



## Name Change for the Third Party Assessor

Effective May 2, 2019, New Mexico Medicaid's Third Party Assessor and Utilization Review (TPA/UR) contractor, Qualis Health, began the process of changing their company name to **Comagine Health**.

The new name and logo below will appear on all correspondence letters and notifications sent by the TPA. The current website and email addresses will remain active and unchanged, however, in the near future, you may be redirected to the new Comagine website and email. The redirection will be in place for the remainder of the year to ensure a seamless transition.



The TPA's staff, phone numbers, fax numbers, and provider portal will not be impacted and will remain the same.

If you have questions about the name change, please contact Comagine Health New Mexico at 505-217-7689 or visit the <http://www.qualishealth.org/> for additional updates.

## 2020 Mi Via Waiver Renewal Town Hall Meetings!

DDSD and HSD will be hosting a series of Town Hall meetings during the months of May 2019 through July 2019 across the state. The purpose of these meetings is to provide information and to receive comment on the proposed Home and Community Based Services (HCBS) Medicaid Mi Via Waiver renewal. The Mi Via Waiver is NM's self-directed waiver.

Please see the attached schedule for locations and times in your area. This is an opportunity to hear the presentation from DDSD and HSD and to provide comment/feedback on the self-directed waiver renewal.

## Reminder: Requirement to Submit Mi Via Mileage Online

**Employee mileage reimbursement requests were required to be entered in FOCosOnline effective April 1, 2019. Employee mileage submitted to Conduent by fax may result in delayed mileage reimbursement for your employees.** This change further improves Mi Via employee payment by reducing the number of faxes that are lost, do not go through, or are illegible. The FOCos system also has built in quality checks that will prevent mileage request errors such as incorrectly dated forms or forms in which the employee signature date is after that of the EOR.

### In This Issue

#### Attention All Vendors!

#### Name Change for the Third Party Assessor

#### 2020 Mi Via Waiver Renewal Town Hall Meetings!

#### Reminder: Requirement to Submit Mi Via Mileage Online

#### DDSD Rate Study News

#### Electronic Visit Verification (EVV)

#### Dates to Remember in June

#### Mi Via Circle of Support

#### 2020 Mi Via Waiver Renewal Town Hall Meeting Schedule

### Attention All Vendors!

Please make sure that the email address that you have listed in the FOCos system is correct and current. This will ensure that you receive communications about the Mi Via program.

## FMA-Conduent

### Contact Information:

**Phone:** 1-866-916-0310

8:00 am to 5:00 pm Monday,  
Tuesday, Thursday, and Friday  
8:00 am to 4:00 pm Wednesday

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

**E-mail:** [mi.via@conduent.com](mailto:mi.via@conduent.com)  
(Do not email forms to Conduent)

### Physical Address:

1720-A Randolph Rd SE  
Albuquerque, NM 87106

### Note:

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

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

## DDSD Rate Study News

As you know, New Mexico Department of Health, Developmental Disabilities Supports Division (DDSD), has contracted with Public Consulting Group, Inc. (PCG) to perform a study to recommend reimbursement rates for services provided to individuals with intellectual and developmental disabilities through the Developmental Disabilities (DD), Mi Via (MV), and Medically Fragile (MF) waiver programs.

PCG will be conducting a community forum in June to discuss the rate study.

Please see the information below for more details:

<b>Date:</b> June 19, 2019
<b>Time:</b> 1:30-4:00pm
<b>Topic:</b> Rate Study Recommendations

State Capital Round House  
211 Old Santa Fe Trail, Room 307  
Santa Fe, NM 87501

In addition to sharing updates on the project, the agenda will also include a Question and Answer period to obtain valuable feedback and input from the field.

In the meantime, if you have any questions or thoughts about the rate study process, please contact us by email or phone:

**Email address:** [NMHCBSRatestudy@pcgus.com](mailto:NMHCBSRatestudy@pcgus.com)

**Phone line:** 1-844-225-3658

## Electronic Visit Verification (EVV)

EVV is a telephone and computer-based system that electronically verifies that caregiver visits occur and documents the time the service begins and ends. EVV is a requirement of the 21<sup>st</sup> Century Cures Act, a United States law enacted by Congress in December of 2016. The 21<sup>st</sup> Century Cures Act requires EVV for all Medicaid financed Personal Care Services. Personal Care Services are defined as those services which provide assistance with Activities of Daily Living (ADLs) and Instrumental Activities of Daily Living (IADLs).

Medical Assistance Division (MAD) and the Developmental Disabilities Supports Division (DDSD) are working collaboratively to ensure New Mexico meets this federal requirement and implements EVV in a manner that supports self-direction by January 1, 2020. We envision an EVV system that is flexible and adaptable to changes in employee schedules, accommodates limited internet access, is mobile, and is user-friendly and intuitive to use. As MAD and DDSD move forward in implementation of EVV additional information including timelines, training opportunities, and implementation date will be shared in the Mi Via Newsletter and in direct mailings to participants.

## Dates to Remember in June

# June 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
May 26	May 27 <i>Conduent and State Offices Closed</i>	May 28	May 29	May 30	May 31 <i>Vendor Checks Received or Deposited</i>	1 <i>Deadline to submit PRFs for 6/14/19 payment</i>
2	3	4	5	6	7 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	8 <i>Deadline to submit faxed timesheets, Mileage &amp; PRFs for 6/21/19 payment; new pay period begins</i>
9	10	11	12	13	14 <i>Vendor Checks Received or Deposited</i>	15 <i>Deadline to submit PRFs for 6/28/19 payment</i>  <i>May Spending Reports Available to EORs</i>
16	17	18	19	20	21 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	22 <i>Deadline to submit faxed timesheets, Mileage &amp; PRFs for 7/5/19 payment; new pay period begins</i>
23 <hr/> 30	24	25	26	27	28 <i>Vendor Checks Received or Deposited</i>	29 <i>Deadline to submit PRFs for 7/12/19 payment</i>

# Mi Via Circle of Support

**Web:** <https://nmhealth.org/about/ddsd/pgsv/sdw>

Agency Name	Contact Name	Phone	E-mail	Region(s)
CNRAG, Inc. (Care Network Resource Assistance Group)	Fallon Vincell	575-621-3645	<a href="mailto:fvincell@cnragusa.com">fvincell@cnragusa.com</a>	Metro, SE and SW
Consumer Direct Personal Care (CDPC)	Sandra Woodward	1-866-786-4999	<a href="mailto:sandraw@consumerdirectcare.com">sandraw@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 and SE Regions
Los Amigos, LLC	Sergio Garcia	505-204-6035	<a href="mailto:Sergio@losamigosbs.com">Sergio@losamigosbs.com</a>	All of New Mexico
Me Town	Kimberly Riebsomer	505-310-9069	<a href="mailto:riebsomer@gmail.com">riebsomer@gmail.com</a>	Metro and NE
Merit Consulting, LLC	Tina Storey	505-507-9995	<a href="mailto:tinas@meritnm.com">tinas@meritnm.com</a>	Metro
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)	Phyllis Shingle	505-272-8284 or 1-866-383-3820	<a href="mailto:pshingle@salud.unm.edu">pshingle@salud.unm.edu</a>	All of New Mexico
Visions Case Management	Charles Clayton	575-779-7419 or 1-888-588-9152	<a href="mailto:Charles@visionsnm.com">Charles@visionsnm.com</a>	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  
 Manages the FMA/Conduent (formerly Xerox) contract and the TPA/Qualis contract

<b>Kresta Opperman</b>	<b>Mi Via &amp; Medically Fragile Unit Staff Manager</b> Functions: Mi Via & Medically Fragile Waiver oversight, Conduent, Qualis, and Eligibility Issues	505-827-7776	<a href="mailto:Kresta.Opperman@state.nm.us">Kresta.Opperman@state.nm.us</a>
<b>vacant</b>	<b>Mi Via Unit Contract Manager</b> Functions: Mi Via Waiver oversight, Conduent issues		
<b>vacant</b>	<b>Mi Via Participant Issues Resolution &amp; Eligibility</b> Functions: Participant Eligibility, Qualis, HSD/ISD Issues and Technical Assistance		

**Department of Health / Developmental Disabilities Supports Division**  
 5301 Central NE, Suite 203, Albuquerque, NM 87108. Phone: 1-800-283-5548  
 Operates the Mi Via Program for Developmental Disability (DD) and Medically Fragile (MF) Populations  
 Oversees consultant agency contracts

<b>Regina Lewis</b>	Functions: Mi Via Waiver Program Manager, Mi Via Oversight and Participant/Consultant Issues and Technical Assistance	505-841-5519	<a href="mailto:regina.lewis@state.nm.us">regina.lewis@state.nm.us</a> Fax: 505-841-6523
<b>Elaine Hill</b>	Functions: Mi Via Waiver Program Coordination, Participant/Consultant Issues and Technical Assistance, and statewide MF WCF & MF CACF	505-841-5510	<a href="mailto:elaine.hill@state.nm.us">elaine.hill@state.nm.us</a> Fax: 505-841-6523
<b>Anysia Fernandez</b>	Functions: Mi Via Waiver Program Coordination, Participant/Consultant Issues and Technical Assistance, and NE region DD WCF & DD CACF	575-758-5934	<a href="mailto:anysia.fernandez@state.nm.us">anysia.fernandez@state.nm.us</a> Fax: 575-758-5973
<b>Rudy Aguilera</b>	Functions: Mi Via Waiver Project Coordination, Participant/Consultant Issues and Technical Assistance	505-841-5886	<a href="mailto:rudy.aguilera@state.nm.us">rudy.aguilera@state.nm.us</a> Fax: 505-841-6523

**Comagine Health (formerly Qualis Health)**  
 PO Box 20910, Albuquerque, NM 87154-0190 Phone: 1-866-962-2180

Care Coordination		
<b>Blue Cross Blue Shield</b>	1-877-232-5518, option 3	<a href="http://www.bcbsnm.com/community-centennial">www.bcbsnm.com/community-centennial</a>
<b>Presbyterian</b>	505-923-5200	<a href="http://www.phs.org/centennialcare">www.phs.org/centennialcare</a>
<b>Western Sky</b>	1-844-543-8996	<a href="http://www.westernskycommunitycare.com">www.westernskycommunitycare.com</a>