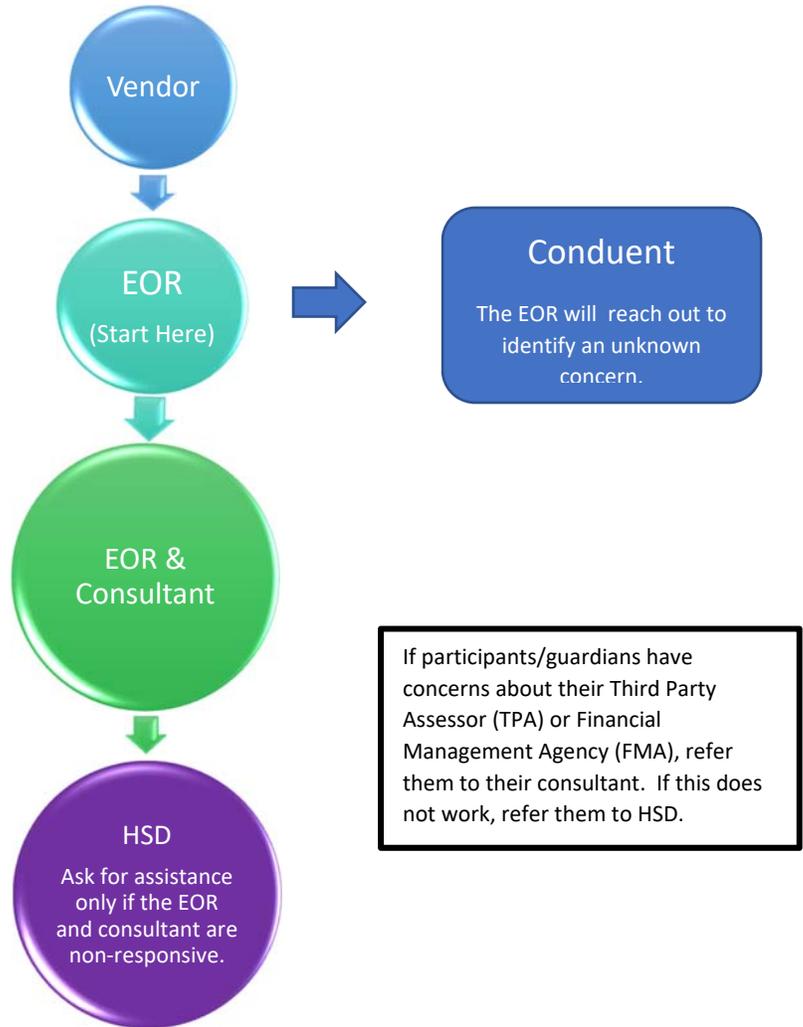


Vendor Flowchart

Invoices, Payment & Billing Concerns



Vendor Flowchart Narrative

Invoices, Payment & Billing Concerns

EOR

The vendor should first reach out to the EOR.

The EOR may be able to resolve the concern (e.g. the EOR forgot to fax in the PRF).

The EOR may reach out to Conduent to identify the concern (e.g. the EOR turned in the paperwork but does not know why it wasn't paid).

EOR & Consultant

The Consultant can provide assistance and support but does not replace the EOR in the resolution of the concern.

The EOR may reach out to the consultant if they cannot identify or do not understand how to resolve the payment concern.

HSD

The EOR with, or without, the support of the consultant may reach out to the Human Services Department if they are unable to identify the cause of the payment concern or unable to resolve the payment concern with Conduent.

EOR Technical Assistance/Removal

If the EOR is nonresponsive in resolving the payment issue then the EOR is potentially jeopardizing services for the individual which compromises the health, safety or welfare of the participant, and the EOR should receive technical assistance to support them in fulfilling their responsibilities. If a vendor encounters a nonresponse EOR, the vendor should reach out to the Developmental Disabilities Supports Division (DDSD) Mi Via Unit who will ensure that appropriate technical assistance is provided.

If an EOR continues to compromise the health, safety or welfare of the participant then the EOR may be removed as per 8.314.6.11B(6)(e) NMAC.

Service Deliveries Concerns (E.g. SSP)



If participants/guardians have concerns about their consultant, refer them to their consultant agency's Program Manager/Executive Director. If this does not work, refer them to DOH/DDSD Mi Via Unit.

Vendor Flowchart Narrative

Service Deliveries Concerns (E.g. SSP)

Participant or EOR

The vendor should first reach out to the participant or EOR.

The EOR may be able to resolve the concern (e.g. provide the SSP goal for the service).

EOR & Consultant

The Consultant can provide assistance and support but does not replace the participant or EOR in the resolution of the concern.

The participant or EOR may reach out to the consultant if they cannot identify or do not understand how to resolve the service delivery concern.

DOH/DDSD MVU

The participant or EOR with the support of the consultant can reach out to the Department Of Health Developmental Disabilities Support Division Mi Via Unit if they are unable to identify the cause of the service delivery concern or unable to resolve the concern.