receive advance training and practice in the new system
3. You will be fully trained and ready to work in the new Palco system

Spaces are limited! Contact your consultant agency **TODAY** to volunteer or provide your name to Rachel.gonzales@state.nm.us

Positive Thoughts

I believe in my dreams,
myself, and all that I am.

My challenges are
opportunities.

I can't do everything today,
but I can take one small step



November 2022

Email Campaign

Attention EOR's and Employees

It is very important that your current email address is provided to Conduent to ensure ongoing payment to employees. Only one email address is allowed per individual.

EORs please reach out to **all** your employees and request that they update their email addresses with Conduent. Sharing emails is not allowed because Palco system access and payment is tied to each person's email address.

Impacts of not having a valid email on file:

- Employees will not be able to enter their timesheet.
- EOR will not be able to approve the timesheets.
- Employees or EOR will not be able to make any corrections (manually add/edit shifts, review/approve EVV time, etc.).

If you have any questions, please contact the Consolidated Customer Service Center (CCSC) at 800-283-4465 to update your e-mail address by phone. You may also update your email address by emailing a [Change of Information form](#) to Conduent at docprocessing@conduent.com.

ACTIVITIES IN YOUR COMMUNITY

- Dirt Dance in the Park, November 5, 12 and 26, 2pm-4pm @ Patrick Smith Park, Santa Fe
- Scandinavian Festival November 5, 10am-4pm @ Immanuel Presbyterian Church, Albuquerque
- Renaissance Arts Faire November 5-6, Young Park, Las Cruces
- Rails Along the Rio Grande Model Train Show, November 19th. 9am-5pm @ Balloon Fiesta Park Albuquerque
- 1st Annual Public Safety Family Day November 19th 10am-4pm @ Calvary Chapel Rio Grande Valley, Belen
- Bethany Craft Fair 2022 November 19 9am-2pm @ Bethany Christian Reformed Church, Gallup
- Annual Holiday Fair November 19, 10am-3pm @ Santa Fe County Fair Grounds, Santa Fe
- Farolito Lighting, November 26 4pm @ Taos Plaza, Taos
- Lunch with the Trees November 30 11:30am-1:30pm @ Farmington Civic Center, Farmington



November 2022

Community Resources:

Transportation Providers

Rio Rancho Dial-A-Ride

62yrs or older or disabled and over 18

1804 Idalia Road NE

Rio Rancho, NM 87124

505-994-1608

<https://www.riometro.org/243/Rio-Rancho>

Albuquerque Sun Van Paratransit Service

100 First SW

Albuquerque, NM 87102

505-243-7433

<https://www.cabq.gov/transit/paratransit-service>

Valencia County Dial-A-Ride

101 Courthouse Road SE

Los Lunas, NM 87031

866-795-7245

<https://www.riometro.org/244/Valencia-County>

Santa Fe Ride

2931 Rufina St

Santa Fe, NM 87507

Phone: 505-473-4444

www.santafenm.gov/santa_fe_ride

Las Cruces Dial-A-Ride

300 W Lohman Avenue

Las Cruces, NM 88001

575-541-2777

www.las-cruces.org/1319/Dial-A-Ride

Transgender Resource Center of NM (TGRCNM)

5600 Domingo Road Northeast

Albuquerque, NM 87108

505-200-9086

Email: tgrcnm@tgrcnm.org

<https://tgrcnm.org/>

Rio Arriba County Senior Center

1122 Industrial Park Rd

Espanola, NM 87532

Phone: 505-753-7597

Fax: 505-747-3640

Email: MKMontoya@rio-arriba.org

[http://www.rio-](http://www.rio-arriba.org/departments_and_divisions/seniors.html)

[arriba.org/departments_and_divisions/seniors.html](http://www.rio-arriba.org/departments_and_divisions/seniors.html)

North Central Regional Transit District

Serves Taos, Rio Arriba/Espanola, Santa Fe,

Los Alamos & Northern Pueblos

1327 N. Riverside Drive Española, NM 87532

866-206-0754 or 505-629-4725

<https://www.ncrtd.org/>

Atomic City Transit

101 Camino Entrada, Bldg 1, Rm 200

Los Alamos, NM 87544

505- 661-7433

Email: AtomicCityTransit@lacnm.us

https://www.losalamosnm.us/government/departments/public_works/atomic_city_transit

Zia Therapy Center, Inc

900 E 1st St

Alamogordo, NM 88310

Phone: 575-439-4900

Fax: 575-439-4990

www.ztrans.org.

CARC, Inc

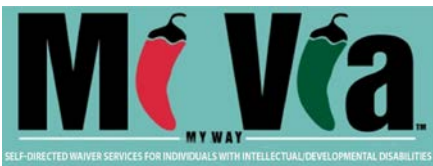
902 W Cherry Ln

Carlsbad, NM 88220

575-887-1570

Email: info@carcinc.org

<http://www.carcinc.org/>



November 2022

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)
A New Vision	Andrea Gonzales	505-553-3322	bluebirdcm@outlook.com	Metro & NE Regions
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)	Jacqueline Mares	505-553-5695	jacquelinem@consumerdirectcare.com	All of New Mexico
Excel Case Management, Inc.	Diane Metoyer	505-324-8660	Metoyer@excelcasemanagement.com	NW & SE Regions
Innovative Self Direction	Frank Aquila	505-850-7662	faquila@innovativeselfdirection.com	All of New Mexico
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 & 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)	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	575-779-7419 888-588-9152	Charles@visionsnm.com	All of New Mexico



November 2022

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@state.nm.us
Rachel Gonzales	Mi Via Social & Community Coordinator Functions: Conduent, Billing, Payment issues	505-490-3721	Rachel.gonzales@state.nm.us
Jennifer Romero	Mi Via Social & Community Coordinator Functions: Participant Eligibility Issues Issues and Technical Assistance	505-469-8522	Jennifer.Romero3@state.nm.us
Department of Health / Developmental Disabilities Supports Division 5301 Central NE, Suite 203, Albuquerque, NM 87108 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 and Technical Assistance, and statewide MF WCF & MF CACF	505-506-6103	elaine.hill@state.nm.us Fax: 505-841-6523
Rudy Aguilera	Mi Via Waiver Project Coordination Functions: Participant/Consultant Issues and Technical Assistance	505-239-7826	rudy.aguilera@state.nm.us Fax: 505-841-6523
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	877-232-5518 Option 3	www.bcbsnm.com/community-centennial	
Presbyterian	888-689-1523	http://www.phs.org/centennialcare	
Western Sky	844-543-8996	http://www.westernskycommunitycare.com/	



November 2022

November 2022 Dates to Remember						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4 Paychecks & vendor checks received or deposited, end of the pay period.	5 Submit faxed timesheets & mileage for 11/18 payment & PRFs for 11/18 vendor payments
6	7	8	9	10	11 Veteran's Day NM State offices closed	12 Submit PRFs for 11/28 vendor payment
13	14 Vendor checks received or deposited	15	16	17	18 Paychecks & vendor checks received or deposited, end of the pay period.	19 Submit faxed timesheets & mileage for 12/2 payment & PRFs for 12/2 vendor payment
20	21	22	23	24 Thanksgiving NM State offices closed	25 Thanksgiving break NM State offices closed	26 Submit PRFs for 12/9 vendor payment
27	28 Vendor checks received or deposited	29	30	1	2 Paychecks & vendor checks received or deposited, end of the pay period.	3 Submit faxed timesheets & mileage for 12/16 payment & PRFs for 12/16 vendor payment