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Using Mi Via Checks

When you take a check to a store (such as Wal-Mart or Office Max) to purchase approved items:

- Encourage the cashier or store supervisor/manager to process the check as a paper check and not an electronic check.
- If he or she is unwilling to process the check as a paper check, encourage him/her to hand key the check into the TeleCheck system.
- The first set of numbers on the bottom of the check (reading left to right) is the check number, the second set of numbers is the routing number, and the third set of numbers is the account number.
- If the cashier or store supervisor/manager has any questions or if there is a problem with the check, please call Xerox at 1-866-916-0310 so Xerox can help him or her with processing the check.

The amount of the check cannot be altered in any way. Altering a check issued by Xerox may be considered Medicaid fraud and is potential grounds for termination from the Mi Via program and will delay the process of obtaining approved items.

FOCo*Online* Training

You can now take the FOC*Online* training on your own, at any time, from the Mi Via website home page at <http://mivianm.org>. A list of frequently asked questions and a training manual is also included.

If you are an employer, please take the Employer training Parts I & II. If you are an employee, you only need to take the Employee training.

Please complete the quiz at the end of the training to help you review the information. You will receive a FOC*Online* Account Authorization form, once the training is completed. You will need to complete this in order to login to FOC*Online*.

Please note, for employees, your Employer must also have access to FOC*Online* so they can approve your timesheet.

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.

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>

Physical Address:

1720-A Randolph Rd SE
Albuquerque, NM 87106

If you would like to sign up for training to use FOCo**Online** 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).

Announcing the Shining Star Project!

The Department of Health/Developmental Disabilities Supports Division (DOH/DDSD) is looking for Mi Via participants who want to tell their stories of resilience, capacity and courage through the Shining Star Project. The Shining Star Project is a two-day creative process for individuals who wish to share their life story of belonging, being respected, sharing, contributing and choosing through artistic expression. Beth Mount, artist and advocate for people with disabilities from New York City who is also a consultant with the Division, will help to facilitate these events which will be held in Gallup (August 20 -21, 2014) and Albuquerque (September 10-11, 2014).

Participants will be selected through a nomination process established by the Developmental Disabilities Supports Division. This is an opportunity in which individuals are recognized and assisted as needed to tell their inspirational stories through pieces of artwork. They do this by utilizing personal photos, collage materials, and fabric to help share how they have contributed to their communities through their own unique capacities and passions. The artwork will then be displayed in a local art venue and then later travel throughout the state.

If you would like more information on these upcoming events and/or to nominate someone to be a Shining Star or you are a Shining Star, please contact Juanita T. Salas (505-841-4736) with the Developmental Disabilities Supports Division.

Enrollment Tips

Employer of Record (EOR) Changes

If your EOR will be changing, please make sure that all employees complete their Pre-Hire Packet and their Employee Packet under the new EOR as soon as possible. We recommend that both the Pre-Hire and the Employee Packet be sent to Xerox together as soon as you know that your EOR will be changing.

Employee and Vendor Agreements

All pages of the agreement are required. The Employee and Vendor agreements are legal contracts. If a change is needed on one page, make the change and send or fax in all the pages. Xerox will not process the document unless all pages are received.

W-9 Form

Xerox requires the 2013 version of the W9 for vendors. If you have a new vendor and need to submit a W-9 form, please make sure to send in the 2013 version of the W-9 form. To make sure you are using the correct form, look at the top, left-hand corner of the W-9. If it does not show the year as 2013, please contact the Help Desk at Xerox to get a new W-9 form. If you send in an older version of the form, your vendor will not be set up to get paid.

For questions on any form requirements please contact the Mi Via Helpdesk at 1-866-916-0310.

Dates to Remember in August

August 2014

Sun	Mon	Tue	Wed	Thu	Fri	Sat
July 27	July 28	July 29	July 30	July 31 <i>Spending Reports Mailed to EORs</i>	1 <i>Vendor Checks Received or Deposited</i>	2 <i>Deadline to submit PRFs for 8/15 payment</i>
3	4	5	6	7	8 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period.</i>	9 <i>Deadline to submit timesheets, Mileage & PRFs for 8/22 payment; new pay period begins</i>
10	11	12	13	14	15 <i>Vendor Checks Received or Deposited</i>	16 <i>Deadline to submit PRFs for 8/29 payment</i>
17	18	19	20	21	22 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period.</i>	23 <i>Deadline to submit timesheets, Mileage & PRFs for 9/5 payment; new pay period begins</i>
24 <hr/> 31	25 <i>Spending Reports Mailed to EORs</i>	26	29	28	29 <i>Vendor Checks Received or Deposited</i>	30 <i>Deadline to submit PRFs for 9/12 payment</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)	Sandra Woodward Jacob Patterson	1-866-786-4999	sandraw@consumerdirectonline.net jacobp@consumerdirectonline.net	All of New Mexico
Los Amigos, LLC	Sergio Garcia	1-888-843-2621	Sergio@losamigosbs.com	Metro and NE
Self-Directed Choices	Don Skaar	505-508-1663 or 877-464-1252	don@sdchoices.com	All of New Mexico
UNM Center for Development and Disability (CDD)	Vonnie Sachse	505-272-4631	vsachse@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 Manages the FMA /Xerox contract and the TPA/Molina contract				
Melanie Buenviaje	Mi Via Unit Staff Manager	505-827-3176	Melanie.buenviaje@state.nm.us	
Betty Sangre	Participant Issues Resolution & Eligibility Functions: HSD/ISD Issues, Molina TPA Issues	505-476-7255	betty.sangre@state.nm.us	
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				
Christine Wester	Functions: Consultant Agency oversight, LRI Approvals, Consultant Oversight and Issues, Fair Hearings	505-841-5510	christine.wester@state.nm.us Fax: 505-841-6523	
Marie Velasco	Functions: Environmental Modifications (E-mods), Waiver Change Forms, Consultant Agency Change Forms, Allocation Issues, Fair Hearings, Consultant Oversight and Issues	505-841-2917	marie.velasco@state.nm.us Fax: 505-841-6523	
Iris Clevenger	Functions: Waiver Change Forms (Medically Fragile), Consultant Agency Change Forms (Medically Fragile), Allocation Issues (Medically Fragile)	505-841-2913	iris.clevenger@state.nm.us Fax: 505-841-2987	
Molina Healthcare of New Mexico 8801 Horizon Blvd, Albuquerque, NM 87113. Phone: 1-800-377-9594 ext. 180921				
Kim Shipman	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	