



Reminder to Employers and Employees to Complete all Employee Enrollment Paperwork

There have been incidents in which employees have started working for Mi Via participants, but their payments were delayed or denied because: 1) the employee enrollment paperwork had not been completed or 2) the Participant's plan had not yet been approved.

An employee may begin providing services according to the Participant's approved plan as soon as the employer has been notified by Conduent that the employee has passed their COR Background Check. However, payment will not be issued until all required paperwork (Employee Agreement, Employee Information Form, Declaration of Relationship Form, and Federal W-4) is complete and has been processed by Conduent. You can contact the Conduent Help Desk at 1-866-916-0310 to verify that all required employee enrollment paperwork has been received and that the employee is set up to receive payments.

Employers (EOR's) please remember that you have a responsibility to: 1) ensure that all documentation needed to process payments to employees has been completed and submitted to Conduent; and 2) allow an employee to start providing services only if the Participant's plan has been approved. If necessary, request assistance from the consultant.

Level of Care

Qualis will send you a reminder notice that your Level of Care needs to be renewed 90 days and 45 days prior to the expiration. It is important to turn in all of the material needed to renew your Level of Care. Qualis will need your long-term care assessment abstract (MAD378/DOH378) form, a copy of your History and Physical from your doctor, and to complete your in-home assessment. If your Level of Care expires your Category of Eligibility will close and your Mi Via budget will become inactive.

Don't forget: Your History and Physical is considered current if it is within 12 months from the date the medical provider signed and dated the long-term care assessment abstract (MAD378/DOH378) form.

Mi Via Waiver Advisory Committee Meeting

The next Mi Via Advisory Committee Meeting will be held on Thursday January 25, 2018 **12pm-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 1-515-739-1034 pass code 742089#.

In This Issue

Reminder to Employers and Employees to Complete all Employee Enrollment Paperwork

Level of Care

Mi Via Waiver Advisory Committee Meeting

You're Invited!

DDSD Know Your Rights Campaign

REMINDER Online Timesheets

Dates to Remember in November

Mi Via Circle of Support

FMA-Conduent

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

Physical Address:

1720-A Randolph Rd SE
Albuquerque, NM 87106

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).

YOU'RE INVITED!

The Mi Via Advisory Committee is excited to be accepting nominations for membership to the Advisory Committee. There are 5 vacancies. We are inviting Mi Via Participants, family members and other Mi Via Stakeholders which could include parents, spouses, guardians, Participant Representatives, Advocates, Participant Employees and Participant Service Providers to serve as active members of the Committee. Membership to the Committee is for a three year term. Members to the Committee will be expected to attend all meetings (in person or by telephone) which will be held quarterly. Nomination Forms can be accessed by contacting Fleur Dahl, Mi Via Project Coordinator at (505)-841-5586 or Fleur.Dahl@state.nm.us. Nominations must be received by December 31st, 2017. Please submit the Nomination Form to Fleur Dahl Project Coordinator e-mail at Fleur.Dahl@state.nm.us or by fax at (505) 841-6523. This is a wonderful opportunity to become involved with guiding the future of Mi Via and all experience levels are welcomed.

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 <https://nmhealth.org/about/ddsd/pgsv/sdw>. 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.**

REMINDER Online Timesheets

Timesheets must be approved in FOCo**Online** no later than 12:00 noon on the Tuesday following the pay period. A complete submission requires that the entry is approved by the EOR. If the EOR does not approve their employee's time the timesheet cannot be processed by Conduent. *Timesheets approved by the EOR after 12:00 noon on the Tuesday following the pay period may not be processed for payment until the following pay period.*

Dates to Remember in November

November 2017

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

Mi Via Circle of Support

Web: <https://nmhealth.org/about/ddsd/pgsv/sdw>

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	1-866-786-4999	sandraw@consumerdirectcare.com	All of New Mexico
Los Amigos, LLC	Sergio Garcia	505-204-6035	Sergio@losamigosbs.com	All of New Mexico
Me Town	Kimberly Riebsomer	505-310-9069	riebsomer@gmail.com	NE
Self-Directed Choices	Sandy Skaar	505-508-1663	Sandy@sdchoices.com	All of New Mexico
UNM Center for Development and Disability (CDD)	Phyllis Shingle	505-272-6797	pshingle@salud.unm.edu	All of New Mexico
Visions Case Management	Charles Clayton	575-779-7419 or 1-888-588-9152	Charles@visionsnm.com	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/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
Katie Hettinger	Mi Via Unit Contract Manager Functions: Mi Via Waiver oversight, Conduent issues	505-476-7254	Katie.Hettinger2@state.nm.us
Vacant	Mi Via Participant Issues Resolution & Eligibility Functions: Participant Eligibility Qualis, HSD/ISD Issues and Technical Assistance		

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