

Mi Via Advisory Committee

Meeting Notes July 12, 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 July 12, 2012 in the HSD/ASD Plaza San Miguel, Room 33, 725/729 St. Michaels Drive Santa Fe, NM 87504.

Attendees (in person): Stevie Bass, Parent; Carol Watts, Consumer Direct Personal Care (CDPC); Shari Jensen, Participant; Orlando Vasquez, HSD; Pat Syme, DOH; Andrew Conticelli, DOH; Angela Medrano, HSD; Gina Gallardo, HSD; Heather Ingram, Xerox; Teresa Karnes, Xerox; Kim Shipman, Molina

Via telephone: Nadine Maes, Parent; Gary Benavidez, Parent; Althea McLuckie, Parent; Tana Hemingway, Participant; Travis Goldman, Family Member; John Anaya, Participant

Absent: Tony Chavez, Participant; Donna Begay, Family Member; Mario Lucero, Participant; Dolores Harden, Parent; Doris Husted, Arc of NM; Lisa Gianardi, Participant

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 the words Xerox and Molina to agenda items #6 and #7.

3. Approve Minutes 5/09/2012

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

4. Change in Mi Via DOH staff

Pat Syme introduced Andrew Conticelli, Mi Via Program Manager; Tallie accepted another position and HSD is filling her position.

5. Mi Via Advisory Committee Contact List and Releases for Website Contact Information; Review Ground Rules

- a. Pat advised that we still need a release for contact information from Shari. She completed and turned in the form during the meeting.
- b. Pat briefly reviewed the ground rules.
- c. The Committee recommended that the date be changed from "20111" to "2011".

6. Xerox Update

- a. Heather gave the FMA update. She indicated that they are operating within guidelines and standards even though they have had an increased workflow. The GCES advanced online training will occur 8/09/2012 from 9-11. It was agreed that training times outside 8-5 are needed in addition to webinars. Heather provided her direct contact number 505-246-9988 X235.

[Resolutions for 'b' through 'i' are in yellow].

- b. 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. Heather will take that back to her team for possible solutions on outreach calls in terms of ensuring confidentiality.

[Resolution: Xerox compliance was contacted and response is that this is up to the client (HSD). HSD and Xerox will discuss.]

- c. 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.

[Resolution: The liaisons researched this with the participant, Xerox will follow up with this participant.]

Xerox will wait on HSD's direction to be able to pay these items in advance. Participant's/EOR's are encouraged to get the invoice off the internet to submit so that there is no delay in payment. (HSD and Xerox will discuss)]

- d. 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.

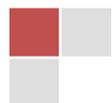
[Resolution: The return to participant letters are worked the day they are received. Please call Heather at Xerox if there are specific examples that need to be addressed so it can be reviewed.]

- e. 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 does not 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.

[Resolution: Topic added to the June Newsletter.]

- f. 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.

[Resolution: Item resolved at 7/12/12 meeting participant stated more research needed; Xerox will follow up with the participant.]



- g. 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.

[Resolution: Topic with talking points are in the June Newsletter.]

- h. 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 background 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.

[Resolution: Since January of 2012 to current (June 1, 2012) the average we have tracked is 35 days.]

- i. 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.

[Resolution: Determined in the meeting this item was closed and a non-issue.]

7. Molina Update

- a. Kim Shipman gave the Molina update. Kim stated that they conducted the annual assessor training this summer. They contracted with three more agencies to provide better coverage in rural areas to get assessments completed timely. They have recently experienced an increase of LOC's and revisions, but have maintained prescribed goals and timelines. The three review teams are in place, but the fair hearings team previously mentioned was not initiated.

- b. Stevie commented that the in-home assessments in rural areas need to be carefully planned to show consideration for everyone's busy schedule. It was agreed by Molina that this would be covered in the next training. Stevie asked that the minutes from the Molina workgroup be released by Kim and Pat.
- c. Shari asked why everything for Molina has to go through the consultant agency. Kim indicated that certain workflows do, however, that the RFI and RFA go directly to the participant. Shari wanted the Molina version of the release form to be signed at the annual assessments.

8. HSD Update

- a. Angela indicated that Tallie was promoted within MAD, and they are filling her position.
- b. HSD is still working on Centennial Care Application to CMS, and is soliciting public comments through several public comment meetings. The target date for application submission is 9/2012. RFP's will also be released 9/2012 for managed care organizations to show how they will deliver care under centennial care. Contract should be awarded by 12/2012. The entire calendar year of 2013 will be used to prepare for implementation, and 1/2014 will be the effective start date. Traditional and Mi Via MF Waivers will be rolled in 1.5 years later on 7/2015. The RFP for the TPA (Molina) will be released 12/2012. The self-directed components under Centennial Care include personal care, BSC, emergency response, employment, EMOD, home health aide, nutritional counseling, private duty nursing, related goods with a \$500 maximum, respite, and specialized therapies. Since the number of individuals with access to related goods increased dramatically a cap had to be instated. The public input period is almost over, then the RFP will be released. Once the awards are made, stakeholder input starts which is prior to implementation. This is standard operating procedure for procurement processes added Teresa Karnes of Xerox. HSD will send the Centennial Care link to the Advisory Committee. DOH will ensure that it is added to the Mi Via web site as well. Stevie commented that she would like to see the money spent on services instead of MCO overhead, staff, and management.

9. Survey Workgroup Report

Thanks to Althea for piloting the participant survey on survey monkey. The name and number of a contact person will be added to the top of the first page. "Comments are encouraged, but not required" will be added to the beginning of the survey. All references to "ACS" will be replaced with "Xerox". An asterisk will be on each question as all questions will be set to mandatory. Althea volunteered to be the contact person after 5:00 p.m. and on weekends with a state person being the contact Monday thru Friday 8:00 a.m. to 5:00 p.m. We will have more discussion with Xerox regarding porting over the survey to their survey monkey account. Xerox will provide postage paid envelopes with a paper copy of the survey upon request. Consultant agencies will be instructed to encourage completion of the survey at their monthly meetings with the participant. Survey link to survey monkey will be included in the August newsletter, and survey must be taken by 9/15/12. Xerox will also include this information in the September newsletter. The survey is tied to an email address, so a respondent can only enter it once per email address.

10. Members Terms that end in July 2012

Shari and Lisa indicated that they want to re-nominate themselves. Mario has elected not to pursue another term. Pat will check with Doris to find out her intentions. Xerox will include the nomination information in the August newsletter. We will be accepting nominations from August 1, 2012 through September 15, 2012. The following workgroup was formed of those not applying; John, Carol, Stevie, Kim, Althea, Gary, Travis, and Andrew—non-voting state member.

11. Action list:

- a. All current members contact information will be uploaded to the Mi Via web site. (Andrew)
- b. Kim and Pat/Andrew will arrange for dissemination of minutes of a meeting regarding a participant training. (Pending)
- c. HSD, Molina, Xerox, and DOH agreed to provide the top five areas for complaints by the 10/16/12 meeting.

- d. Andrew will make a request to IT to get a link added on the Mi Via web site to Centennial Care on the HSD web site.
- e. Andrew will revise the ground rules
- f. Andrew will revise the nomination form, and get it uploaded to the Mi Via web site, and submit for inclusion in the August and September newsletters.
- g. Andrew will coordinate with Xerox and HSD to make final arrangements for the survey to be available for respondents from August 4 through September 15 with the details regarding survey monkey link, how to request a paper copy, and other logistics for inclusion in the August and September newsletters.

12. Public Comment

None

13. Close; Scheduled Meetings

10/16/12 – 1:00- 4:00 pm, Albuquerque (Hayman Conference Room--Bank of the West)

1/09/13 -1:00- 4:00 pm, Santa Fe (Rio Grande Conference room – Toney Anaya Building)

