



Division of Health Improvement Provider Bulletin

Included with this month's Newsletter is the Division of Health Improvement (DHI) Provider Bulletin. This Bulletin provides information regarding the DHI Annual Update as well as supplemental information in support of the mandated reporting of abuse, neglect and exploitation, suspicious injuries, environmentally hazardous conditions and death for all Mi Via participants.

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Category of Eligibility 095

Mi Via Waiver for individuals who meet Category of Eligibility 095, Medically Fragile Waiver are transitioning services to the New Mexico Centennial Care program. Beginning January 1, 2016, participants will access self-directed home and community-based services through the Self-Directed Community Benefit (SDCB).

A letter and flyer were sent to all Medically Fragile Waiver Mi Via participants. Informational Meetings for participants are scheduled for the following dates: (times and locations are noted on the flyer sent to participants):

October 16 – Roswell
Roswell Public Library
301 N. Penn , Roswell NM 88201
575-622-7101

October 19- Farmington
San Juan Center for Independence
1204 San Juan Boulevard, Farmington NM 87401
505-566-5827

October 22 – Albuquerque
UNM –CDD:
2300 Menaul Blvd NE, Albuquerque NM 87107
(This session will also be streamed live via webinar).

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.

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

Mi Via Waiver Advisory Committee Meeting

The next Mi Via Advisory Committee Meeting will be held on Thursday, October 22, 2015 1pm-4pm in Albuquerque, New Mexico at the Department of Health/Developmental Disabilities Office at 5301 Central NE Suite 203, Albuquerque NM 87108. If you would like to call in for the meeting please call 1-712-432-0360 pass code 742089#

Public Comment: Mi Via Rule and Service Standards

The Mi Via Waiver was renewed effective September 9, 2015. The Mi Via Rules and Service Standards have been modified to bring them into alignment with the renewed waiver. Proposed Rules and Service Standards will be effective January 1, 2016.

Human Services Department will be accepting public comment on the proposed Mi Via Rules NMAC 8.314.6 in late November. The Rules and Register detailing proposed changes will be posted to the HSD Website by end of October 2015. Information on Public Comment Hearing date and location to follow.

<http://www.hsd.state.nm.us/public-notices-proposed-rule-and-waiver-changes-and-opportunities-to-comment.aspx>

The Department of Health will be accepting public comment on the proposed Mi Via Service Standards in November. Service Standards will be posted on the Mi Via website November 1, 2015. Hard copies of the Service Standards can be requested beginning November 1, 2015 through Shirley Macias at 505-476-8913. Instructions on how to provide public comment on the Service Standards will be posted on the Mi Via website <http://archive.mivianm.org/> or can be obtained through your consultant.

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://training.focosonline.com>. 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. Once the training is completed, you will be directed to the FOCo**Online** Account Authorization form. You will need to complete this in order to login to FOCo**Online**.

Dates to Remember in October

October 2015

Sun	Mon	Tue	Wed	Thu	Fri	Sat
September 27	September 28	September 29	September 30	1	2 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period.</i>	3 <i>Deadline to submit timesheets, Mileage & PRFs for 10/16/15 payment; new pay period begins</i>
4	5	6	7	8	9 <i>Vendor Checks Received or Deposited</i>	10 <i>Deadline to submit PRFs for 10/23/15 payment</i>
11	12	13	14	15	16 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	17 <i>Deadline to submit timesheets, Mileage & PRFs for 10/30/15 payment; new pay period begins</i>
18	19	20	21	22 <i>Spending Reports Mailed to EORs</i>	23 <i>Vendor Checks Received or Deposited</i>	24 <i>Deadline to submit PRFs for 11/6/15 payment</i>
25	26	27	28	29	30 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	31 <i>Deadline to submit timesheets, Mileage & PRFs for 11/13/15 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 or 505-450-5974	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	Janeth Montoya	505-508-1663 or 505-414-5580	janeth@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
Visions Case Management	Charles Clayton	575-779-7419 or 1-888-588-9152	Charles@visionsnm.com	NE
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/Qualis contract				
Melanie Buenviaje	Mi Via Unit Staff Manager Functions: Mi Via Waiver oversight, Xerox Issues	505-827-3176	Melanie.buenviaje@state.nm.us	
Christine Baca	Mi Via Unit Contract Manager Functions: Mi Via Waiver oversight, Xerox Issues	505-476-7254	ChristineL.Baca@state.nm.us	
Justina Vigil	Mi Via Participant Issues Resolution & Eligibility Functions: Qualis Issues, Allocation Issues, HSD/ISD Issues	505-476-7255	JustinaJ.Vigil@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	
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	
Regina Lewis	Functions: Environmental Modifications (E-mods), Allocation Issues, Fair Hearings, Consultant Oversight/Issues, Participant Issues, LRI Coordination	505-841-5519	regina.lewis@state.nm.us Fax: 505-841-6523	
Qualis Health PO Box 20910, Albuquerque, NM 87154-0190 Phone: 1-866-962-2180				

**DIVISION OF HEALTH IMPROVEMENT
PROVIDER BULLETIN**

Issue Date: April 20, 2015

To: DD Waiver Providers, Case Managers, Mi Via Consultants, Contractors, Therapists, Family Members, Guardians, all other DOH Provider Agreement Holders and interested parties

Applicable to: DD Waiver Recipients, All Mi Via Participants through DD Waiver and Medically Fragile programs, their staff and natural supports.

RE: Annual Update: Mandated Reporting of Abuse, Neglect and Exploitation, Suspicious Injuries, Environmentally Hazardous Conditions and Death

DHI would first like to take this opportunity to thank everyone for their hard work and dedication to making New Mexico a safer place for people with intellectual and developmental disabilities. Together, we have reduced the response times for reporting and investigating allegations of abuse, neglect and exploitation. We have been able to stop people who have abused, neglected and exploited individuals receiving waiver services from working with at-risk populations and we have built bridges with community partners such as law enforcement and various care provider networks. We would also like to share this reminder about signs and symptoms of ANE, a few resources that can be used for training and a few tips about what to do and what not to do when you think abuse or neglect occurred.

DHI has been fortunate enough to hire a trainer! DHI offers free training in the recognition and reporting of Abuse, Neglect, and Exploitation and ANE Train-the-Trainer opportunities. You can request this training by emailing: ANE.Training@state.nm.us

There have been many changes over the past year, one of which was promulgation of a new administrative rule, NMAC 7.1.14, effective on July 2, 2014. We believe the new rules and definitions have helped reporters more easily recognize and report abuse, neglect and exploitation (ANE).

All materials on the Incident Management Bureau website are up to date, including: the ANE report form, ANE Guide, Immediate Action and Safety Plan form, Reporting Instruction Card and Instructional Posters and Informational Pamphlets. This information and more can be found at:

<http://nmhealth.org/about/dhi/imb/>

The following information is intended as useful and quick guide and does not alter or override any Incident Management Bureau or DDSD policies outlined in the DDSD requirements or the New Mexico Administrative Code. This guide includes possible signs of abuse and offers guidance on how to respond when abuse, neglect or exploitation is suspected. Service providers should consider sharing this information with staff. Much of this information is also relevant to case managers, Mi Via consultants, therapists and other contractors.

Possible Signs of Abuse:

- Typical response by the consumer changes without explanation
- The consumer exhibits unusual fear or anxiety
- The consumer has sudden unexplained changes in their behavior
- The consumer is injured or bleeding from around their genitals
- The consumer flinches/cowers in presence of caregiver or other trusted person
- Injuries sustained by the consumer that cannot be explained, or the explanation does not match the injury
- Signs of pain experienced by the consumer are unexplained
- There are unexplained changes in the consumer's sleeping patterns, appetite, or actions
- The consumer has an increased need to seek approval or comfort
- The consumer does not seem to be them self and there is no apparent cause for the change

Examples of Physical Abuse:

- Infliction of injury: bruising, lacerations, welts, burns, fractures or dislocations
- Hitting, slapping, biting, shaking or kicking
- Pulling arms, hair or ears
- Bending back fingers or bending an arm up behind the back
- Placing hot substances or non-food items in the mouth for swearing
- Physically restraining a consumer without approved reason or doing so without training/certification
- Actions that result in bodily harm
- Use of medication as a chemical restraint

Examples of Verbal Abuse:

- Intimidating gestures (such as shaking a fist, aggressive posturing, and others)
- Use of racial slurs
- Criticizing
- Name-calling
- Yelling or screaming
- Using ridicule or demeaning language
- Using threats

Signs and symptoms and examples of sexual abuse and neglect are also available on the website.

III. The following resources include New Mexico state organizations and local contacts that address abuse or serve abuse victims, several national websites with curriculum focused on abuse of individuals with intellectual and developmental disabilities, and other resource materials for consumers, families and service providers.

Safe Place

Resources for Staff and Consumer Training such as:
Sexual Assault and Domestic Violence Information/Resources
www.safeplace.org

The Arc

Resources, networking, national programs:
www.thearc.org

Disability and Abuse Project

Guidebooks for parents and providers, research and data about incidence of ANE:
www.disabilityandabuse.org

New Mexico Coalition Against Domestic Violence

Articles, events research/data
www.nmcadv.org

New Mexico Coalition of Sexual Assault Programs

Training and technical assistance for provider, law enforcement officers, prosecutors, medical practitioners, and mental health professionals
<http://nmcsap.org>

New Mexico Developmental Disabilities Planning Council (DDPC) Center for Self Advocacy

Promoting advocacy, capacity building and systemic change to improve the quality of lives for individuals with developmental disabilities and their families.
www.nmddpc.com

The following was developed for providers as a guide. We encourage every provider to consider the information when you encounter ANE and to talk about this with all staff. Much of the information is also relevant to other service providers and settings, including case managers, Mi Via consultants, therapists and other contractors.

What TO DO and what NOT TO DO when you think abuse, neglect or exploitation has occurred...

Receiving information about the details of abuse, neglect and exploitation can be a very disturbing experience for Provider Staff and others both personally and professionally. A number of feelings may be invoked; anger, disgust, confusion, disillusionment, fear, etc. The accused person may be another staff or a friend of staff or the consumer and people receiving information about the allegation may be reluctant to report the information to DHI. It is important that people with this information make every effort to respond in a calm and professional manner. If you wonder if abuse, neglect or exploitation has occurred, you must report it immediately regardless of your personal feelings about the information or your relationships with those involved.

The following are some suggested guidelines for staff to follow if they have received information about abuse, neglect or exploitation:

What TO DO:

- Do stay calm and non-judgmental. Put your feelings aside and try not to communicate shock, disgust, embarrassment, or disbelief.
- Do be supportive. Stay close to the alleged victim immediately after the disclosure to provide some sense of security.
- In cases of possible sexual assault, do take the alleged victim to a SANE clinic or emergency room for evaluation.
- Do ensure the consumer or person they did the right thing by telling you what happened. Never tell the consumer that you do not believe him/her.
- Do ensure the consumer's safety and make sure the accused person does not have contact with them.
- Do explain the requirement to immediately report the allegation to DHI.
- Do assure the consumer that someone will stand by him/her in the process of getting help.
- Do seek privacy, if possible, to ensure the consumer does not have to disclose allegations in public.
- Do listen closely if the consumer does want to talk about what happened. Do not ask questions beyond what is necessary to protect the consumer and preserve evidence.
- Do gather essential information by asking:
 - What happened? Only enough to establish that abuse, neglect, exploitation or a crime occurred. If you have reason to believe a crime occurred, notify law enforcement immediately.
 - Who is the accused person?
- Do gather and document information about the consumer (alleged victim)
- Do, when possible, collect logs, schedules, correspondence, etc.
- Do prevent loss or destruction of physical evidence.
- Ensure others are safe – that the accused person does not have contact with other consumers.
- Do control contact with the accused person. If possible, contact should be limited to contact with one provider representative.
- Do file a report with DHI by calling their 24-hour hotline: **1-800-445-6242**
- Do call 911 if it is an emergency, and notify law enforcement if the allegation is criminal in nature.

What NOT TO DO...

- Do not agree to keep the information a secret.
- Do not conduct an investigation. Remember it is not up to you to elaborate on the consumer's information. Your job is to keep the alleged victim safe and report the allegations.
- Do not bathe or change the clothes or bed linens of an alleged victim of sexual assault or rape.
- Do not re-interview the consumer.
- Do not interpret or edit the information you receive.
- Do not interrogate the accused person.
- Do not involve other persons, other than those appropriate in order to notify DHI.
- Do not interview other consumers, staff, or individuals.
- Do not go looking for evidence.
- Do not touch physical evidence.

PLEASE REMEMBER THE FOLLOWING IMPORTANT INFORMATION:

1. First and foremost, always ensure the health and safety of the consumer and call 911 if necessary.
2. Immediately report any allegation of ANE by telephone to DHI-IMB at:

IMB Hotline: 1-800-445-6242

3. A completed ANE Report Form must be submitted (faxed or submitted on-line): to DHI-IMB no later than 24 hours after the incident.

Fax Number: 1-800-727-6469

E-mail: incident.management@state.nm.us

The ANE Report Form can be found at: <https://ane.health.state.nm.us>

4. Any person who reports an allegation of abuse, neglect, or exploitation shall be free of any form of retaliation. Failure to report can result in both financial and criminal penalties.
5. For suspected victims under the age of 18, please contact:
Child Protective Services, 24 hours a day, 7 days a week at CYFD's Statewide Hotline at 1-855-333-SAFE [7233] or #SAFE from a cell phone, or law enforcement or the appropriate tribal entity.

If you have any questions, please contact: Scott.Good@state.nm.us

Thank you,

Scott Good
Deputy Director
Division of Health Improvement

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4. Any person who reports an allegation of abuse, neglect, or exploitation shall be free of any form of retaliation. Failure to report can result in both financial and criminal penalties.
5. For suspected victims under the age of 18, please contact:
Child Protective Services, 24 hours a day, 7 days a week at CYFD's Statewide Hotline at 1-855-333-SAFE [7233] or #SAFE from a cell phone, or law enforcement or the appropriate tribal entity.

If you have any questions, please contact: Scott.Good@state.nm.us

Thank you,

Scott Good
Deputy Director
Division of Health Improvement