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Postal Service Announces New Delivery Schedule

The United States Postal Service will transition to a new delivery schedule during the week of August 5, 2013. Mail delivered to street addresses will be delivered Monday through Friday. Mail addressed to a PO Box will continue Saturday delivery. For the press release regarding the new delivery schedule, go to http://about.usps.com/news/national-releases/2013/pr13_019.htm

How can your employees and vendors avoid delays in receiving their payments? Ask them to sign up for direct deposit. You can contact the Mi Via Helpdesk during business hours at 1-866-916-0310 to request the needed form.

GCESonline Training

You can attend the training in your home or anywhere you have access to the internet. The next training is:

June 13th from 3:00 pm - 5:00 pm

Please contact Mi Via at 1-866-916-0310 if you would like to sign up and learn how to use GCESonline. Please call Mi Via at least three business days before you would like to take the training.

Helpful Payment Tip

Fax your Requests for Payment (Timesheets, Mileage, and Payment Request Forms) before 12:00 midnight on Saturday evening. If you do not make the Saturday evening deadline, this may cause your employees and vendors to be paid late.

Anytime paperwork is received at Mi Via (mailed, faxed, or hand delivered), it is stamped with the date it was received. All documents are processed in the order that we receive them at Mi Via. This means that if you wait until Monday to bring your documents to Mi Via, your employees and vendors could be paid late. Out-of-Cycle runs have been discontinued.

Mi Via

Contact Information:

Phone: 1-866-916-0310

8:00 am to 5:00 pm Mon. - Fri.

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

E-mail: mi.via@xerox.com

Web: <http://www.MiViaNM.org>

If you would like to sign up for training to use **GCESonline** to review/approve timesheets and check your budget, call

Mi Via at
1-866-916-0310

Note:

The Mi Via Advisory Committee works with the State to share information and help with communication among all Mi Via Participants.

Molina Healthcare is the Third Party Assessor (TPA) for Mi Via. They are responsible for reviewing and approving the Service and Support Plans (SSP).

Frequently Asked Questions

Q: What is the best way to make sure my documents are received and processed quickly (timesheets, Payment Request Forms and Enrollment Documents)?

A: The fastest way to submit timesheets is for the Employer (EOR) to approve all timesheets through the **GCESonline** system. For all other documents, it is best to fax your documents to 1-866-302-6787. When documents are faxed, they are converted into an electronic format and immediately sent to our Data Entry and Enrollment Departments for processing. Faxed documents are automatically stamped with a received date and time. We do not recommend emailing your documents since it may take longer to process since this is outside our normal procedure. If you do not have access to **GCESonline** and would like your documents to be processed quickly, we recommend all documents be faxed to 1-866-302-6787.

Q: What is the best fax number to use for submitting timesheets, Payment Request Forms and Enrollment Documents?

A: 1-866-302-6787 is the ONLY fax number that should be used for Mi Via documents. If you send documents to any other fax number, it will not be sent to the Mi Via Department and your document will not be processed.

Medicaid Recipient Web Portal New Features

As of April 15th, Medicaid Recipients will be able to access the following **NEW** features online:

- Request Medicaid Replacement Cards
- Select and/or change Managed Care Organizations
- Access Their Own Eligibility Information

Stay tuned to the Mi Via Newsletter for additional information.

Mi Via Fingerprinting Services Provided by Appointment

To better assist you and your employees, we have been doing fingerprinting by appointment only as of January 2, 2013. Appointments will be scheduled for Tuesdays and Thursdays for the Mi Via Albuquerque office between 8:00 am and 4:30 pm. You or your employees can contact the Mi Via Helpdesk during business hours at 1-866-916-0310 to schedule an appointment.

Dates to Remember in May

May 2013

Sun	Mon	Tue	Wed	Thu	Fri	Sat
April 28	April 29	April 30	1	2	3 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period.</i>	4 <i>Deadline to submit timesheets, Mileage & PRFs for 5/17 payment; new pay period begins.</i>
5	6	7	8	9	10 <i>Vendor Checks Received or Deposited</i>	11 <i>Deadline to submit PRFs for 5/24 payment</i>
12	13	14	15	16	17 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period.</i>	18 <i>Deadline to submit timesheets, Mileage & PRFs for 5/31 payment; new pay period begins</i>
19	20	21	22	23 <i>Spending Reports Mailed</i>	24 <i>Vendor Checks Received or Deposited</i>	25 <i>Deadline to submit PRFs for 6/07 payment</i>
23	27 <i>Xerox and State Offices Closed</i>	28	29	30	31 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period.</i>	June 1 <i>Deadline to submit timesheets, Mileage & PRFs for 6/14 payment; new pay period begins</i>

Mi Via Circle of Support

Agency Name	Contact Name	Phone	E-mail	Region(s)
AAA Participant Direction	Dave Murley	505-508-5524	aaapd4@gmail.com	All of New Mexico
CNRAG, Inc. (Care Network Resource Assistance Group)	Gale Idstein	575-650-0053	gidstein@cnragusa.com	Metro, SE and SW
Consumer Direct Personal Care (CDPC)	Carol Watts	1-866-786-4999	carolw@consumerdirectonline.net	All of New Mexico
Los Amigos Bilingual Services, LLC	Sergio Garcia	505-204-6035	Sergio@losamigosbs.com	Metro and NE
Self-Directed Choices	Don Skaar	505-301-2098	don@sdchoices.com	Metro, NE and NW
UNM Center for Development and Disability (CDD)	Tanya Baker-McCue	505-272-5641	tbaker-mccue@salud.unm.edu	All of New Mexico
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 Operates the Mi Via Program for CoLTS C (formerly D&E) and Brain Injury Manages the FMA /Xerox contract and the TPA/Molina contract				
Orlando Vasquez	Mi Via Program Manager Functions: Fair Hearings, Consultant Issues, Molina Issues	505-827-6264	orlando.vasquez@state.nm.us	
Teresa Garcia	Participant Eligibility (D&E and BI only) Functions: Consultant Agency Change forms, Allocation issues, HSD/ISD issues	505-476-7256	teresajo.garcia@state.nm.us	
Betty Sangre	Participant Issues Resolution (D&E and BI) Functions: Environmental Modifications (E-mods), LRI approval, Waiver Change Forms	505-476-7255	betty.sangre@state.nm.us	
Scott Turner	Mi Via Unit Staff Manager	505-827-3176	scott.turner@state.nm.us	
Department of Health / Developmental Disabilities Supports Division and Public Health 5301 Central NE, Suite 203, Albuquerque, NM 87108. Phone: 1-800-283-5548 Operates the Mi Via Program for Developmental Disability (DD), Medically Fragile (MF) and AIDS Waiver Populations Oversees consultant agency contracts				
Andrew Conticelli	Mi Via Program Manager (DD and MF) Functions: Consultant Agency oversight, all issues for DD and MF Mi Via Participants	505-841-5510	andrew.conticelli@state.nm.us Fax: 505-841-6523	
Genevieve Rel	AIDS Waiver Coordinator Functions: All Issues for AIDS Mi Via Participants	505-476-3618	genevieve.rel@state.nm.us Fax: 505-827-0561	
Molina Healthcare of New Mexico 8801 Horizon Blvd, Albuquerque, NM 87113. Phone: 1-800-377-9594 ext. 180921				
Kim Shipman	Interim Mi Via Ombudsman Functions: Working in collaboration with the Participant, their consultants and advocates to resolve any reported issues, assist with navigating through Molina Healthcare internal processes and collaborating with Molina Healthcare internal department staff to resolve reported issues, which may include forwarding specific questions on a submitted budget or level of care to a Mi Via staff person for handling.	505-348-0921	kim.shipman@molinahealthcare.com	