



DDSD Know Your Rights Campaign

Mi Via Participants should have received information from their Consultants regarding the Know Your Rights Campaign and the Centers for Medicare & Medicaid (CMS) Final Rule. Information about this Campaign is posted on the Mi Via website at www.mivianm.org. The main purpose of this new rule is to make sure Participants continue to exercise their right to be part of the community where they live and work. This Rule says Mi Via Participants can choose where they live, who they live with, how they live, who helps them, how they spend their days, and who they spend their days with.

The Developmental Disabilities Supports Division (DDSD) will be working with Participants and vendors to assure Mi Via is in full compliance with this Rule by March 17, 2019. As DDSD works towards compliance, Participants will not lose services they are receiving now, but they may be offered a change in setting. **The UNM/Center for Development and Disabilities will be contacting some Participants to talk about their services as part of this process.**

DDSD will be hosting Town Halls around the state to explain this in more detail and to also discuss the self-advocacy movement in NM. Town Hall 2017 meeting schedule is as follows:

- Roswell - March 7th 5:00-7:30pm Roswell Pueblo Auditorium 300 North Kentucky
- Gallup - March 14th 5:00-7:30pm Education Development Center 1000 East Aztec Ave
- Farmington - March 29th 5:00-7:30pm San Juan Center for Independence 1204 San Juan Blvd
- Silver City - April 3rd 5:00-7:30pm Hidalgo Medical Services Community Health Center 1007 North Pope St

Return to Participant (RTP) Process Change

Effective April 1, 2017 Conduent will no longer make outbound calls for RTP's related to PRFs, Invoices, Timesheets, and Enrollment. Conduent will notify you, and your consultant, of items needing correction by email. If you do not have an email on file Conduent will contact you by phone and notify your consultant of the RTP by email.

Mi Via Waiver Advisory Committee Meeting

The next Mi Via Advisory Committee Meeting will be held on Thursday, April 27, 2017, **11am-4pm** in Albuquerque, New Mexico at the DOH/DDSD offices: 5301 Central NE Suite 203. If you would like to call in for the meeting please call 1-712-432-0360 pass code 742089#.

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Mi Via Circle of Support

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 **FOCoSonline** 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).

Courtesy Calls to Approve Timesheets

Effective 4/1/2017 Conduent will no longer provide courtesy calls to Employers of Record (EOR) reminding them to approve Employee timesheets in **FOCoSonline**. Timesheets must be entered in **FOCoSonline** no later than 12:00 noon on the Monday following the pay period. A complete submission requires that the entry is approved by the EOR. If the EOR does not approve the timesheets, by the deadline, the timesheet cannot be processed. Timesheets approved by the EOR after 12:00 noon on the Monday following the pay period may not be processed for payment until the following pay period.

Safety Transportation Guidelines

The Developmental Disabilities Supports Division, Department of Health has established safety guidelines regarding transportation that may be useful to Mi Via participants seeking to utilize transportation vendors. Adherence to these guidelines is not mandatory or required by the Mi Via program, however, there may be areas of interest to Mi Via participants. These guidelines can be found on the Mi Via website at http://archive.mivianm.org/whats_new.htm under "What's New".

Has Your Address Changed?

Has your contact information or address changed? If so you may not be receiving important information regarding your Mi Via services. Please update your contact information, and mailing address, with the Income Support Division (ISD) office.

If you have updated your information with ISD and do not see that information reflected in **FOCoSonline** within a week please contact the Conduent call center at 1-866-916-0310.

Mi Via Goods and Services Explanation Letter for Vendors

The Mi Via Goods and Services Explanation Letter for Vendors has been revised. The letter contains additional information that may help your vendor to understand how you are purchasing goods and services from them. The letter is available through Conduent or on the New Mexico Medicaid Portal at: <https://nmmedicaid.acs-inc.com/static/ProviderInformation.htm#Self-DirectionForms>.

Dates to Remember in March

March 2017

Sun	Mon	Tue	Wed	Thu	Fri	Sat
February 26	February 27	February 28	1	2	3 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	4 <i>Deadline to submit timesheets, Mileage & PRFs for 3/17/17 payment; new pay period begins</i>
5	6	7	8	9	10 <i>Vendor Checks Received or Deposited</i>	11 <i>Deadline to submit PRFs for 3/24/17 payment</i>
12	13	14	15	16	17 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	18 <i>Deadline to submit timesheets, Mileage & PRFs for 3/31/17 payment; new pay period begins</i>
19	20	21	22	23	24 <i>Vendor Checks Received or Deposited</i>	25 <i>Deadline to submit PRFs for 4/7/17 payment</i>
26	27	28	29	30 <i>Spending Reports Available to EORs</i>	31 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	April 1 <i>Deadline to submit timesheets, Mileage & PRFs for 4/14/17 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	505-450-5974	aaapd4@gmail.com	All of New Mexico
CNRAG, Inc. (Care Network Resource Assistance Group)	Michelle Patterson	575-644-9762	mpatterson@cnragusa.com	Metro, SE and SW
Consumer Direct Personal Care (CDPC)	Sandra Woodward Jacob Patterson	1-866-786-4999	sandraw@consumerdirectcare.com jacobp@consumerdirectcare.com	All of New Mexico
Los Amigos, LLC	Sergio Garcia	505-204-6035	Sergio@losamigosbs.com	Metro and NE
Self-Directed Choices	Jennifer Roth	505-508-1663	JenniferR@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	Metro, NE and NW

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

Kresta Opperman	Mi Via & Medically Fragile Unit Staff Manager Functions: Mi Via & Medically Fragile Waiver oversight, Conduent, Qualis, and Eligibility Issues	505-827-7776	Kresta.Opperman@state.nm.us
Oralia Flores	Mi Via Participant Issues Resolution & Eligibility Functions: Participant Eligibility Qualis, HSD/ISD Issues and Technical Assistance	505-827-7761	Oralia.Flores@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: Mi Via Oversight and Participant/Consultant Issues and Technical Assistance	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: Mi Via Waiver Program Coordination, Participant/Consultant Issues and Technical Assistance	505-841-5519	regina.lewis@state.nm.us Fax: 505-841-6523
Fleur Dahl	Functions: Mi Via Waiver Project Coordination, Participant/Consultant Issues and Technical Assistance	505-841-5886	Fleur.dahl@state.nm.us Fax: 505-841-6523

Qualis Health
 PO Box 20910, Albuquerque, NM 87154-0190 Phone: 1-866-962-2180

Care Coordination

Blue Cross Blue Shield	1-877-232-5518, option 3	www.bcbsnm.com/community-centennial
Molina Healthcare	1-855-315-5677	www.molinahealthcare.com
Presbyterian	505-923-5200	www.phs.org/centennialcare
United Healthcare	1-877-236-0826	www.myuhc.com/communityplan

Know Your Rights Campaign!!

On January 16, 2014, the Centers for Medicare & Medicaid Services (CMS) published a Final Rule which makes changes to the Home and Community-Based Services (HCBS) waiver program. In NM this includes everyone on the Developmental Disabilities Waiver, the Mi Via Waiver, the Medically Fragile Waiver and the Centennial Care Demonstration Waiver. This is the most exciting change to the waivers in 20 years!!!

The CMS Final Rule wants to make sure you (the waiver participant, in consultation with the guardian as applicable) are included in your community.

What does this mean?

- You have the right to be part of the community where you live, work, and you determine who you connect with to provide you support. This Rule says you can choose where you live, who you live with, how you live, how you spend your days, and who you spend your days with. This includes choosing who provides services to you.

What do your rights look like at your house, your job and in your community?

- You choose where you live, decorate your space the way you want to, and work and participate in activities based on your needs and preferences.
- You exercise the right to privacy, dignity and respect, freedom from restraint.
- You eat your meals and have visitors when you want to – anytime day or night.
- You are supported to take initiative, be independent, and make choices about your daily activities, the people you spend time with, and your daily environment.
- You either have your own business; you are working at a job in the community with all kinds of different people or you are at school with your peers.
- You are supported to make friends and connections in the community to help you achieve your dreams and goals.

Transition Plan Timeline:

The timeline for all states including New Mexico to achieve full compliance with the HCBS Final Rule is March 17, 2019. While we are making these changes you will not lose services you are receiving now, but you may be offered a change in setting. Any changes the state makes must maintain or improve the services you receive. You and your selected providers will discuss whether the settings you currently spend time in meet the requirements of the Final Rule. If some changes need to be made, you will be the person making the choices you want to make your life better.

The Know Your Rights Campaign Steering Committee: NM Allies for Advocacy, ARC of NM, NM Autism Society, Developmental Disabilities Planning Council, Disability Rights NM, DOH Developmental Disabilities Support Division, Gov. Comm. on Disabilities, Human Services Dept., Parents Reaching Out and UNM/Center for Development and Disabilities

