

PARTICIPANT CORNER

Walking Rain by Jesse



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

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



February 2023

In Home Living Supports (IHLS) rate increase

The Centers for Medicaid and Medicare Services (CMS) has approved a rate increase for IHLS services. The range of rates was increased from \$25-\$131.50 to \$25-\$150.26. To receive the IHLS range of rate increase, participants will need to do two things to receive the new rate increase:

- Participants must submit a revision to their budget with new rate.
- Vendors must submit new vendor agreements.

Participants must work with their consultant to revise their current budget with the new rate. The revision must be reviewed and approved by the Third-Party Assessor (TPA).

The Employer of Record (EOR) or the participant must work with vendors to update the Vendor Agreement with the new rate.

Important notes: There are participants who will move to this new higher rate that will cause their budget to go over their approved Individual Budgetary Allotment (IBA). The state allows these participants Additional Funding (AF) without meeting rules in NMAC 8.314.6.17 B(3)(a). **This is allowed if the rate is the only change.**

- Once the budget revision is approved by the TPA, vendors may begin to bill the new rate.
- Updated Vendor Agreements must be provided to Conduent by March 31, 2023. If an updated Vendor Agreement is not submitted by March

31, 2023, any submitted Vendor Payment Request (VPR) forms will be Returned to Participant (RTP) until an updated Vendor Agreement is submitted.

What to do When a Participant Moves Out of State

When a participant has moved out of state, please tell your consultant agency. The consultant agency will take the following steps:

- Consultant agency reports the change of address to the Income Support Division using the CIU/MAD 054 Client Information Update form. This must be done within 10 business days.
- Consultant agency will notify the Third-Party Assessor

The [CIU/MAD 054](#) form is available on the [New Mexico Medicaid Portal](#)

NMAC 8.290.400.14 Reporting requirements

What did you do in February?

Please be sure to share your Valentines pictures, artwork, or events you attended in the month of February. Submit no later than 3/5/23 to Rachel.gonzales@hds.nm.gov



February 2023

UNM Training Hub is Temporarily Paused.

DOH Developmental Disabilities Support Division (DDSD) is temporarily pausing the Training Hub requirements for Consultants, Employer of Record (EOR), Direct Support Professionals (DSP), Employment Support Services (ESS), In-Home Living Supports (IHLS) and Mi Via vendors. DDSD is working with UNM/ CDD Training Hub to resolve issues, concerns and questions that have come up. Notice will go out once the Training Hub is available to resume training requirement. If any questions arise, please contact Elaine.Hill@doh.nm.gov

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 three (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@hsd.nm.gov

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)

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 \(CIU\)](#) to Conduent at docprocessing@conduent.com.

Positive Thoughts

My potential to succeed is limitless.

I'm allowed to take up space.

I'm in control of how I react to others.



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Mi Via Incident Reporting Requirements

The Department of Health Division of Health Improvement (DOH/ DHI) has released a new guide describing mandated reporting of Abuse, Neglect and Exploitation, Suspicious Injuries, Environmentally Hazardous Conditions and Death. The guide describes many possible signs of abuse, neglect and exploitation and offers guidance on how to respond when abuse, neglect or exploitation is suspected. You can find English and Spanish versions of this guide on the Mi Via Website at

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

<https://www.nmhealth.org/publication/view/guide/7449/> Spanish

As a reminder, immediately report any suspected allegations of abuse, neglect or exploitation (ANE) of waiver participants via telephone to DHI-Incident Management Bureau Hotline at: 1-800-445-6242.

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.

ACTIVITIES IN YOUR COMMUNITY

Comedy for a Cause 2/25@6:30pm, Lobo Theater, 3013 Central Ave NE, Albuquerque

Jason Bishop Illusion 2/24@7:30PM, Macey Center, 801 Leroy Pl, Socorro

Las Cruces Rock and Gem Show, 2/11@9am, Las Cruces Convention Center, 680 E University Ave, Las Cruces

Hotel California: "A Salute to the Eagles", 2/3@6:30pm, Ocotillo Performing Arts Center, 310 W Main St, Artesia

Playing by Air 2/24@7pm R.N Tydings Auditorium, 1332 E Scharbauer St, Hobbs

FREE! Mid-Week Movies: Black Panther: Wakanda Forever, 2/15@6pm Southwest Film Center, UNM Student Union Building

Night to Shine 2/10@6pm, Legacy Church, 7201 Central Ave. NW Albuquerque

Shrine Circus, 2/11-2/12@3:30pm Tingley Coliseum, Albuquerque

Barbershop Chorus Rehearsal, 2/20@6:30pm, Zia Methodist Church, 3368 Governor Miles Rd, Santa Fe

2nd Annual Chocolate for Champions fundraiser at Chick-fil-A. All Chick-fil-A's will donate proceeds from their Chocolate Chip Cookies and Fudge Brownies to Special Olympics New Mexico all February.



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Service Highlights:

Community direct support: Community direct support providers give support to the participant to find, grow and keep community connections and access social and educational options. This service does not include formal educational (including home schooling and tutoring related activities), or career services related to traditional schooling or career training.

- The community direct support provider may be a skilled independent contractor or a hired employee depending on the level of support needed by the participant to access the community.
- The community direct support provider may coach and model social behavior important for the participant to connect with community members or in groups, provide help in additional tasks related to community participation, provide attendant care, and help the participant schedule, set up and meet goals related to chosen community activities.
- Community direct support services include:
 - Helping the participant outside of their home.
 - Boost the progress of social relationships and build connections within local communities.
 - Support the participant in having regular opportunities to grow in their community to build and strengthen natural supports, networks, friendships and build a sense of belonging.
 - Aid in the progress of skills and behaviors that strengthen the participants connection with their community.

- The skills to help someone in a community setting may be different than those for helping a participant at home. The provider will:
 - Show knowledge of the local community and support within that community that are identified by the participant on the Service and Support Plan (SSP).
 - Is aware of the participant's limits to interact and keep health and safety while in the community.

JUST FOR LAUGHS

Why did the skeleton break up with her boyfriend before Valentine's Day?

Her heart wasn't in it.

What did the chef give to his wife on Valentine's Day?

A hug and a quiche.

What did one light bulb say to the other on Valentine's Day?

I love you a whole watt.



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Community Resources

Domestic Violence

National Domestic Violence Hotline

Call: (800) 799-7233 TTY (800) 787-3224

Chat: <https://www.thehotline.org/> Visit website for live chat

Text: Text "START" to 88788

Stronghearts Native Helpline

<https://strongheartshelpline.org/>

844-762-8483 (844-7NATIVE)

Statewide

Coalition to Stop Violence Against Native Women

Phone: (505) 243-9199

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

New Mexico Coalition Against Domestic Violence

Phone: (505) 246-9240

Website: <https://nmcadv.org/>

New Mexico Legal Aid

New Mexico Legal Aid is a statewide provider that has specialized legal programs for survivors of domestic violence. To access these programs, contact your local survivor services provider organization below and ask about referrals to New Mexico Legal Aid or contact the NMLA Domestic Violence, Sexual Assault and Stalking HelpLine at (877) 974-3400.

Phone: (877) 974-3400

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

Bernalillo

Domestic Violence Resource Center

Phone: (505) 248-3165

Website: <https://dvrcnm.org/>

Enlace Comunitario

Phone: (505) 246-8972

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

Haven House

Phone: (800) 526-7157

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

SAFE House

Phone: (505) 917-0231

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

Chaves

Roswell Refuge for Battered Adults

Phone: (575) 627-8361

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

Cibola

Roberta's Place

Phone: (505) 287-7724

Website: <http://robertasplace.net/index2.html>

Colfax

Alternatives to Violence

Phone: (575) 447-5778

Website: <https://www.domesticshelters.org/help/nm/raton/87740/alternatives-to-violence>

Curry

Hartley House

Phone: (575) 769-0305

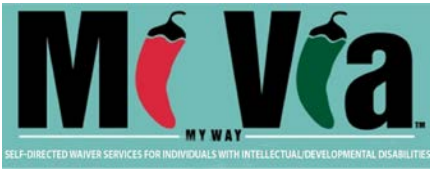
Website: <http://www.nmsvdiv.org/>

Doña Ana

La Casa - DV Las Cruces

Phone: (800) 376-2272

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



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Eddy
Carlsbad Battered Families Shelter
Phone: (575) 885-4615
Website: <https://carlsbadshelter.com/>

Grammy's House
Phone: (575) 365-5144
Website: <https://www.grammyshouse.org/>

Grant
El Refugio
Phone: (575) 538-2125
Website: [ww.eridv.org](http://www.eridv.org)

Guadalupe
Tri-County Family Justice Center
Phone: 505-718-7300

Lea
Option Inc.
Phone: (575) 397-1576
Website: <http://www.optioninc.org/>

Lincoln
Center of Protective Environment
Phone: (575) 437-2673
Website: <https://www.copedv.com/>

Help End Abuse for Life (HEAL)
Phone: (866) 378-6378
Website: <http://helpendabuseforlife.org/>

Luna
La Casa: Healing House
Phone: (800) 376-2272
Website: <https://www.lacasainc.org>

McKinley
Battered Families Services
Phone: (505) 722-7483
Website: <https://batteredfamilies.com/>

Mora
Tri-County Family Justice Center
Phone: (505) 425-1048

Otero
Center of Protective Environment
Phone: (575) 437-2673
Website: <https://www.copedv.com/>

Quay
Hartley House
Phone: (575) 769-0305
Website: <http://www.nmsvdv.org/>

Rio Arriba
Crisis Center of Northern New Mexico
Phone: (505) 753-1656
Website: <https://crisis-centers.org/>

Roosevelt
Hartley House
Phone: (575) 769-0305
Website: <http://www.nmsvdv.org/>

San Juan
Family Crisis Center
Phone: (505) 564-9192
Website: [ww.familycrisiscenternm.org](http://www.familycrisiscenternm.org)

Navajo United Methodist Center
Phone: (505) 325-7578
Website: <https://navajoumc.org/>

San Miguel
Tri-County Family Justice Center
Phone: (505) 425-1048

Sandoval
Haven House
Phone: (800) 526-7157
Website: <https://www.havenhouseinc.org/>



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Santa Fe

Esperanza Shelter

Phone: (505) 474-5536

Website: <https://esperanzashelter.org/>

Sierra

Domestic Abuse Intervention Center

Phone: (575) 894-3557

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

Socorro

El Puente del Socorro

Phone: (575) 835-0928

Taos

Community Against Violence

Phone: (575) 758-9888

Website: <https://taoscav.org/>

Torrance

Torrance County - Project Office

Phone: (505) 705-0925

Website: <https://www.torrancecountynm.org/services/torrance-county-project-office>

Valencia

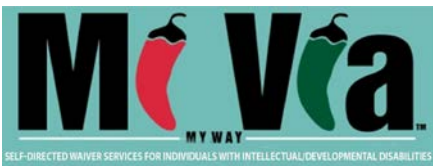
Valencia Shelter for Victims of DV

Phone: (505) 864-1383

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



Participant Lindsey's Halloween pumpkin

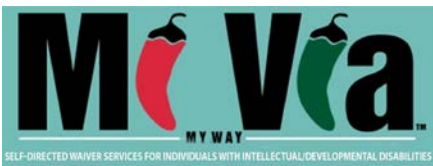


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Mi Via Circle of Support

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

Consultant Agency Name	Contact Name	Phone	E-mail	Regions(s)
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.	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	Rachel.gonzales@hsd.nm.gov
Jennifer Romero	Mi Via Social & Community Coordinator Functions: Participant Eligibility Issues and Technical Assistance	505-469-8522	Jennifer.Romero3@hsd.nm.gov

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@doh.nm.gov Fax: 505-841-6523
Rudy Aguilera	Mi Via Waiver Project Coordination Functions: Participant/Consultant Issues and Technical Assistance	505-239-7826	rudy.aguilera@doh.nm.gov 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/



February 2023

Dates to Remember February 2023						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2 Groundhog Day	3 Vendor checks received or deposited	4 Deadline to submit PRFs for 2/17 vendor payment
5	6	7	8	9 National Pizza Day	10 Paychecks & vendor checks received or deposited, end of the pay period	11 Deadline for faxed timesheets & mileage for 2/24 payment & PRFs for 2/24 vendor payments
12	13	14 Valentine's Day	15	16	17 Vendor checks received or deposited	18 Deadline to submit PRFs for 3/3 vendor payment
19	20 President's Day	21	22	23	24 Paychecks & vendor checks received or deposited, end of the pay period	25 Deadline for faxed timesheets & mileage for 3/10 payment & PRFs for 3/10 vendor payments
26	27 National Pokemon Day	28	1	2	3 Vendor checks received or deposited	4 Deadline to submit PRFs for 3/17 vendor payment