

PARTICIPANT CORNER

Beautiful Amanda and her mom Brenda celebrating the New Year.



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@hds.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? DDS would like to recognize our DSPs who provide above and beyond support to Mi Via Participants. DDS 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

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FMA-Conduent Contact Information:

Phone: 1-800-283-4465

Toll-free Fax: 1-866-302-6787

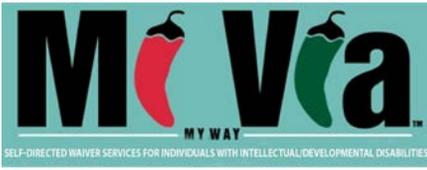
E-mail for Form Submission:

docprocessing@conduent.com

Physical Address:

1720-A Randolph Rd SE

Albuquerque, NM 87106



March 2023

Department of Health (DOH) Has Ended Agreements with Four Providers

The New Mexico DOH has ended its agreement with the following service providers:

- At Home Advocacy, Inc., Albuquerque
- A New Vision Case Management, Corrales
- Lynn Barbour, LLC, Albuquerque
- Sylvester & Company, Los Ranchos de Albuquerque

Failure to ensure the safety and health of participants required immediate action for the well-being of participants. DOH Developmental Disabilities Supports Division (DPH/DDSD) is working to move their participants to other agencies no later than April 30, 2023.

If you witness or are the victim of abuse, neglect or exploitation, please report here:

<https://ane.health.state.nm.us/welcome.aspx>

Or call 800-445-6242

Or you can complete this form:

<https://ane.health.state.nm.us/welcome.aspx>

If you are not sure where to report abuse:

800-445-6242

Adult Protective Services:

866-654-3219

Children, Youth and Families Department:

800-797-3260

To read the full article, please visit:

<https://www.nmhealth.org/news/alert/2023/3/?view=1938>

Spanish:

<https://www.nmhealth.org/news/alert/2023/3/?viewSpanish=1938>

Media Contact:

jodi.mcginisporter@doh.nm.gov

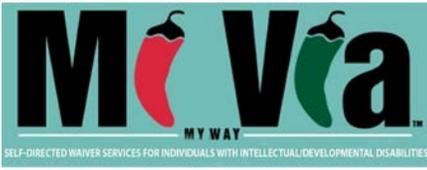
We Need **YOU!**

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 three (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@hsd.nm.gov



March 2023

In Home Living Supports (IHLS) Rate Increase

The Centers for Medicaid and Medicare Services (CMS) has approved a rate increase for IHLS services. The range of rates was increased from \$25-\$131.50 to \$25-\$150.26. To receive the IHLS range of rate increase, participants will need to do two things to receive the new rate increase:

- Participants must submit a revision to their budget with new rate.
- Vendors must submit new vendor agreements.

Participants must work with their consultant to revise their current budget with the new rate. The revision must be reviewed and approved by the Third-Party Assessor (TPA).

The Employer of Record (EOR) or the participant must work with vendors to update the Vendor Agreement with the new rate.

Important notes: There are participants who will move to this new higher rate that will cause their budget to go over their approved Individual Budgetary Allotment (IBA). The state allows these participants Additional Funding (AF) without meeting rules in NMAC 8.314.6.17 B(3)(a). **This is allowed if the rate is the only change.**

- Once the budget revision is approved by the TPA, vendors may begin to bill the new rate.
- Updated Vendor Agreements must be provided to Conduent by March 31, 2023. If an updated Vendor

agreement is not submitted by March 31, 2023, any submitted Vendor Payment Request (VPR) forms will be Returned to Participant (RTP) until an updated Vendor Agreement is submitted.

What is Electronic Visit Verification (EVV)?

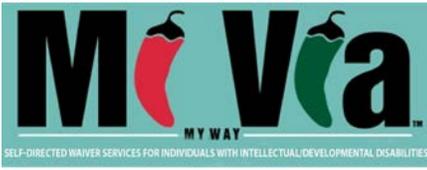
EVV is a telephone and computer-based system that electronically verifies that the direct care worker visits occur and documents the time the service begins and ends.

Mi Via Waiver Services Requiring EVV:

- Homemaker (99509 & 99509 E)
- In Home Living Supports (T2033 & T2033 E)
- Respite Standard (T1005 SD & T1005 SD E)

What EVV does and does not do:

- EVV does not stop individuals from participating in activities in which they choose to participate. For example, EVV does not require a participant to stay at home.
- EVV systems are created with the ability to collect data in rural areas that do not have internet services by recording and storing the information and uploading it when the individual enters an area with internet services.
- EVV data may also be recorded using a landline phone.
- We see an EVV system that is flexible and adaptable to changes in employee schedules, fit limited internet access, is mobile, and is user-friendly.



March 2023

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.

Positive Thoughts

I am walking into this month with an open mind.

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

I accept myself for who I am and create peace, power and confidence of mind and of heart.

Email Campaign

Attention EOR's and Employees

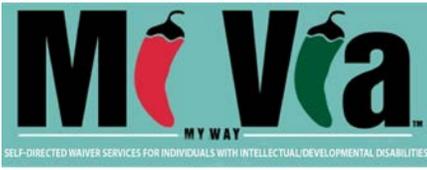
It is very important that your current email address is provided to Conduent to ensure ongoing payment to employees. Only one email address is allowed per individual.

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)

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.



March 2023

Service Highlights:

Employment supports: The purpose of employment supports services is to give help that will result in community employment jobs for a participant which adds financial independence, social connections, and the ability to grow within his or her career. Employment supports services are shaped to place and support a participant with disabilities in competitive jobs with non-disabled co-workers in a workplace; or help the participant in business ownership. Employment supports include job development and job coaching supports after available vocational rehabilitation supports have been used. Employment Services are to be specific to meet the needs of the participant and not the needs of a group.

- Job development is a service provided to a participant by an experienced person. The service has several parts:
 - Employment assessments.
 - Create and find community-based job openings that fit the participants skills and interests.
 - Supports the participant in useful skills or ability to speak out for his or herself in the workplace.
 - Boost career search for the participant based on interests within different jobs.
 - Arranging for or giving benefits counseling.
 - Assist job fit and use of assistive technology.
 - Giving job site study to match workplace need with the needs of the participant.

- The job coach provides the following services:
 - Training the participant to perform specific work tasks on the job.
 - Teaching job growth skills to the participant.
 - Employer guidance specific to the participant.
 - Eligible recipient's co-worker training.
 - Job site study for a participant.
 - Teaching the participant and co-workers on rights and responsibilities.
 - Help with or help with using community resources to create a business plan if the participant decides to start his or her own business.
 - Create a market study and create a system to support a business specific for the participant.
 - Boost the participants ability to participate in meaningful and rich relationships with co-workers, supervisors, and customers.

JUST FOR LAUGHS

Why shouldn't you borrow money from a leprechaun?

Because they're always a little short.

When does a leprechaun cross the road?

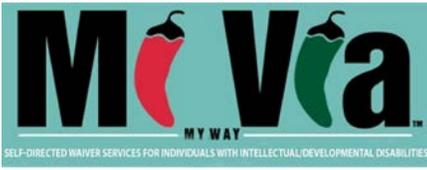
When it turns green

What is a huge Irish spider called?

Paddy long legs.

What do ghosts drink on St. Patrick's Day?

BOOs!



March 2023

Community Resources

Clothing:

Alamosa Multi-service Center
6900 Gonzales Rd, Albuquerque
505-836-8800

East Central Multi-service Center
306 B San Pablo SE, Albuquerque
505-256-2070

Good Shepard Center
218 Iron Ave SW, Albuquerque
505-243-2527

John Marshall Multi-service Center
1500 Walter St., Albuquerque
505-848-1345

Los Griegos Multi-service Center
625 Silver SW Ste. 200, Albuquerque
505-243-2333

Enlace Comunitario
625 Silver SW Ste., Albuquerque
505-246-8972

Family Advocacy Center
625 Silver SW Ste. 200, Albuquerque
505-243-2333

Para Los Ninos
625 Silver SW Ste. 600, Albuquerque
505-243-2333

From The Heart Foundation
300 San Mateo Blvd NE Ste. B-2, Albuquerque
505-256-7664

Haven Of Love Rescue Mission
4025 Isleta SW, Albuquerque
505-873-3771

St. Martin's Hospitality Center
1201 Third Street NW, Albuquerque
505- 843-9405

The Act/on Society, Inc.
6314 Edith NE Ste B
Albuquerque, NM 87107
Call (505) 344-4956

The Storehouse
106 Broadway SE, Albuquerque
505-842-6491

Urban Indian Advocacy Program
1410 San Pedro NE, Albuquerque
505-232-8299

Young Women's Christian Association, Ywcaour
Sister's Closet
5211 Lomas NE, Albuquerque
5266-0448

If you see someone without a
smile today, give 'em yours.



Amanda enjoying New Years 2023!

When it rains, look for rainbows. When it's dark, look for stars.

Be kind whenever possible.

Believe you can and you're halfway there.

Every morning is a fresh start. Wake up with a thankful heart. -Kristen Butler

When you can't find the sunshine, be the

ACTIVITIES IN YOUR COMMUNITY

Cute as a Button Craft Fair at CV Koogle Middle School, 3/25 @ 9am 455 N. Light Plant Rd, Aztec

WomensFest at Macey Center, 3/25 @ 1pm, 909 Olive Ln, Socorro

Pi-Day Cabaret at Los Alamos Little Theater, 3/25 @ 7pm, 1670 Nectar St, Los Alamos

NM Renaissance Celtic Festival at Wildlife West Nature Park, 3/25 @ 1pm, 87 Frontage Rd, Edgewood

Spring Festival at Santa Fe Farmers Market 3/31 @ 4pm, 1607 Paseo de Peralta, Santa Fe

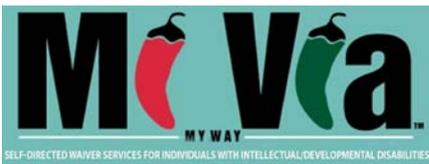
Little Big Man's Benefit Car Show & Concert at Ramada Plaza 3/25 @ 11am, 2020 Menaul Blvd NE, Albuquerque

Free Sunday Mornings at the Albuquerque Museum 3/26 @ 9am, 2000 Mountain Rd, NW Albuquerque

StoryCorps Listening Session at Harwood Museum of Art 3/28 @ 5:30pm, 238 Ledoux St., Taos

Comedy Night with Tyler Ross at Downshift Brewing 3/29 @ 7pm 2408 B Sudderth Dr., Ruidoso

Comedy Night at Bandolero Brewery 3/28 @ 7pm, 421 N. Main St, Clovis

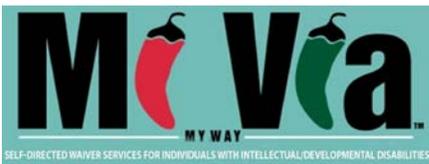


March 2023

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)
Active Advocates of New Mexico	Alicia Sisneros	505-353-1778	AliciaS@ActiveAdvocatesNM.com	All of New Mexico
CNRAG, Inc. (Care Network Resource Assistance Group)	Fallon Vincell	575-621-3645	fvincell@cnragusa.com	Metro, SE & SW
Consumer Direct Personal Care (CDPC)	Jacqueline Mares	505-553-5695	jacquelinem@consumerdirectcare.com	All of New Mexico
Excel Case Management, Inc.	Jennifer Pennington	505-324-8660 ext 102	jPennington@excelcasemanagement.com	NW & SE Regions
Innovative Self Direction	Frank Aquila	505-850-7662	faquila@innovativeselfdirection.com	All of New Mexico
Los Amigos, LLC	Michelle Rutt	505-920-4511	Michelle@losamigosnm.com	All of New Mexico
Me Town Enterprises, LLC	Kimberly Riebsomer	505-310-9069	riebsomer@gmail.com	Metro & NE
Merit Consulting, LLC	Melinda Broussard	505-288-2889	mbroussard.merit@gmail.com	Metro
Peak Developmental Services	Sarah Martinez	505-281-9962	smartinez@nmddwcm.com	All of New Mexico
Self-Directed Choices	Sandy Skaar Jacob Patterson	505-508-1663	Sandy@sdchoices.com Jacob@sdchoices.com	All of New Mexico
UNM Center for Development and Disability (CDD)	Carrie Roberts Janelle Groover	505-280-6442 505-401-9328	CnRoberts@salud.unm.edu itorresgroover@salud.unm.edu	All of New Mexico
Visions Case Management	Charles Clayton	575-779-7419 888-588-9152	Charles@visionsnm.com	All of New Mexico



March 2023

Human Services Department / Medical Assistance Division – Exempt Services and Program Bureau

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

Deanna DeHerrera	Mi Via & Medically Fragile Waivers Staff Manager Functions: Mi via & Medically Fragile Waiver Oversight	505-629-7260	Deanna.DeHerrera@hsd.nm.gov
Rachel Gonzales	Mi Via Social & Community Coordinator Functions: Conduent, Billing, Payment issues	505-490-3721	Rachel.gonzales@hsd.nm.gov
Jennifer Romero	Mi Via Social & Community Coordinator Functions: Participant Eligibility Issues and Technical Assistance	505-469-8522	Jennifer.Romero3@hsd.nm.gov

Department of Health / Developmental Disabilities Supports Division

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

Elaine Hill	Mi Via Waiver Program Manager Functions: Participant/Consultant Issues and Technical Assistance, and statewide MF WCF & MF CACF	505-506-6103	elaine.hill@doh.nm.gov Fax: 505-841-6523
Rudy Aguilera	Mi Via Waiver Project Coordination Functions: Participant/Consultant Issues and Technical Assistance	505-239-7826	rudyaaguilera@doh.nm.gov Fax: 505-841-6523

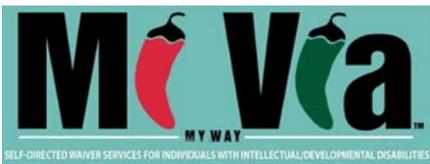
Comagine Health

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	www.bcbsnm.com/community-centennial
Presbyterian	888-689-1523	http://www.phs.org/centennialcare
Western Sky	844-543-8996	http://www.westernskycommunitycare.com/



March 2023

Dates to Remember March 2023						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3 Vendor checks received or deposited	4 Deadline to submit PRFs for 3/17 vendor payment
5	6 National Oreo Day	7	8	9	10 Paychecks & vendor checks received or deposited, end of the pay period	11 Deadline for faxed timesheets & mileage for 3/24 payment & PRFs for 3/24 vendor payments
12	13	14 PI Day	15	16	17 Vendor checks received or deposited	18 Deadline to submit PRFs for 3/31 vendor payment
19	20 International Day of Happiness	21	22	23 National Puppy Day	24 Paychecks & vendor checks received or deposited, end of the pay period	25 Deadline for faxed timesheets & mileage for 4/7 payment & PRFs for 4/7 vendor payments
26	27 National Joe Day	28	29 Vietnam War Veterans Day	30	31 Vendor checks received or deposited	April 1 Deadline to submit PRFs for 4/14 vendor payment