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New DOH/DDSD Mi Via Program Coordinator

We would like to welcome Regina Lewis as the new Department of Health, Developmental Disabilities Supports Division's Mi Via Waiver Program Coordinator. Ms. Lewis has been a valuable employee of the Developmental Disabilities Supports Division for the past 8 years. She has a wealth of knowledge regarding Waiver services, advocacy supports and conflict management practices. She has over 26 years of experience working on behalf of individuals with intellectual and developmental disabilities and their families. She comes to Mi Via with expertise in contract monitoring, billing issues, service plan development and has collaborated with the Department of Health's Division of Health Improvement regarding quality improvement initiatives. Ms. Lewis looks forward to serving in the role of support for Participants receiving Mi Via services.

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.

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.

FOCo**Online** Training

You can now take the **FOCo**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 **FOCo**Online**** Account Authorization form, once the training is completed. You will need to complete this in order to login to **FOCo**Online****.

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

Dates to Remember in September

September 2014

Sun	Mon	Tue	Wed	Thu	Fri	Sat
August 31	1 <i>Xerox and State Offices Closed</i>	2	3	4	5 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period.</i>	6 <i>Deadline to submit timesheets, Mileage & PRFs for 9/19 payment; new pay period begins</i>
7	8	9	10	11	12 <i>Vendor Checks Received or Deposited</i>	13 <i>Deadline to submit PRFs for 9/26 payment</i>
14	15	16	17	18	19 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period.</i>	20 <i>Deadline to submit timesheets, Mileage & PRFs for 10/3 payment; new pay period begins</i>
21	22	23	24	25 <i>Spending Reports Mailed to EORs</i>	26 <i>Vendor Checks Received or Deposited</i>	27 <i>Deadline to submit PRFs for 10/10 payment</i>
28	29	30	October 1	October 2	October 3 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period.</i>	October 4 <i>Deadline to submit timesheets, Mileage & PRFs for 10/17 pay- ment; 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)	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 Functions: Mi Via Waiver oversight, Xerox Issues	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	