

PARTICIPANT CORNER

Will is very proud of his Adaptive Sled Hockey Team. The Bladerunner's took third place in an Invitational Tournament on February 16th. "Being part of a team, I can contribute to makes feel great!"



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



July 2025



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

Mi Via Waiver Renewal

Contributed by Selina Leyba

The Health Care Authority's (HCA) Developmental Disabilities Supports Division (DDSD) is pleased to announce that we have successfully submitted the Mi Via Waiver Application to the Centers for Medicare and Medicaid Services (CMS) on July 1, 2025. DDSD is requesting the Mi Via Waiver be renewed for another 5-year period with an effective date of October 1, 2025. CMS has 90 days to complete the review.

DDSD would like to thank everyone for their dedication and input as we went through the renewal process. Based on feedback provided during public comment DDSD eliminated the limits proposed on respite, community direct supports, and customized community group supports. We will notify you when the HCA receives an approval from CMS. The DDSD Mi Via Unit will now begin revising the New Mexico Administrative Code (NMAC) and the Mi Vi Service Standards to align with the waiver application. More information to come on opportunities for input.

Attention Adaptive Climbing Athletes!

Contributed by Rachel Gonzales

Stone Age Climbing Gym offers climbing nights every 4th Friday of the month.

- Stone Age Climbing Gym North, 6200 Alameda Blvd NE, Albuquerque
- 5-8pm
- Entry \$15 and includes gear
- Specialized gear provided by Adaptive Sports Program NM
- Participants with all types of disabilities are welcome
- All ages and experience welcome.
- Register through aspm.org
- Call if you have any questions: 505-570-5710 Ext 1

JUST FOR LAUGHS

Where would you find an elephant?

The same place you lost her.

How do you get a squirrel to like you?

Act like a nut.

How does a scientist freshen her breath?

With experi-mints.



July 2025



Electronic Visit Verification (EVV) Update

Contributed by Jenni McNab

The two new Mi Via Exception (E) EVV codes went live on January 25th, 2025.

The codes are as follows:

- Mi Via Exception Rate Homemaker Direct Support Employee- MVIA99509E
- Mi Via Exception Rate Respite-Employee - MVIAT1055SDE
- Employees who provide any of these two services **must** now clock in and out of each shift using the EVV system (AuthentiCare) Interactive Voice Response (IVR)
- Employees who provide any of the Mi Via services below **must** use EVV to clock in and out of each shift:
 - MVIA99509- Mi Via Homemaker/Direct Support – Employee
 - MVIA99509AC- Mi Via Homemaker/Direct Support – Vendor
 - MVIAT1005AC- Mi Via Vendor Respite
 - MVIAT1005SD- Mi Via Respite – Employee
 - MVIA99509E- Mi Via Exception Rate Homemaker Direct Support Employee
 - MVIAT1005SDE- Mi Via Exception Rate Respite-Employee

Phone 1-800-283-4465

The CCSC hours of operation are 7am-5pm Monday-Friday

1. Choose language
2. Next option enter zero
3. Next option enter 5
4. You will be connected with a Mi Via/Self Directed call agent who will be able to assist you.

Let's Celebrate Our Graduates!!

Please submit pictures of our wonderful Mi Via participants who graduated this year. Graduates can be from elementary, Junior High, Highschool or College. Please send submissions to: Rachel.gonzales@hca.nm.gov by August 1st.

POSITIVE THOUGHTS

Be so happy that when others look at you, they become happy too.

"In life you have three options with any situation that is a challenge. Remove yourself from the situation, change it, or accept it." – Phil McGraw

"The only disability in life is a bad attitude." Scott Hamilton

For questions or support, call the Consolidated Customer Service Center (CCSC) at:



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Service Highlight

Behavior Support Consultation

Contributed by Rachel Gonzales

Behavior Support Consultation is a Health and Wellness support provided by a Behavior Support Consultant (BSC). Behavior Support Consultation is available to help improve a participant's quality of life and help to support participants' family and support staff.

Behavior support consultation services are available to provide:

- Positive Behavior Support Assessments (PBSA)
- Plan development for Positive Behavior Support (PBSP) and treatment plans.
- Training provided to participants support system on PBSP and treatment plans.
- Support coordination with medical and other types of behavioral therapists.

Service is provided in a setting most comfortable for the participants as follows:

- Open setting
- Natural setting or,
- Clinical setting

Behavior Support Services help the participant and their support system to:

- Understand what may cause the participant's behavior.
- Come up with ways of redirecting the participant to positive behaviors.

HCA does not allow the use of restraints, restrictive interventions or seclusion of participants. Behavior Support Consultation does not provide behavioral health therapies or any other mental health services.

Resources:

NMAC 8.314.6 G(1)(d)

ACTIVITIES IN YOUR COMMUNITY

Low Cost or free

- Zia Festival 7/28-7/30 @12pm, 26225 U S Highway 70 East, Ruidoso Downs
- 2025 Friday Al Fresco 7/18 & 7/25 @5:30pm, Plaza Street, Las Vegas
- Fiesta de Taos 7/25-7/27, Kit Carson Memorial Park, 211 Paseo del Pueblo Norte, Taos
- Grants Wild West Days 7/4-7/6, 223 Betty Dr, Grants
- Bark in the Park Hike! 7/19 @9:30am, Salinas Pueblo Missions National Monument, Quarai Unit - 122 Manzano Quarai Rd., Mountainair
- Rail Yards Market 7/20 & 7/27 @ 10am, Albuquerque Rail Yards Market, 777 1st Street SW, Albuquerque
- Chavez County 4-H & FFA Fair 2025 7/18-7/25, Eastern NM State Fairgrounds, 2500 SE Main St., Roswell
- Eastern Navajo Fair 7/24-7/27 Crownpoint Parks and Rodeo Fair Grounds, more information: [Eastern Navajo Fair](#)
- Los Alamos Summer Concert Series 7/25 @6pm Santa Fe Summer Scene-The Family Stone 7/25 @7pm, SF Railyard, 740 Cerrillos Rd., Sant



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Community Resource

Hearing Assistance

Audient Alliance a partner of the Northwest Lions Foundation for Sight & Hearing

Website: <https://www.audientalliance.org/>

Phone: 1-866-956-5400 Ext 2

Email: hear@epichearing.com

Disabled Children's Relief Fund

Phone: 516-377-1605

Families of a disabled children that are either under or uninsured can get help with their hearing needs.

Foundation for Sight & Sound and the EarQ Group

Phone: 631-366-3461

Email: info@foundationforsightandsound.org

Help Kids Hear.org

Website: [Home - Help Kids Hear](http://Home-HelpKidsHear.org)

Phone: 904-707-5614

Email: info@helpkidshear.com

Offers referrals, information, and other support to parents of disabled children.

Hike Fund, Inc.

Website: [The HIKE Fund, Inc.](http://TheHIKEFund.org)

Phone: 352-688-2579

Hearing aids, assistive technology, free phones, and more is offered for children and teenagers under the age of 20.

Hope for Hearing Foundation and Hearing Aid Bank

Phone: 800- 522-4582

Help is for children and infants. Referrals, information on grant programs and public aid and more is offered.

Jacob's Ride for Hearing

Website: <https://www.jacobsride.org/>

Email: info@jacobsride.org

Lions Club International

Phone: 630-571-5466

Low-income seniors and others can get help purchasing quality hearing aids.

Miracle-ear Foundation

Website: [The Miracle-Ear Foundation](http://TheMiracle-EarFoundation.org)

Phone: 877-403-8834

For those that are out of options, this non-profit is a last resource. Adults and children can both receive assistance.

Sertoma

Website: [Hearing Aid Project](http://HearingAidProject.org)

Phone: 816-333-8300

The organizations assist low-income, working poor and uninsured patients. Referrals to hearing aids programs, Medicaid, and more are available.

Starkey Cares

Website: starkey.com/starkeycares

Phone: 855-686-2202

Email: starkeycares@starkey.com

Travelers Protective Association Scholarship Trust for the Deaf and Near-deaf

Website: [Hearing Trust - Supporting Hearing Health with TPA](http://HearingTrust-SupportingHearingHealthwithTPA.org)

Phone: 636-724-2227

Grants may be offered for assistive listening equipment, cochlear implants, or hearing aids. Other medical care or devices may be offered too, along with educational resources and workshops.



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HEALTH CARE
AUTHORITY

Mi Via Circle of Support

MI VIA HCA Website: [Mi Via Self-Directed Waiver - New Mexico Health Care Authority](#)

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 Assist. Group)	Fallon Vincell	575-621-3645	fvincell@cnragusa.com	Metro, SE & SW
Consumer Direct Personal Care (CDPC)	Pamela Acosta Jessica Jaramillo	505-344-8182 x3535	Pamelaa@consumerdirectcare.com Jessicaaja@consumerdirectcare.com	All of New Mexico
Familia Services NM	Abigail Aguilar	505-420-1028	abby@familiaservicenm.com	Metro, NW & SW
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	Dominique Facio	505-554-5494	dfacio.meritnm@gmail.com	Metro
Peak Developmental Services	Sarah Martinez	505-281-9962	smartinez@nmddwcm.com	All of New Mexico
Phoenix Supports	Raquel Guzman Vega	505-353-2061 505-619-4473	intake@phoenix-supports.com	All of New Mexico
Professional Case Coordination Services	Daniel Romero	505-715-3708	danielpccs1@gmail.com	Metro & SE
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 jtorresgroover@salud.unm.edu	All of New Mexico
Visions Case Management	Charles Clayton Evan Anderson	575-779-7419 888-588-9152	Charles@visionsnm.com evananderson@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

Rachel Gonzales	Mi Via Social & Community Coordinator Functions: Conduent, Billing, Payment Issues & Technical Assistance	505-490-3721	rachel.gonzales@hca.nm.gov
Jennifer Romero	Mi Via Social & Community Coordinator Functions: Participant Eligibility Issues & Technical Assistance	505-469-8522	jennifer.romero3@hca.nm.gov

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	877-236-0826	https://www.uhc.com/communityplan/new-mexico/plans



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HEALTH CARE
AUTHORITY

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 for Professional Case Coordination Services, Phoenix & Unidas	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: Active Advocates, CNRAG & Peak	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, Consumer Direct Personal Care & Visions	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: Los Amigos, Self Directed Choices, statewide MF WCF & MF CACF	505-218-1119	Alicia.otolo@hca.nm.gov Fax: 505-841-6523
Inez Dominguez	Mi Via Waiver Program Coordination Functions: Participant/Consultant Issues & Technical Assistance Contact for: Me Town & Innovative Self-Direction, statewide MF WCF & MF CACF	505-538-5506	Inez.Dominguez@hca.nm.gov Fax: 505-841-6523
Ana Orona	Mi Via Waiver Program Coordination Functions: Participant/Consultant Issues & Technical Assistance Contact for: Merit & Familia Services NM	505-627-4258	Ana.Orona@hca.nm.gov Fax: 505-841-6523



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HEALTH CARE
AUTHORITY

July 2025 Dates to Remember

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1 American Zoo Day	2 National Wildland Firefighter Day	3	4 Vendor checks received or deposited	5 Deadline to submit VPRs for 7/18 vendor payment
6 National Fried Chicken Day	7	8 National Video Game Day	9	10 National Kitten Day	11 Paychecks & vendor checks received or deposited, end of the pay period	12 Deadline to fax timesheets & mileage for 7/25 payment & VPRs for vendor payments
13 International Rock Day	14	15 National I Love Horses Day	16	17	18 Vendor checks received or deposited	19 Deadline to submit VPRs for 8/1 vendor payment
20 National Ice Cream Day	21	22	23	24 National Tell an Old Joke Day	25 Paychecks & vendor checks received or deposited, end of the pay period	26 Deadline to fax timesheets & mileage for 8/8 payment & VPRs for vendor payments
27 National Love is Kind Day	28	29	30 International Day of Friendship	31	8/1 Vendor checks received or deposited	8/2 Deadline to submit VPRs for 8/15 vendor payment