

# Mi Via Advisory Committee

Meeting Notes May 9, 2012

The Mi Via Advisory Committee supports the Mi Via Waiver program in the following ways:

To reinforce the Mi Via philosophy of self-direction;

To engage “on the ground floor” in providing input and recommendations during policy considerations;

To assist the State Mi Via Waiver Program with the on-going evaluation and improvement of Mi Via; and

To help identify ways to simplify the Mi Via processes.



**Mi Via: Choosing  
Self-Direction**



The Mi Via Advisory Committee Meeting was held on May 9, 2012 in the Hayman Building Executive Conference Room, 5301 Central NE, Albuquerque, NM 87108.

Attendees (in person): Stevie Bass, Parent; Carol Watts, CDPC; Shari Jensen, Participant; Orlando Vasquez, HSD; Pat Syme, DOH; Heather Ingram, Xerox; Lisa Gianardi, Participant; Teresa Karnes, Xerox; Tallie Tolen, HSD; Kim Shipman, Molina; Doris Husted, Arc of NM

Via telephone: Genevieve Rel, DOH; Nadine Maes, Parent; Gary Benavidez, Parent; Althea McLuckie, Parent; Tana Hemingway, Participant; Travis Goldman, Family Member; Gina Gallardo, HSD

Absent: Tony Chavez, Participant; Donna Begay, Family Member; Mario Lucero; Participant; Dolores Harden; Parent

## 1. Welcome and Introductions

Mi Via Advisory Committee members present on the phone and in person introduced themselves. No members of the public were in attendance.

## 2. Review Agenda; Add Additional Items

Althea requested that we add discussion on Advisory Committee planning for Centennial Care and 1st Choice.

## 3. Approve Minutes 1/12/12

Several changes and corrections were made to the draft minutes by MVAC members. After corrections are made they will be posted to the Mi Via website.

## 4. Change in Mi Via DOH staff

Pat Syme advised that DOH/DDSD will be hiring a new Mi Via Program Manager. Pat has moved to the Community Inclusion Unit which will also include oversight of the Mi Via Program Manager role.

5. Mi Via Advisory Committee Contact List and Releases for Website Contact Information; Review Ground Rules
  - a. Pat advised that we still need releases for contact information from Shari, Travis and Donna. Shari took a form to complete; will resend the form via email.
  - b. Pat reviewed the ground rules. Althea recommended that the Ground Rules be circulated with each meeting agenda and that practice will be adopted for review previous to each meeting.
  - c. The Committee recommended that an additional rule be added that members presenting information remain for the entire meeting to participate in the discussion.
  
6. Xerox Update
  - a. Teresa Karnes introduced Heather Ingram as the new Deputy Account Manager for Mi Via. Heather is an expert in process improvement. She has 17 years experience in health services and operations. Teresa clarified that she is the Deputy Account Manager for all the Xerox contracts with the Medical Assistance Division.
  - b. Heather gave the FMA update. Time for answering calls in the Customer Services Dept. is reduced to an average of 20 seconds. They are now focusing on addressing the quality of services provided over the phone. Both Althea and Tana expressed that they noticed and were impressed with the improvement. Processing of Employee and Vendor packets has decreased to 1-2 days. Credentialing is taking 3 days on average.
  - c. Nadine commented that she appreciates the calls regarding problems with payments. She does express irritation with having to give her last 4 numbers of her SSN when the Xerox rep initiates the call to her. Heather will take that back to her team for possible solutions on outreach calls in terms of ensuring confidentiality.

- d. Tana wanted Xerox to problem solve on ensuring that regular bills like phone bills are paid in a timely manner. She states she often runs into late charges due to the time frames surrounding arrival of the bill in the mail, submission to Xerox and then mailing of the check. It was suggested that late fees could be avoided with annual payment of phone/ internet bills. Heather will take the issue back to her team. Tallie reiterated that payment after services rendered is a CMS requirement although some bills are inevitably paid a month in advance. She will address the issue with HSD General Counsel. It was recommended that the state consider paying these types of bills on a quarterly basis.
- e. Stevie recounted a situation where an employee needed to change banks. The employee was advised to fill out a new account form to effect the change. The change did not occur and it was discovered a form needs to also be filled out to discontinue the old account and requests that the information needs to be conveyed upfront if accounts need to be changed. She also mentioned that Return to Participant (RTP) letters should go out simultaneously with the calls to participants to alert them of a problem with payment. The committee members agreed.
- f. Heather advised that enrollment and fingerprinting assistance is still available every Wednesday from 1:00 to 3:00. Training for participants on the GCES system will be offered on 5/22 and 6/13 from 2-4 and on 7/12 from 10-12 via Webinar.
- g. Althea brought up a number of questions for Xerox. The first question involved an employee who filed a Worker's Comp claim at another job. The WC insurance rep requested a copy of the employee's wage history from Xerox but was advised that the employer of record was responsible for providing that information. Althea stated she cannot track employee's wages or taxes so could not provide that information. Heather said she will add a description of what Xerox can provide in an upcoming newsletter. Tana mentioned that the state of NM is taking money from participants' tax returns regarding their status as an Employer. Heather will check with TNT on that issue.
- h. Althea's second question is regarding the I-9. She asked if the I-9s previously sent as part of the employee packet to Xerox were destroyed. Heather responded they were not destroyed and can be sent to the employer upon request.

- i. Althea hired an employee last June(2011) who eventually quit after working 2 weeks. She recently received a letter notifying her employee did not pass the background check (10 months later). Tallie noted that this is indeed an unacceptably long time frame but the program is bound by state law to use the state criminal back ground check process. Xerox could take a baseline of how long it is taking to get the completed background checks back and provide that information to the Advisory Committee.
- j. Althea wanted to address a rumor about Xerox not underwriting their checks. Teresa K. stated this was an issue where checks returned to the bank and that the bank refused to cash—but this was not an issue of insufficient funds. Shari brought up a problem with TeleCheck processing at Staples and how business checks are laid out differently than personal checks. Heather stated instructions for using a check at businesses with TeleCheck is included in the May newsletter.

## 7. Molina Update

- a. Kim Shipman gave the Molina update. Kim stated that she divided her staff into teams: Level of Care (LOC) review team and 3 budget review teams. Each review team includes a care coordinator, a care specialist and a nurse and each are assigned a segment of the alphabet. Doris mentioned that her daughter's annual assessments and plan development went very smoothly with cooperation from all parties; Molina, the doctor, the Consultant and the assessor. It took only 3 weeks to get the LOC/SSP approved and in place. Tana also stated that the LOC process was very expedient for her this year as well.
- b. Stevie reported on the 2/8/12 training workgroup meeting with Molina. She took notes and sent them to Molina and to Pat in March. They need to be reviewed and formalized. Stevie felt there a lot of good information exchanged and additional meetings need to be set up to discuss further trainings.
- c. Althea asked what should be done about situations where a plan has expired because of lack of response on the part of Molina or the state due to issues in need of clarification. Consultants will be advised to notify the state if no plan is in place in these rare situations.



- d. The committee discussed reviewing complaint data and trending and recommended that the processes for each entity be laid out at the next meeting and workgroups developed to review summaries and trends.

## 8. HSD Update

- a. Tallie advised the group that training on the Consultant Guide for Consultants was conducted on 4/19/12 by state staff.
- b. HSD Staff also provided training to Molina on 4/26/12.
- c. The Mi Via Regulations are updated and in place effective 4/1/12. Tallie will forward the updated regulations to the Mi Via Advisory Committee members.
- d. Tallie reiterated that no new annual Employee or Vendor Agreements are required. New agreements are only needed if changes are made to the wage or position.
- e. Tallie announced that the revised Authorized Agent Form is now on the Mi Via website.
- f. Tallie discussed the new agency conference policy for fair hearings. Agency conferences are held in advance of the Fair Hearing where the state, Molina or other contractors and participant or their representative make an effort to discuss and resolve the issues on appeal. Consultants are encouraged to attend to assist with this process.
- g. Tallie advised that the Centennial Care 1115 Waiver application was submitted to CMS on 4/25/12. CMS has 90 days to review and respond to the applications. Tallie was involved as a representative for the self directed component. The Waiver application is on the HSD website and there is also an email link for comments on the waiver to HSD. Self Directed Services are described on page 17 of the waiver application. There will be one Financial Management Agency for self directed services that the MCOs will need to contract with. The co-employer model will be utilized and goods are still included.

- h. A discussion ensued about Centennial Care and the importance of providing comments both to CMS and to HSD reinforcing the principles of self direction. It was decided a workgroup would be quickly convened to provide comments on the waiver application.
- i. Doris commented that advocacy groups are developing their comments and that she is working on the comments from the Arc of NM. She states there is a general lack of detail in the waiver about a number of areas which might be difficult for the general public or Mi Via participants to interpret. Doris will share the Arc comments with the MV Advisory Committee workgroup. The timeline for submission of comments ends on 5/25/12.
- j. Workgroup volunteers are Althea, Tana, Travis, Doris, Nadine, Stevie, Shari and Carol. Pat will set up a meeting location and conference call in number for 5/16 at 2:30 pm. Tallie and Orlando will be available for questions and to listen to comments.

## 9. Survey Workgroup Report

The survey workgroup met after the last Advisory Committee meeting and recommended more changes to the version Althea put on Survey Monkey. Althea will rework the survey to include the comments, send out on Survey Monkey and the workgroup will reconvene to plan next steps.

## 10. Terms that end in July 2012

Four member's terms will expire in July; Lisa, Mario, Doris and Shari. The group decided that a letter will be sent from the advisory committee to those individuals thanking them for their services as well as to allow the option for them to submit another nomination. It was decided that nominations will be sought to replicate the qualifications of the current members whose terms end: 2 participants from the Brain Injury program from the Metro area, 1 participant from the Developmental Disabilities Waiver from the Northeast Region and 1 representative from an advocacy group. It was recommended that nominations from the previous cycle be reviewed and nominees who meet the criteria be contacted to see if they are still interested. If more nominations are needed a targeted call for nominations will be distributed.



## 11. Next Meetings – FY 13

7/12/12 – 1:00- 4:00 pm, Santa Fe  
10/11/12 -1:00- 4:00 pm, Albuquerque  
1/10/13 -1:00- 4:00 pm, Santa Fe  
4/11/13 - 1:00- 4:00 pm, Albuquerque

## 12. Action list:

- a. Pat will resend media release for member contact information via email to Travis and Donna and provided a form to Shari at the meeting.
- b. Kim and Pat will arrange for dissemination of minutes and a workgroup meeting to develop a participant training
- c. Pat will convene a workgroup meeting to finalize the participant survey and make recommendations for implementing.
- d. Pat will set up a workgroup on 5/16/12 for the preparation of comments from the MV Advisory Committee to CMS and HSD.
- e. Pat will draft a letter from the MV Advisory Committee to members whose terms are expiring to include the possibility of re-nomination. Pat will present the results at the next meeting and convene a workgroup to discuss nominations.