



## In This Issue

### Using Mi Via Checks

### Participant Confidentiality and HIPAA Compliance

### Have You Moved?

### DDSD Know Your Rights Campaign

### Mi Via Waiver Advisory Committee Meeting

### Dates to Remember in July

### Mi Via Circle of Support

## Using Mi Via Checks

When you receive a check to purchase an approved good from a store, such as Wal-Mart or Office Max take both the check and the Mi Via Goods and Services Explanation Letter for Vendors (available at [https://nmmedicaid.acs-inc.com/static/ProviderInformation.htm# Self-DirectionForms](https://nmmedicaid.acs-inc.com/static/ProviderInformation.htm#Self-DirectionForms)) with you. Speak with the cashier or store supervisor/manager and provide them with the information contained in the Goods and Services Explanation Letter.

The checks issued to purchase approved goods are business checks and should be processed as a paper check or hand keyed 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 in the account number.

If the cashier or store supervisor/manager has any questions or if there is a problem with the check, please call Conduent at 1-866-916-0310 and Conduent will help with processing the check.

If the store is unable to accept the check the check may be converted to a cashier's check, made out to the business.

- If it is known ahead of time that the store will not accept the check please notify Conduent at the time the PRF is submitted that you would like the check converted to a cashier's check. Conduent will receive the check from TNT, convert the check, and then provide you with the cashier's check.
- If you have received the check, and followed the steps above, but the store was unable to accept the check then you may return the check to Conduent either in person or by mail with a request to convert the check to a cashier's check. Conduent will convert the check and provide you with the cashier's check.

## Participant Confidentiality and HIPAA Compliance

Reminder: Conduent maintains participant confidentiality and HIPAA compliance for all participants. Individuals contacting Conduent will need to identify themselves and Conduent will verify that individuals are approved to receive information regarding a participant. To help with this process, and to ensure Conduent is able to assist you, please ensure that Conduent has received a copy of current guardianship paperwork, power of attorney, authorized representative, or personal representative documents as appropriate. Conduent is prohibited from discussing participant information with individuals who are not documented as authorized to receive this information.

## 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](mailto: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**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).

## Have You Moved?

The Mi Via Program issues many important mailings throughout the year including documents related to your Level of Care and Recertification. If you have moved, or need to update your physical or mailing address, you must do so with the Income Support Division (ISD). You may select one of the options below to update your address. **Effective immediately Conduent will no longer accept address updates.**

1. YESNM Portal: <https://www.yes.state.nm.us>
  - If you have a username and password for YesNM simply sign into your account.
  - If you have not yet set up an account you may create a username and password by selecting "Create an Account".
    - ◊ Once you have logged in select "Check my Benefits" to update your address information
2. Go in person to your local ISD office
3. Fax the following information to CASA at 855-804-8960
  - Case Number
  - Participant/Medicaid Recipient's Full Complete Name
  - New Address

## 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](http://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, 2022. 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.**

## Mi Via Waiver Advisory Committee Meeting

The next Mi Via Advisory Committee Meeting will be held on Thursday, July 27, 2017, **11am-4pm** in Santa Fe, New Mexico at the Department of Human Services (HSD) offices: 2025 South Pacheco, Santa Fe NM 87505. If you would like to call in for the meeting please call 1-712-432-0360 pass code 742089#.

# Dates to Remember in July

# July 2017

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

# Mi Via Circle of Support

Agency Name	Contact Name	Phone	E-mail	Region(s)
AAA Participant Direction	Dave Murley	505-450-5974	<a href="mailto:aaapd4@gmail.com">aaapd4@gmail.com</a>	All of New Mexico
CNRAG, Inc. (Care Network Resource Assistance Group)	Fallon Vincell	575-621-3645	<a href="mailto:fvincell@cnragusa.com">fvincell@cnragusa.com</a>	Metro, SE and SW
Consumer Direct Personal Care (CDPC)	Sandra Woodward Jacob Patterson	1-866-786-4999	<a href="mailto:sandraw@consumerdirectcare.com">sandraw@consumerdirectcare.com</a> <a href="mailto:jacobp@consumerdirectcare.com">jacobp@consumerdirectcare.com</a>	All of New Mexico
Los Amigos, LLC	Sergio Garcia	505-204-6035	<a href="mailto:Sergio@losamigosbs.com">Sergio@losamigosbs.com</a>	All of New Mexico
Me Town	Kimberly Riebsomer	505-310-9069	<a href="mailto:riebsomer@gmail.com">riebsomer@gmail.com</a>	NE
Self-Directed Choices	Jennifer Roth	505-508-1663	<a href="mailto:JenniferR@sdchoices.com">JenniferR@sdchoices.com</a>	All of New Mexico
UNM Center for Development and Disability (CDD)	Tanya Baker-McCue	505-272-5641	<a href="mailto:Tbaker-mccue@salud.unm.edu">Tbaker-mccue@salud.unm.edu</a>	All of New Mexico
Visions Case Management	Charles Clayton	575-779-7419 or 1-888-588-9152	<a href="mailto:Charles@visionsnm.com">Charles@visionsnm.com</a>	All of New Mexico
<b>Human Services Department / Medical Assistance Division – Exempt Services and Program Bureau</b> 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				
<b>Kresta Opperman</b>	<b>Mi Via &amp; Medically Fragile Unit Staff Manager</b> Functions: Mi Via & Medically Fragile Waiver oversight, Conduent, Qualis, and Eligibility Issues	505-827-7776	<a href="mailto:Kresta.Opperman@state.nm.us">Kresta.Opperman@state.nm.us</a>	
<b>Oralia Flores</b>	<b>Mi Via Participant Issues Resolution &amp; Eligibility</b> Functions: Participant Eligibility Qualis, HSD/ISD Issues and Technical Assistance	505-827-7761	<a href="mailto:Oralia.Flores@state.nm.us">Oralia.Flores@state.nm.us</a>	
<b>Katie Hettinger</b>	<b>Mi Via Unit contract Manager</b> Functions: Mi Via Waiver oversight, Conduent issues	505-476-7254	<a href="mailto:Katie.Hettinger@state.nm.us">Katie.Hettinger@state.nm.us</a>	
<b>Department of Health / Developmental Disabilities Supports Division</b> 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				
<b>Iris Clevenger</b>	Functions: Waiver Change Forms (Medically Fragile), Consultant Agency Change Forms (Medically Fragile), Allocation Issues (Medically Fragile)	505-841-2913	<a href="mailto:iris.clevenger@state.nm.us">iris.clevenger@state.nm.us</a> Fax: 505-841-2987	
<b>Regina Lewis</b>	Functions: Mi Via Waiver Program Coordination, Participant/ Consultant Issues and Technical Assistance	505-841-5519	<a href="mailto:regina.lewis@state.nm.us">regina.lewis@state.nm.us</a> Fax: 505-841-6523	
<b>Fleur Dahl</b>	Functions: Mi Via Waiver Project Coordination, Participant/ Consultant Issues and Technical Assistance	505-841-5886	<a href="mailto:Fleur.dahl@state.nm.us">Fleur.dahl@state.nm.us</a> Fax: 505-841-6523	
<b>Qualis Health</b> PO Box 20910, Albuquerque, NM 87154-0190 Phone: 1-866-962-2180				
<b>Care Coordination</b>				
<b>Blue Cross Blue Shield</b>	1-877-232-5518, option 3	<a href="http://www.bcbsnm.com/community-centennial">www.bcbsnm.com/community-centennial</a>		
<b>Molina Healthcare</b>	1-855-315-5677	<a href="http://www.molinahealthcare.com">www.molinahealthcare.com</a>		
<b>Presbyterian</b>	505-923-5200	<a href="http://www.phs.org/centennialcare">www.phs.org/centennialcare</a>		
<b>United Healthcare</b>	1-877-236-0826	<a href="http://www.myuhc.com/communityplan">www.myuhc.com/communityplan</a>		