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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:

- Silver City - April 3rd 5:00-7:30pm Hidalgo Medical Services Community Health Center 1007 North Pope St

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#.

Mi Via Newsletter

The Mi Via Newsletter is available on the Department of Health website at: http://archive.mivianm.org/MiVia_Newsletter.htm. **To ensure you continue to receive your copy of the Mi Via Newsletter, and the important information it contains, please verify that your correct email address is on file.**

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@conduent.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**Sonline** 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 FOCo**Sonline**. Timesheets must be entered in FOCo**Sonline** 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.

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 FOCo**Sonline** within a week please contact the Conduent call center at 1-866-916-0310.

Mi Via Fingerprinting Services Provided by Appointment

To better assist you and your employees, we are doing fingerprinting by appointment only. 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.

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.

Dates to Remember in April

April 2017

Sun	Mon	Tue	Wed	Thu	Fri	Sat
March 26	March 27	March 28	March 29	March 30	March 31 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	1 Deadline to submit timesheets, Mileage & PRFs for 4/14/17 payment; new pay period begins
2	3	4	5	6	7 <i>Vendor Checks Received or Deposited</i>	8 Deadline to submit PRFs for 4/21/17 payment
9	10	11	12	13	14 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	15 Deadline to submit timesheets, Mileage & PRFs for 4/28/17 payment; new pay period begins
16	17	18	19	20	21 <i>Vendor Checks Received or Deposited</i>	22 Deadline to submit PRFs for 5/5/17 payment
23 <hr/> 30	24	25	26	27 <i>Spending Reports Available to EORs</i>	28 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	29 Deadline to submit timesheets, Mileage & PRFs for 5/12/17 payment; new pay period begins

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)	Fallon Vincell	575-621-3645	fvincell@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

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