

## PARTICIPANT CORNER

Original song by Steffan

Disclaimer: Words and lyrics are the sole artistic expression of the artist and do not reflect the views or opinions of Mi Via or any of its partners.



### 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](mailto: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](mailto: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](mailto:docprocessing@conduent.com)

Physical Address:

1720-A Randolph Rd SE  
Albuquerque, NM 87106



January 2023

## W2 tax information for 2022

The Internal Revenue Service (IRS) requires that all 2022 W-2s be mailed to employees no later than January 31, 2023. Palco will mail all W-2s through the United States Postal Service. If you do not receive your W-2 by February 15, 2023, please contact the Consolidated Customer Service Center (CCSC) at 1-800-283-4465.

Please make sure that Conduent has your most up-to-date mailing address no later than 12/31/2022! To update any of your information, complete a [Change of Information Form](#) and submit to [docprocesing@conduent.com](mailto:docprocesing@conduent.com).

## 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.

## 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](mailto: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 15<sup>th</sup>, 2023.

## Required DOH Trainings!!

A new training program is now available for Consultants, Direct Support Professionals (DSP) and Employer of Records (EOR). These trainings are required by the Department of Health. 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](mailto:Elaine.Hill@doh.nm.gov), Mi Via Program Manager. Everyone must comply by February 1, 2023.



January 2023

## Payroll Troubleshooting Facts:

Why didn't I receive my direct deposit?

*Payment information sent to PALCO may have been incorrect or missing details. If a direct deposit payment was returned by a bank, Palco, switched the payment to a Paper check.*

**Complete a [Pay Selection Form](#) to update the Direct Deposit information in the next payroll.**

Why did my check deposit into a different account than usual?

*Payments are issued to only one account. They cannot be split between different bank accounts. Payments are issued to the account noted on the Pay Selection Form. If monies were deposited to a different account, then usual, contact the Consolidated Customer Service Center (CCSC) at 800-283-4465. To change or update your main bank account, complete a [Pay Selection Form](#) and it will process within 1-2 pay cycles.*

I am still waiting for my paper check.

*Paper checks are mailed to the current address on file. Please contact the CCSC at 800-283-4465 to verify if your correct address is on file. If it was mailed to an incorrect address, complete a [Stop Payment Request Form](#) and a new payment will be issued. Please allow up to 5 business days after pay day for a paper check to arrive. It is recommended that you sign up for [Direct Deposit](#) as quickly as possible to avoid payment delays.*

## New Hire Packets for EOR's and Employees Require an Email

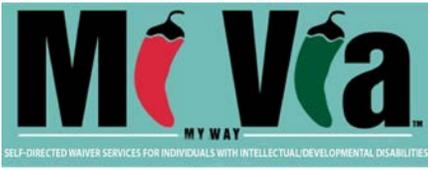
One unique individual email is required for all employer of record (EOR) and employee new hire packets to process. Please make sure that the email as well as all contact information is entered, so not to cause a delay in processing EOR and new hire packets. Your email address will be used for: Communications and notifications from Palco or Conduent for timesheets and program communication. These email notifications will help you ensure timesheets are correct and payment will be on time.

### Positive Thoughts

I am not pushed by my problems; I am led by my dreams.

I belong in this world; there are people that care about me and my worth.

I am an unstoppable force of nature.



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## Service Highlights:

**In-home living supports:** In-home living supports are related to the participant's qualifying condition or disability and allow him or her to live in his or her apartment or home. Services must be provided in the home or apartment owned or leased by the participant. Service coordination and nursing services are not included in this service.

- These services and supports are given in the participant's own home and are individually created to show or improve home living skills as well as address health and safety.
- In-home living supports include help with activities of daily living and help with the gaining, building, or holding on to independent living skills. This service is provided on a regular basis at least four or more hours per day one or more days per week and may be up to 24 hours per day as specified in the participant's SSP.
- Participant's receiving in-home living supports may not use homemaker and direct support home health aide services or respite because they duplicate in-home living supports.

On December 7, 2022, the Centers for Medicare and Medicaid Services approved a rate increase for In Home-Living Supports. The new range of rates is \$24.04 to \$150.26. If you want to increase the rate paid to your IHLS agency provider, you must complete the following steps:

1. Revise your budget with the new rate. Work with your consultant to complete this step. This step makes sure your

budget meets are requirements and is in compliance with any audits from CMS. Conduent cannot pay the higher rate unless it is approved in your budget.

2. Complete a new Vendor Agreement with the new rate. The participant or EOR should work with the vendor agency to complete this step. The Vendor Agreement is the legal document or agreement that the participant/EOR and IHLS provider agency have agreed to the new rate. Conduent cannot pay the higher rate with a Vendor Agreement that has the new rate.

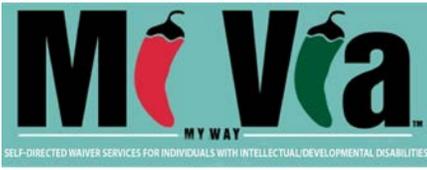
BOTH steps must be completed BEFORE Conduent can pay the higher rate.

### JUST FOR LAUGHS

Did you hear about the guy who started fixing breakfast at midnight on Dec. 31?  
*He wanted to make a New Year's Toast*

Why did the man sprinkle sugar on his pillow on New Year's Eve?  
*He wanted to start the year with sweet dreams.*

Knock knock. Who's there? Cheese.  
*Cheese who? For cheese a jolly good fellow.*



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## ACTIVITIES IN YOUR COMMUNITY

- Community Day at the Garden!  
1/22@10AM Santa Fe Botanical Garden 715 Camino Lejo, Santa Fe \* Free for NM residents
- Albuquerque Comiccon, 1/12-1/14  
Albuquerque Convention Center, Albuquerque
- Rock of Ages, 1/21-2/5 6320  
Domingo Rd NE, Albuquerque
- Chair Yoga at Raymond G. Sanchez Senior Center,  
1/17@9:30am 9800 4<sup>th</sup> St. NW, Albuquerque
- Green Day's American Idiot, 1/20-1/22,  
Rio Grande Theater 211 N. Main St, Las Cruces
- Free Hot Chocolate and S'mores on the Base Deck,  
1/20@3-4pm Angel Fire Resort 10 Miller Ln, Angel Fire
- The Source Magnificent Holiday Fair! 1/12@10am, Source  
Community Healing Oasis, 1111 Carlisle Blvd SE, Albuquerque
- Toughest Monster Truck Tour,  
1/14@6pm 3001 Civic Center Cir NE Suite 2, Rio Rancho
- Southwest Reflections: In Between Shadows of the Land,  
1/14@10am, Millicent Rogers Museum, Taos

## Community Resources

Vehicle modification or purchase

### National Seating & Mobility

Statewide Provider

4431 Anaheim Ave NE Suite A

Albuquerque, NM 87113

Phone: 505-715-4284

Fax: 505-355-6991

Email: [albuquerque@nsm-seating.com](mailto:albuquerque@nsm-seating.com)

<https://www.nsm-seating.com/>

### Freedom Motors, Inc.

Nationwide Provider

740 Watkins Road

Battle Creek, MI 49015

Phone: 800-625-6335

Toll Free Phone: 800-625-6335

Fax: 269-660-5825

<https://www.freedommotors.com/>

### Driving to Independence (NM)

4263 Montgomery Boulevard NE, Suite I-235

Albuquerque, NM 87109

Toll Free Phone: 855-449-3331

Fax: 855-449-4533

Email: [info@DrivingToIndependence.com](mailto:info@DrivingToIndependence.com)

<https://drivingtoindependence.com/>

### United Access

Statewide Provider

3825 Osuna Rd NE #1

Albuquerque, NM 87109

505-884-2492

[www.unitedaccess.com/locations/albuquerque-nm/](http://www.unitedaccess.com/locations/albuquerque-nm/)



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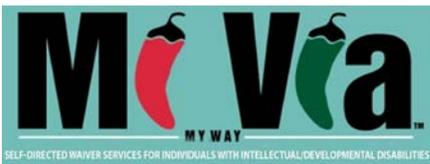
## Mi Via Circle of Support

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	<a href="mailto:bluebirdcm@outlook.com">bluebirdcm@outlook.com</a>	Metro & NE Regions
Active Advocates of New Mexico	Alicia Sisneros	505-353-1778	<a href="mailto:AliciaS@ActiveAdvocatesNM.com">AliciaS@ActiveAdvocatesNM.com</a>	All of New Mexico
CNRAG, Inc. (Care Network Resource Assistance Group)	Fallon Vincell	575-621-3645	<a href="mailto:fvincell@cnragusa.com">fvincell@cnragusa.com</a>	Metro, SE & SW
Consumer Direct Personal Care (CDPC)	Jacqueline Mares	505-553-5695	<a href="mailto:jacquelinem@consumerdirectcare.com">jacquelinem@consumerdirectcare.com</a>	All of New Mexico
Excel Case Management, Inc.	Diane Metoyer	505-324-8660	<a href="mailto:Metoyer@excelcasemanagement.com">Metoyer@excelcasemanagement.com</a>	NW & SE Regions
Innovative Self Direction	Frank Aquila	505-850-7662	<a href="mailto:faquila@innovativeselfdirection.com">faquila@innovativeselfdirection.com</a>	All of New Mexico
Los Amigos, LLC	Sergio Garcia	505-204-6035	<a href="mailto:Sergio@losamigosbs.com">Sergio@losamigosbs.com</a>	All of New Mexico
Me Town Enterprises, LLC	Kimberly Riebsomer	505-310-9069	<a href="mailto:riebsomer@gmail.com">riebsomer@gmail.com</a>	Metro & NE
Merit Consulting, LLC	Tina Storey	505-507-9995	<a href="mailto:tinas@meritnm.com">tinas@meritnm.com</a>	Metro
Peak Developmental Services	Sarah Martinez	505-281-9962	<a href="mailto:sarahmpds@gmail.com">sarahmpds@gmail.com</a>	All of New Mexico
Self-Directed Choices	Sandy Skaar Jacob Patterson	505-508-1663	<a href="mailto:Sandy@sdchoices.com">Sandy@sdchoices.com</a> <a href="mailto:Jacob@sdchoices.com">Jacob@sdchoices.com</a>	All of New Mexico
UNM Center for Development and Disability (CDD)	Carrie Roberts Janelle Groover	505-280-6442 505-401-9328	<a href="mailto:CnRoberts@salud.unm.edu">CnRoberts@salud.unm.edu</a> <a href="mailto:jtorresgroover@salud.unm.edu">jtorresgroover@salud.unm.edu</a>	All of New Mexico
Visions Case Management	Charles Clayton	575-779-7419 888-588-9152	<a href="mailto:Charles@visionsnm.com">Charles@visionsnm.com</a>	All of New Mexico

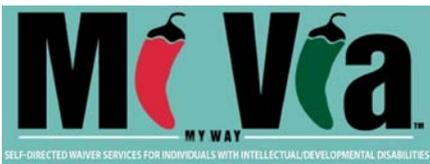
### Brighten my email

Please send pictures of your New Years celebration, your favorite New Year tradition or just a picture of you with your favorite people. Please have in no later than February 5, 2023, to be included in an upcoming newsletter. Submit to [Rachel.Gonzales@hds.nm.gov](mailto:Rachel.Gonzales@hds.nm.gov)



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<b>Human Services Department / Medical Assistance Division – Exempt Services and Program Bureau</b> 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			
<b>Deanna DeHerrera</b>	<b>Mi Via &amp; Medically Fragile Waivers</b> Staff Manager Functions: Mi via & Medically Fragile Waiver Oversight	505-629-7260	<a href="mailto:Deanna.DeHerrera@hsd.nm.gov">Deanna.DeHerrera@hsd.nm.gov</a>
<b>Rachel Gonzales</b>	<b>Mi Via Social &amp; Community Coordinator</b> Functions: Conduent, Billing, Payment issues	505-490-3721	<a href="mailto:Rachel.gonzales@hsd.nm.gov">Rachel.gonzales@hsd.nm.gov</a>
<b>Jennifer Romero</b>	<b>Mi Via Social &amp; Community Coordinator</b> Functions: Participant Eligibility Issues Issues and Technical Assistance	505-469-8522	<a href="mailto:Jennifer.Romero3@hsd.nm.gov">Jennifer.Romero3@hsd.nm.gov</a>
<b>Department of Health / Developmental Disabilities Supports Division</b> 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			
<b>Elaine Hill</b>	<b>Mi Via Waiver Program Manager</b> Functions: Participant/Consultant Issues and Technical Assistance, and statewide MF WCF & MF CACF	505-506-6103	<a href="mailto:elaine.hill@doh.nm.gov">elaine.hill@doh.nm.gov</a>  Fax: 505-841-6523
<b>Rudy Aguilera</b>	<b>Mi Via Waiver Project Coordination</b> Functions: Participant/Consultant Issues and Technical Assistance	505-239-7826	<a href="mailto:rudy.aguilera@doh.nm.gov">rudy.aguilera@doh.nm.gov</a>  Fax: 505-841-6523
<b>Comagine Health</b> 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	<a href="http://www.bcbsnm.com/community-centennial">www.bcbsnm.com/community-centennial</a>	
Presbyterian	888-689-1523	<a href="http://www.phs.org/centennialcare">http://www.phs.org/centennialcare</a>	
Western Sky	844-543-8996	<a href="http://www.westernskycommunitycare.com/">http://www.westernskycommunitycare.com/</a>	



## January 2023

January 2023 Dates to Remember						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1 New Year's Day	2 New Mexico State offices closed in observance of the New Year	3	4 World Braille Day	5	6 Vendor checks received or deposited	7 Deadline to submit PRFs for 1/20 vendor payment
8 Elvis Presley Birthday	9 Law Enforcement Appreciation Day	10	11	12	13 Paychecks & vendor checks received or deposited, end of the pay period.	14 Deadline for faxed timesheets & mileage for 1/27 payment & PRFs for vendor payments
15	16 Martin Luther King Jr. Day New Mexico State Offices closed	17	18	19	20 Vendor checks received or deposited	21 Deadline to submit PRFs for 2/3 vendor payment
22 Celebration of Life Day	23	24 Belly Laugh Day	25	26	27 Paychecks & vendor checks received or deposited, end of the pay period.	28 Deadline for faxed timesheets & mileage for 2/10 payment & PRFs for vendor payments
29	30 Inspire Your Heart with the Arts Day	31	1	2	3 Vendor checks received or deposited	4 Deadline to submit PRFs for 2/17 vendor payment