

December

Participant Corner

Beautiful Diamond Gem Painting by Alesia



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@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

The Money Network card is coming!!!

The Money Network card is a pre-paid debit card. Mi Via is so excited to bring freedom, choice, and flexibility to participants on how you can pay for goods and services. You will have the ability to pay with the Money Network card and/or still have the option to use a paper check. Participants will also have the option of continuing to pay by check only for goods and services. The choice is yours. Upcoming training to be announced. Cards will be issued to employer of record (EOR) upon request of card.

Perks of the Money Network card:

- Training on how to use the Money Network card
- Money Network Mobile App
- You can set up account alerts
- You can view your balance online or hear it over the phone
- Fraud protection
- Bill pay options

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

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. Nominations are being received through December 15th, 2023.

New Training Opportunities!!

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 \(unm.edu\)](#)

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 be in compliance by February 1, 2023.

Developmental Disabilities Support Division Amendment ideas:

Developmental Disabilities Support Division (DDSD) is working on some amendment ideas across all waivers. Part of that work is also part of the work we are doing with Public Consulting Group (PCG) and Human Services Research Institute (HSRI).

Mi Via is looking at including:

- Certified Occupational Therapy Aide/assistant
- Physical Therapy Assistant
- Speech-language Pathology Assistant services
- Employer of Record as a paid service
- Parent support service
- Peer support service
- Telehealth as another option to emergency room visits if applicable
- Employment outside of Applied Behavior Analysis (ABA) which means the cost of accessing employment supports would not be included in the participant's budget, if this is allowed by Center for Medicaid/Medicare Services (CMS) it would support encouraging employment by not coming out of the individual's budget.

Employer of Record Waiver Service

Developmental Disabilities Support Division (DDSD) is in the process of creating an Employer of Record (EOR) waiver service. We are studying the options available for this service. EOR waiver service will need a waiver change and will need a formal public comment period. More information and updates to follow.

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

Service Highlights:

Home health aide services: Home health aide services give total care or help participant in all activities of daily living to help improve quality of life and safe surroundings to support the participant's self-reliance and health needs in their home and in their community.

- Home health aide services can be provided in the participant own home and outside the participant home.
- Home health aide services do not duplicate homemaker services.
- Home health aide services may be provided long-term for the participant's health care services that help a person keep, learn, or improve skills and functioning of daily living.
- Home health aides may provide basic non-invasive nursing assistant services within the range of their practice.
- Home health aides are supervised by a registered nurse (RN). Supervision by a RN will happen at least once every 60 calendar days in the participant's home

What is an Authorized Representative?

This is a person who was chosen to represent and act on the participant's behalf. The participant or authorized representative must provide formal documentation allowing the individual or individuals to access specific case information for a specific reason and specific time frame.

An authorized representative may be:

- An attorney representing a participant or their household
- A person acting under the authority of a valid power of attorney (POA)
- A guardian, or any other individual or individuals chosen in writing by the participant.
- A service provider (depending on what the eligible recipient or court order allows) for the participant.

An authorized representative **cannot** approve their own timesheet. The authorized representative cannot be a participant's consultant. An authorized representative may be hired as an employee but may not for consultant, support aid, customized community group supports services, transportation services for a minor, or individual directed goods and services. The services must be identified in the participant's approved service and support plan (SSP) and authorized annual budget (AAB).

How to Successfully Complete a Claim

When submitting a Vendor Payment Request (VPR) or Payment Request Form (PRF) it is very important to double check all required fields. Always provide the correct information and ensure all areas that require a signature are signed and dated.

Participant Information:

- Write the participant's full legal name
- Write the Medicaid ID
- Write the correct approved budget period

Vendor information:

- Write full vendor name or business name
- Write vendor federal employer identification number (FEIN) or social security number
- Write vendor address

Always submit the VPR or PRF with the vendor invoice. Future dated invoices will not be accepted. Vendor invoices must be signed and dated by the vendor. It is good practice to double check budget period, dates of service and signature and date fields. Always make sure that invoice and VPR or PRF totals match. Always hold on to copies of the VPR or PRF invoice and proof of submission. Initial VPR or PRF and invoice **must** be submitted within 90 days of dates of service (DOS).

If you are needing assistance or have questions, please contact the Consolidated Customer Service Center at 800-283-4465

All documents may be provided to:

Fax 1-866-302-6787 or

Email: docprocessing@conduent.com or

CONDUENT P.O. Box 27460 Albuquerque, NM 87125-7460

Just for Laughs

What do you get when you cross a snowman with a vampire?

Frostbite

What's every elf's favorite type of music?

Wrap

Why was the snowman looking through the carrots?

He was picking his nose.

Positive Thoughts

I know each day is a blessing and a gift

I am the creator of my best ability

I am full of positive loving energy

Activities in Your Community

- Capitan Country Christmas Bazaar December 3, 10am-4pm @ Lincoln County Fairgrounds, Capitan
- Huge Christmas Arts and Crafts Fair December 3, 9am-5pm @ The Light at Mission Viejo, Santa Fe
- Bernal Community Center Arts and Craft Fair, December 3, 10am-3pm @ Bernal Community Center, Bernalillo
- The Lyin Dog December 12, 7pm-8:30pm @ Empire Board Game Library, Albuquerque
- A Cardinal Christmas Arts and Crafts Fair, December 17 10am-4pm @ Robertson Highschool, Las Vegas
- Aquatic New Year's Eve Party, 12/31 9pm-1am @ City of Raton Dept of Parks and Rec, Raton
- Movement Lab weekly class, every week on Thursday 7pm-9pm @ 2 Upper Colonia Rd, El Prado
- Christmas Eve Torchlight Parade & Fireworks, December 24 7pm-7:45pm @ The Face at Red River Ski & Summer Area Base Camp
- Pride After 5/ Drag Bingo Holiday Party! December 15 5:30pm-9pm @ 1607 Alcañesa St., Suite 201, Santa Fe
- Victorian Christmas December 8 5pm-8pm @ Silver City Museum, Silver City

Community Resources

Transportation for Medical Appointments

LOS ALAMOS VOLUNTEER ASSOCIATION (LAVA)

1101 Bathtub Row Betty Ehart Center

Los Alamos, NM 87544

(505) 662-8922 Service/Intake Betty Ehart Center

(505) 672-3618 Service/Intake Barbara Croley

lava@losalamosseniorcenter.com

Miracle Flights The cure for the distance

5740 South Eastern Avenue Suit 240

Las Vegas, NV 89119

(702) 261-0497 FAX

(702) 261-0494 Service/Intake

(800) 359-1711 Service/Intake flightspecialist@miracleflights.org

<https://miracleflights.org/>

info@miracleflights.org

Angel Flight West

Nationwide Provider

3161 Donald Douglas Loop South

Santa Monica, CA 90405

Phone: 888-426-2643

Fax: 310-397-9636

Email: info@angelflightwest.org

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

December 2022
Dates to Remember

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|------------------------|--|----------------------------|-------------------------------------|--------------------------|---|---|
| | | | | 1 | 2 Paychecks & vendor checks received or deposited, end of the pay period. | 3 Deadline for faxed timesheets & mileage for 12/16 payment & PRFs for 12/16 vendor payments |
| 4 | 5 | 6 | 7 Pearl Harbor Remembrance | 8 | 9 Vendor checks received or deposited | 10 Deadline to submit PRFs for 12/24 vendor payment |
| 11 | 12 | 13 | 14 | 15 Bill of Rights Day | 16 Paychecks & vendor checks received or deposited, end of the pay period. | 17 Deadline for faxed timesheets & mileage for 12/30 payment & PRFs for vendor payments |
| 18 | 19 | 20 Human Solidarity Day | 21 1 st Day of Winter | 22 | 23 Vendor checks received or deposited | 24 Deadline to submit PRFs for 1/6/23 vendor payment |
| 25 Christmas | 26 Holiday Break NM State offices are closed | 27 | 28 | 29 | 30 Paychecks & vendor checks received or deposited, end of the pay period. | 31 Deadline for faxed timesheets & mileage for 1/13/23 payment & PRFs for vendor |