

## PARTICIPANT CORNER

Sarah being her beautiful self as a runway model for Global Down Syndrome “Be Beautiful, Be Yourself Gala”. She is escorted by Anthony Hill from Grey’s Anatomy.



### 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](mailto:Rachel.gonzales@hsd.nm.gov)

### 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](mailto: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](mailto:docprocessing@conduent.com)

Physical Address:

1720-A Randolph Rd SE

Albuquerque, NM 87106



April 2023

## Department of Health (DOH) Has Ended Contracts with Four Providers

The New Mexico DOH has ended its contracts to be waiver providers with the following service providers:

- At Home Advocacy, Inc., Albuquerque
- A New Vision Case Management, Corrales
- Lynn Barbour, LLC, Albuquerque
- Sylvester & Company, Los Ranchos de Albuquerque

The DOH said that the contracts were ended for “Failure to ensure the safety and health of participants required immediate action for the well-being of participants.” These providers will move their participants to other agencies no later than April 30, 2023. DOH Developmental Disabilities Supports Division will conduct face-to-face visits with participants every week until they are fully moved to their new providers.

If you witness or are the victim of abuse, neglect, or exploitation, please report here:

<https://ane.health.state.nm.us/welcome.aspx>

Or call 800-445-6242

Or you can complete this form:

<https://ane.health.state.nm.us/welcome.aspx>

If you are not sure where to report abuse:

800-445-6242

Adult Protective Services:

866-654-3219

Children, Youth and Families Department:

800-797-3260

To read the full article, please visit:

<https://www.nmhealth.org/news/alert/2023/3/?view=1938>

Spanish:

<https://www.nmhealth.org/news/alert/2023/3/?viewSpanish=1938>

Media Contact:

[jodi.mcginnisporter@doh.nm.gov](mailto:jodi.mcginnisporter@doh.nm.gov)

## Mi Via Training Update

DDSD Mi Via Unit and DDSD Training Unit are still working with the UNM/CDD Training Hub to fix issues with the Mi Via needed training. The Mi Via Unit will send a notice to tell you when the training will be ready to access, and we will also give a new compliance date. Be on the lookout for updates.

### Positive Thoughts

I am having a positive and inspiring impact on the people I meet.

I am rising above the thoughts that are trying to make me angry or afraid.

My soul radiates from the inside and warms the soul of others.



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## See Something Say Something

If you or anyone else is experiencing abuse, neglect, or exploitation (ANE) please say something. You, friends, or family **do not** have to live a life of abuse. Know what abuse is and who to report it to. In most cases you may remain anonymous.

“**Abuse**” including **verbal abuse** is knowingly, on purpose, and without basis causing:

- Physical pain
- Injury
- Mental hurt
- Sexual abuse

“**Neglect**” means the failure of the caretaker to provide basic needs of a person such as:

- Clothing
- Food
- Shelter
- Supervision
- Care for the physical
- Mental health of that person

Neglect causes or is likely to cause harm to a person.

“**Exploitation**” means an unfair or unacceptable use of a person's money or property for another person's profit or gain, financial, or otherwise.

Some people are hesitant to report suspected abuse because they are:

- Afraid they are wrong.
- They might be causing trouble.
- That it's none of their business.

In New Mexico, the law requires you to report abuse ANY TIME you suspect or know about any kind of abuse. Most importantly, always do the right thing. Be your own hero or a loved one's hero.

If you are not sure where to report abuse call Division of Health Improvement (DHI):  
800-445-6242

Health Facility Complaints Hotline:  
800-752-8649

Adult Protective Services:  
866-654-3219  
Children, Youth and Families Department (CYFD)  
800-797-3260

Links:

Warning signs of ANE

<https://www.nmhealth.org/publication/view/training/2198/>

NMAC 7.1.14

<https://www.srca.nm.gov/parts/title07/07.001.0014.html>

ANE reporting guide:

<https://www.nmhealth.org/publication/view/guide/2188/>

Reporting ANE:

<https://www.nmhealth.org/about/dhi/ane/>



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## Service Highlights:

### Customized Community Group Supports

Customized Community Group supports can include:

- Taking part in group community day programs and community centers that offer activities that help with learning and holding on to growth in self-help, as well as flexible social skills for Mi Via participants.
- Customized community group supports may include adult day habilitation programs, and other types of programs that do not duplicate community direct support services, employment support services or any other waiver services.
- Customized community group supports are provided in blended community settings such as day programs and community centers. It is not provided in a person's home.

### JUST FOR LAUGHS

Why is everyone so tired on April 1<sup>st</sup>?  
*Because they just finished a long 31-day March.*

What kind of bean can't grow in a garden?  
*A jellybean.*

What happens if you get married on Easter?  
*You live hoppily ever after.*

### Mi Via Rate Study Survey

The Developmental Disabilities Supports Division (DDSD) is contracted with Public Consulting Group (PCG) to make rate ideas for Mi Via (MV) services. To help with rate ideas a survey will be sent to employees by Conduent and DDSD the week of March 13, 2023 and will end on Friday, April 7, 2023. If you have any questions or comments, please contact the PCG team at 833-528-1736 or by email at: [NMHCBSRateStudy@pcqus.com](mailto:NMHCBSRateStudy@pcqus.com).

### 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](mailto: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 important decisions that can impact your services and supports. The MVAC meets every 4 months for about 3 hours. The next MVAC is scheduled for April 27, 2023. You do not need to be a member to attend.

### Correction:

The "In Home Living Supports (IHLS) Rate Increase" article in the March Mi Via newsletter stated that updated Vendor Agreements are due March 31, 2023. The correct due date for updated Vendor Agreements is April 30, 2023.



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## Community Resources Free or low-cost phones

### Assurance Wireless

888-321-5880

<https://www.assurancewireless.com/>

### SafeLink

800-723-3546

<https://www.safelinkwireless.com/Enrollment/Safelink/en/Web/www/default/index.html#!/newHome>

### Tag Mobile

866-959-4918

<https://www.tagmobile.com/>

### TruConnect

800-430-0443

<https://www.truconnect.com/>

### Access Wireless

888-900-5899

<https://www.accesswireless.com/>

### Boost

<https://www.boostmobile.com/plans/acp.html?NTPCID=HP:Wide:ISW:Other:All:ACP>

### Cellular One

800-730-2351

<https://mycellularone.com/freedomfone-plan/>

On Tribal lands:

<https://mycellularone.com/free4life/>

### Century Link

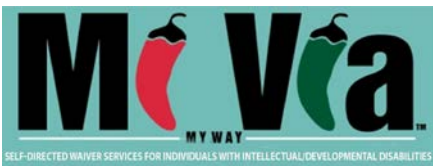
866-963-6665

<https://www.centurylink.com/>

Find additional phone service providers here:  
<https://www.freegovernmentphones.org/state/newmexico/nm-providers.shtml>

## ACTIVITIES IN YOUR COMMUNITY

- 2023 BCFD Dodgeball Tournament at Taft Middle School, 4/22@10am, 620 Schulte Rd NW, Albuquerque
- Fiesta Del Cinco at Balloon Fiesta Park, 4/23@12pm, 9401 Balloon Fiesta Pkwy NE, Albuquerque
- 2<sup>nd</sup> Annual Car Show & Vendor Fair at Otero County Boys & Girls Club, 4/22@11am, 201 Dale Scott Ave, Alamogordo
- Little Shop of Horrors at Macey Center, 4/23@2pm, 801 Leroy Pl, Socorro
- Arts & Crafts Social, 4/22@2pm, 423 Atlantic Ave SW, Albuquerque
- 7<sup>th</sup> Annual Car Show, 4/30@10AM, 1100 Louisiana Blvd SE, Albuquerque
- Rally New Mexico Car Show, 4/29@7:30pm 4056 Cerrillos Rd, Santa Fe
- 4<sup>th</sup> Annual Dia de los Ninos Celebration, 4/29@9am, 4601 College Blvd, Farmington
- Circus Wonderland, 4/28 & 4/29, Airport Rd, Las Vegas NM
- Mira! Las Cruces, 4/29@2pm, 100 N. Main St, Las Cruces



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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)
<b>Active Advocates of New Mexico</b>	Alicia Sisneros	505-353-1778	<a href="mailto:AliciaS@ActiveAdvocatesNM.com">AliciaS@ActiveAdvocatesNM.com</a>	All of New Mexico
<b>CNRAG, Inc. (Care Network Resource Assistance Group)</b>	Fallon Vincell	575-621-3645	<a href="mailto:fvincell@cnragusa.com">fvincell@cnragusa.com</a>	Metro, SE & SW
<b>Consumer Direct Personal Care (CDPC)</b>	Jacqueline Mares	505-553-5695	<a href="mailto:jacquelinem@consumerdirectcare.com">jacquelinem@consumerdirectcare.com</a>	All of New Mexico
<b>Excel Case Management, Inc.</b>	Jennifer Pennington	505-324-8660 ext 102	<a href="mailto:jPennington@excelcasemanagement.com">jPennington@excelcasemanagement.com</a>	NW & SE Regions
<b>Innovative Self Direction</b>	Frank Aquila	505-850-7662	<a href="mailto:faquila@innovativeselfdirection.com">faquila@innovativeselfdirection.com</a>	All of New Mexico
<b>Los Amigos, LLC</b>	Michelle Rutt	505-920-4511	<a href="mailto:Michelle@losamigosnm.com">Michelle@losamigosnm.com</a>	All of New Mexico
<b>Me Town Enterprises, LLC</b>	Kimberly Riebsomer	505-310-9069	<a href="mailto:riebsomer@gmail.com">riebsomer@gmail.com</a>	Metro & NE
<b>Merit Consulting, LLC</b>	Melinda Broussard	505-288-2889	<a href="mailto:mbroussard.merit@gmail.com">mbroussard.merit@gmail.com</a>	Metro
<b>Peak Developmental Services</b>	Sarah Martinez	505-281-9962	<a href="mailto:smartinez@nmddwcm.com">smartinez@nmddwcm.com</a>	All of New Mexico
<b>Self-Directed Choices</b>	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
<b>UNM Center for Development and Disability (CDD)</b>	Carrie Roberts Janelle Groover	505-280-6442 505-401-9328	<a href="mailto:CnRoberts@salud.unm.edu">CnRoberts@salud.unm.edu</a> <a href="mailto:jtorresgroover@salud.unm.edu">jtorresgroover@salud.unm.edu</a>	All of New Mexico
<b>Visions Case Management</b>	Charles Clayton	575-779-7419 888-588-9152	<a href="mailto:Charles@visionsnm.com">Charles@visionsnm.com</a>	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

<b>Deanna DeHerrera</b>	<b>Mi Via &amp; Medically Fragile Waivers</b> Staff Manager Functions: Mi via & Medically Fragile Waiver Oversight	505-629-7260	<a href="mailto:Deanna.DeHerrera@hsd.nm.gov">Deanna.DeHerrera@hsd.nm.gov</a>
<b>Rachel Gonzales</b>	<b>Mi Via Social &amp; Community Coordinator</b> Functions: Conduent, Billing, Payment issues	505-490-3721	<a href="mailto:Rachel.gonzales@hsd.nm.gov">Rachel.gonzales@hsd.nm.gov</a>
<b>Jennifer Romero</b>	<b>Mi Via Social &amp; Community Coordinator</b> Functions: Participant Eligibility Issues and Technical Assistance	505-469-8522	<a href="mailto:Jennifer.Romero3@hsd.nm.gov">Jennifer.Romero3@hsd.nm.gov</a>

**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

<b>Elaine Hill</b>	<b>Mi Via Waiver Program Manager</b> Functions: Participant/Consultant Issues and Technical Assistance, and statewide MF WCF & MF CACF	505-506-6103	<a href="mailto:elaine.hill@doh.nm.gov">elaine.hill@doh.nm.gov</a>  Fax: 505-841-6523
<b>Rudy Aguilera</b>	<b>Mi Via Waiver Project Coordination</b> Functions: Participant/Consultant Issues and Technical Assistance	505-239-7826	<a href="mailto:rudyaaguilera@doh.nm.gov">rudyaaguilera@doh.nm.gov</a>  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	<a href="http://www.bcbsnm.com/community-centennial">www.bcbsnm.com/community-centennial</a>
Presbyterian	888-689-1523	<a href="http://www.phs.org/centennialcare">http://www.phs.org/centennialcare</a>
Western Sky	844-543-8996	<a href="http://www.westernskycommunitycare.com/">http://www.westernskycommunitycare.com/</a>



## April 2023

April Dates to Remember						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					March 31 Vendor checks received or deposited	1 Deadline to submit PRF's for 4/14 vendor payment
2 Autism Awareness Day	3 National Find a Rainbow Day	4	5	6	7 Paychecks & vendor checks received or deposited, end of the pay period	8 Deadline for faxed timesheets & mileage for 4/21 payment & PRF's for 4/21 vendor payments
9	10 National Siblings Day	11 National Pet Day	12	13	14 Vendor checks received or deposited	15 Deadline to submit PRF's for 4/28 vendor payment
16 World Voice Day	17	18	19	20 National High Five Day	21 Paychecks & vendor checks received or deposited, end of the pay period	22 Deadline for faxed timesheets & mileage for 5/5 payment & PRF's for 5/5 vendor payment
23 National Talk Like Shakes	24	25 World Penguin Day	26	27 MVAC 12:30pm-3:30pm	28 Vendor checks received or deposited	29 Deadline to submit PRF's for 5/12 vendor payment
30 International Jazz Day	May 1 May Day	May 2	May 3	May 4	May 5 Paychecks & vendor checks received or deposited, end of the pay period	May 6 Deadline for faxed timesheets & mileage for 5/19 payment & PRF's for 5/19 vendor payment