

# Mi Via Advisory Committee

## Meeting Notes for January 25, 2018

### Approved April 26, 2018

**Location:** Department of Human Services 2025 South Pacheco Santa Fe NM 87505

**Attendees (in person):** Keytha Jones, E. Regina Lewis (DOH /DDSD), Kresta Opperman (MAD/HSD), LaRisa Rodges (MAD/HSD), Brad Hill, , Fleur Dahl (DOH/ DDSD), Stephanie Mojica (MAD/HSD), Jeanette Bundy,, Keytha Jones, Bailey Kjobec (member of the public), Cathy Salazar, Jacob Patterson (Consultant member of the public) Sandy Skaar, Kent Augustine ( DOH member of the public) Analise Ness(member of public) Stephanie Mojica(MAD/HSD), Stevie Bass(member of the public) Amira Raseed (member of the public), Marc Kolman( DOH/DDSD member of the public)

**Via Telephone:** Althea McLuckie, Rebecca Shuman, Darlene Hunter, Shayla Spolidoro, Melvin Brown, Carolyn Thompson (Conduent), Kimberly Scott (Qualis)

**Unable to attend and notified:** Ramone Gurule, Michael Romero, Leslie Martinez

#### 1. Welcome and Roll Call

- Mi Via Advisory Committee member and members of the public introduced themselves and those on the phone introduced themselves.

#### 2. Review agenda and Announcements

- Agenda change – DOH ( Department of Health) IT department will discuss the website during the ACQ presentation time.
- Ground rules were reviewed.
- Brad Hill and Regina Lewis(Department of Health) attended a DDPC ( Developmental Disability Planning Council) meeting. Brad gave a presentation on Mi Via. The issues with the EOR's were brought to the attention of the DDPC. There was a discussion about technical assistance that could be provided to EOR's.

#### 3. Review/Approve notes 10-26-17 & Action Items Follow-up

- Meeting notes were approved for the October 2017 meeting. The meeting notes will be submitted to the Mi Via Website.

- Follow-up action items were discussed briefly. A draft of the notes from 1-25-2018 will be reviewed and approved by Chair/Vice Chair and then will be provided to Committee Members prior to the next meeting.

#### **4. MVAC membership-Consultant Nominations**

- The nomination committee selected 3 members from this round of nominations. The new members will be Kathryn Lillie, Stevie Bass and Althea Mcluckie. They are nominated for a 3 year term. The committee selected the Chair and Co-Chair completing the ballots. Brad Hill was elected Chair and Leslie Martinez was elected Co-Chair. There will be another round of nominations as there are 3 openings for the MVAC. The committee decided to continue with the same nomination committee that completed the nominations for the terms ending in October. The nomination committee will be Cathy Salazar (Chair), Keytha Jones, Raemon Gurule, Brad Hill, Rebecca Shuman. The call for nominations is going out in February and March. Members will be nominated at the April 2018 meeting. The committee was reminded of terms ending in April. Shayla, Michael and Brad's terms end in April. There will be another round of nominations in May and June with the nominations of new members done at the July meeting.

#### **5. Purchasing Issues**

- Conduent is continuing to reach out to the big box stores regarding the checks through TNT. Conduent is reaching out to the Store Managers asking if their store will except a cashier's check or a TNT check. They are also reaching out to the smaller cities contacting the stores. Conduent will be doing this on a quarterly basis. Conduent is hoping to get a point of contact for the stores.

#### **6. Prioritizing agenda items for next year**

- This section was skipped and may be an option for future meetings.

#### **7. Update from the recent ACQ ( DOH IT used this time to address the website issues)**

- Kent Augustine from DOH's IT department attended to discuss the review done by the MVAC Website Workgroup for the Mi Via section of the DOH website.
- Kent indicated the feedback given was very much appreciated. There were suggestions made by the workgroup. Kent reviewed the areas.
- Add a table of contents at the top of the Mi Via home page.
- Secretary's name was not on the DOH home page. This has been completed.
- The drab appearance was discussed. The color gray is on the site to make sure it is accessible to color blind people. When the IT department does the overall design of the website the color will be addressed.
- Ability to add photos is accessible now.
- Any references to the content will be updated right away.

- Consultant agency provider list- Consultant agencies need to be sure they ask for updates right away.
- Topics on the right-hand side of the website. Only one can be opened. IT will restructure the topics. It may take some time to do this.
- Was brought up that pictorial diagrams can be used not just pictures.
- Website should be accessible to participants to assist in self direction. The MVAC website committee will continue to work on the website issues. Regina Lewis will be the point of contact for the website workgroup.

#### **8. Break**

#### **9. Potential EOR inquiries (Concerns with liability, Community resources to access for the EOR)**

- It was brought up that EOR's need to assume the responsibility in Mi Via.
- What are the liabilities and what resources can they use.
- How is the EOR paper work being set up.
- All these topics will be addressed in future discussions.

#### **10. Discussion of 2015 Retreat, Priorities and Direction (EOR inquires, Participants accessing the system, Vendors assuming the role of the EOR, Future of Mi Via past and present needs.**

- Chair wanted this agenda item moved to the end of the meeting if time permits it will be addressed.

#### **11. Participant Issues/Experiences**

- Role of EOR discussed as the EOR should be approving employees.
- The Vendor request forms are being returned from Conduent. They are returned if the description of the services does not match the description that is in the budget. This can delay a check to the Vendor.
- If the payment request form does not list every supplemental medication it will not go through.
- HSD will review the forms and the instructions in the forms.
- HSD has been doing a review of the forms for Mi Via and welcomes feedback.
- It was brought up that PRF's are a monthly amount. Employees wage can be done monthly or by the number of weeks in a budget. There was some discussion about writing the use of the entire year in a budget.

#### **12. Break**

#### **13. Fiscal Management Agency Update (Conduent)**

- Conduent has been exploring with TNT finding out what other states do regarding Vendor payments.

- Conduent is working on a list of what the Big Box Vendors will take. If they will take cashier's checks or TNT checks.
- Conduent is resuming the Consultant training which will begin January 26<sup>th</sup>. The training will be offered from 9am – 12pm and will also be available through WebEx. The maximum number of people in the classroom training is 15.
- Conduent has EOR training that they have presented to the state.
- There was a discussion about the electronic time sheets and that the hours were totaled in the past and now are no longer totaled. Mileage and Employee hours were getting combined on the timesheets. Now Employees have to add up hours on their own. It was asked if the totaling of hours could be put back in. HSD informed to make the change back to totaling the hours would be a cost in the system.

#### **14. Third Party Assessor Update (Qualis)**

- Mi Via participants can still fax in paper work to Qualis . The fax number is 1-800-252-9993.
- Qualis indicated the communication between Qualis and the Consultants has improved with the use of the portal.
- Qualis has been working with the Department of Human Services to make sure participants addresses are correct.
- Qualis does have a call center. The phone number is 1- 866-962-2180.

#### **15. HSD/DOH HSD Introduction of the 21<sup>st</sup> Century Cures Act and Requirement of the Electronic Visit Verification (EVV)**

- HSD informed the committee that anyone receiving SSI or SSDI and has a change of address will need to update their address with the Social Security office and ISD.
- The 21<sup>st</sup> Century Cures Act Law will require that an electronic visit verification will be completed for all personal care services where activities of daily living are completed. The deadline for the compliance of this act is January 1<sup>st</sup>, 2019.
- The requirement will be verifying that caregiver visits occur and documents the time that service begins and ends. It is a way of electronically verifying that a caregiver is physically present with the participant during a specified time.
- The options to use for the verification can be a landline, tablet and the cell phone of the participant. The Centennial Care Waiver is already doing the EVV and did purchase tablets for the participants. The monies are not available in the Mi Via Waiver to purchase tablets. There was some discussion about participants possibly purchasing tablets through there budgets. It was also discussed that a lot of participants already have cell phones which can be used for the EVV.
- HSD will need to contract with a provider who will be able to implement and support this system. Centennial care contracts with First Data. FOCoS intends to have the capability by January 2019.
- The Century Cures Act Law is a Federal requirement.
- Presently, the services the EVV will be required for are Homemaker Direct Support Services, Respite and In-Home Living.

- Hours can change with care and certain circumstances. HSD is looking at having flexibility in the system for the changes.

**16. Continuance of HSD introduction of the 21<sup>st</sup> Century Cures ACT and requirement of the Electronic Visit Verification (EVV)**

- HSD will be having articles about the EVV in the newsletter.
- HSD is looking into how In -Home Living will be handled through the EVV system.
- In the EVV system it was discussed if there will be a manual correction built into the EVV system.
- It was again brought up that participants can purchase tablets, landline service and cell phones through their budgets.
- Electronic Devices used do have to have a GPS that can verify the Employee is where they are supposed to be.
- There was discussion about apps that can be on a cell phone that tells you where someone is at. There was mention of the Life 360 app. These apps are free to download.
- Texting was discussed as an option to show when the Employee started.
- If someone lives in a rural area where internet service is not available, they can input the information and then will have to drive to an area where there is internet service to have it downloaded.
- If a landline is used quite a bit effecting availability the participant would need to have a secondary option.
- Use of a cell phone and landline is based on a phone number. The use of the tablet is based on location.
- If a tablet is used it does not have to be the participants device.
- Regina Lewis(DOH) offered to be a point of contact for feedback on the EVV system. Using a feedback grid.

**17. Wrap Up of Meeting (discussion of meeting time, longer agenda items for next meeting, etc.)**

**Action items public comment:**

- ABLE accounts and the implementation was brought up. It is an income-based program.
- The ABLE account goes through the State Treasures office.
- To get information about the ABLE account the website is <https://ablenuewmexico.com/>
- The accounts set up can be through a checking account or debit card account.
- Medically Fragile has an advisory committee that has been working on having a care team that can meet all the needs of a Medically Fragile individual. This way all the major medical needs of an individual will be handled by one provider.
- This new process will role out in the Spring of 2018.
- DOH /Mi Via unit will be hiring 2 new staff. After this is complete there will be 4 staff in the DOH/Mi Via unit.
- There are 2 new Consultant agencies coming on board effective February 1.
- Public comment- The President signed the Family Caregiver Act.

**Next agenda items:**

- EVV
- Eliminate the MVAC Retreat
- ISD Issues
- Take out Purchasing issues
- ABLE New Mexico
- Potential EOR (Employer of Record) inquiries

**Close**

- a. **Next Meeting:** April 26, 2018 Department of Health 5301 Central NE, 2<sup>nd</sup> floor conference room Albuquerque, NM 87108

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