



## Centennial Care 2.0

Centennial Care is New Mexico's comprehensive managed care delivery system that offers the full array of current Medicaid services including acute and ancillary medical and behavioral health services. As a Mi Via Waiver participant, you are enrolled with a Centennial Care Managed Care Organization (MCO) and receive acute and ancillary services through Centennial Care, unless you are exempt from managed care enrollment.

Starting January 1, 2019, there will be changes to the Medicaid MCOs that provide Centennial Care services. You may be able to keep the same MCO that you have now or you may want to change to a different MCO.

The three MCOs that are currently contracted with HSD to provide services as of January 1, 2019 are:

- Blue Cross Community Centennial
- Presbyterian Health Plan
- Western Sky Community Care

Open enrollment to select your MCO begins on October 1, 2018 and ends on November 30, 2018. You will receive a turquoise envelope in the mail. It will tell you about the changes to the MCOs and what you need to do to choose your MCO. Any MCO enrollments made during this time will be effective on January 1, 2019. Presbyterian and Blue Cross members who wish to remain with their current MCO do not have to actively select an MCO. They will automatically be re-enrolled with Presbyterian or Blue Cross if they do not choose a different MCO by November 30, 2018. The Human Services Department (HSD) will hold information outreach events with MCOs available to answer your questions. A list of scheduled events can be found on the next page.

Other Important Updates:

- United Healthcare and Presbyterian entered into an agreement to transition United's Medicaid membership to Presbyterian on September 1, 2018. United will not provide Medicaid services after August 31, 2018.
- Molina Healthcare was not selected by the State to provide services after December 31, 2018; however, Molina is appealing the State's decision through its appeal rights with the court. The State expects the court's decision to be issued in the fall. The letter in the turquoise envelope will list the MCOs that are available to select from.

You can find more information regarding Centennial Care 2.0 including answers to Frequently Asked Questions (FAQs) on the HSD website: <http://www.hsd.state.nm.us/centennial-care-2-0.aspx>.

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## Mi Via Waiver Advisory Committee Meeting

The next Mi Via Advisory Committee Meeting will be held on Thursday October 25, 2018 12pm-4pm in Albuquerque, New Mexico at the DOH/DDSD office located at 5301 Central NE Suite 201. If you would like to call in for the meeting, please call 1-515-739-1034 pass code 742089#.

## You're Invited

The Mi Via Advisory Committee (MVAC) will be accepting nominations for membership until September 31, 2018. Mi Via Participants, family members and other stake holders are encouraged to apply. If you are interested in becoming a MVAC member please contact Elaine Hill, Mi Via Program Coordinator at 505-841-5510.

## FMA-Conduent

Contact Information:

**Phone:** 1-866-916-0310

8:00 am to 5:00 pm Monday,  
Tuesday, Thursday, and Friday  
8:00 am to 4:00 pm Wednesday

**Toll-free Fax:** 1-866-302-6787

**E-mail:** [mi.via@conduent.com](mailto:mi.via@conduent.com)  
(Do not email forms to Conduent)

### 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).

## DDSD Know Your Rights Campaign

The Developmental Disabilities Supports Division (DDSD) continues to work with Mi Via Participants regarding the Know Your Rights Campaign and the Centers for Medicare & Medicaid (CMS) Final Rule. The main purpose of this new rule is to ensure Participants continue to exercise their right to be part of the community where they live and work. Additional Information about this Campaign is posted on the DOH DDSD Mi Via website <https://nmhealth.org/news/information/2016/11/?view=509>. If you have any questions, please contact the DOH Mi Via Unit at 505-841-5500.

### Centennial Care 2.0 Event Schedule - As of 8/21/18

DATE	CITY	LOCATION	EVENT TIME
9/11/2018 Tuesday	Gallup	Main Library 115 West Hill Avenue Gallup, NM	ALL LOCATIONS/DATES: 5:00 PM - 7:00 PM
9/12/2018 Wednesday	Farmington	Farmington Public Library, 2101 Farmington Ave. Farmington, NM	
9/12/2018 Wednesday	Santa Fe	Santa Fe Public Library 6599 Jaguar Drive Santa Fe, NM	
9/17/2018 Monday	Roswell	Roswell Public Library 301 N. Pennsylvania Roswell, NM	
9/18/2018 Tuesday	Clovis	Clovis Public Library 701 N. Main St. Clovis, NM	
9/19/2018 Wednesday	Las Vegas	NM Highlands University Student Union Building 301 Student Center Las Vegas, NM	
9/19/2018 Wednesday	Albuquerque	Mesa Verde Community Center 7900 Marquette Albuquerque, NM	
9/24/2018 Monday	Silver City	GRC Auditorium/WNMU Corner of 12th & Kentucky Silver City, NM	
9/25/2018 Tuesday	Las Cruces	Branigan Library 200 E. Picacho Las Cruces, NM	
9/26/2018 Wednesday	Albuquerque	Taylor Ranch Community Center 4900 Kachina NW Albuquerque NM	

If you are a person with a disability and require a special accommodation to participate in one of these events, please contact HSD at 505-827-3100 or by e-mail at [CCInfo@state.nm.us](mailto:CCInfo@state.nm.us). Please make accommodation requests at least 48 hours prior to the event date.

NOTE: All dates and locations are subject to change. For the most up to date schedule, please go to: [www.hsd.state.nm.us/centennial-care-2-0.aspx](http://www.hsd.state.nm.us/centennial-care-2-0.aspx)

## UPDATE: Online Timesheet Entry

Timesheets must be approved in FOCOnline no later than 12:00 noon on the Tuesday following the pay period. A complete submission requires that the entry is approved by your Employer of Record (EOR). If your EOR does not approve your employee's timesheet in FOCOnline it cannot be processed by Conduent. **Timesheets approved by the EOR after 12:00 noon on the Tuesday following the pay period will not be processed for payment until the following pay period.**

Effective November 1, 2018 when a timesheet is approved after 12:00 noon on the Tuesday following the pay period your EOR will receive an alert from FOCOnline notifying them that the timesheet was approved after the deadline and will be processed for payment with the following pay period.

## Rate Study

As many of you know, the DDSD issued an RFP to conduct a rate study to develop a methodology to determine rate payments for the traditional Developmental Disabilities (DD), Mi Via and Medically Fragile (MF) Waivers. Based on recommendations from the evaluation committee, which included two representatives from the provider community, two from DDSD and one from HSD, the vendor agency awarded the Rate Study contract is Public Consulting Group (PCG).

A kick-off meeting will be scheduled for providers and interested parties at the end of September. DDSD will send a "save-the-date" as soon as dates are confirmed. The DDSD website will provide up to date information throughout the rate study process to keep everyone informed of meetings, trainings/webinars and other important information. DDSD looks forward to working collaboratively with providers to provide the best information to achieve the best results.

## Dates to Remember in September

# September 2018

Sun	Mon	Tue	Wed	Thu	Fri	Sat
August 26	August 27	August 28	August 29	August 30	August 31 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	1 <i>Deadline to submit timesheets, Mileage &amp; PRFs for 9/14/18 payment; new pay period begins</i>
2	3 <i>Conduent and State Offices Closed</i>	4	5	6	7 <i>Vendor Checks Received or Deposited</i>	8 <i>Deadline to submit PRFs for 9/21/18 payment</i>  <i>August Spending Reports Available to EORs</i>
9	10	11	12	13	14 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	15 <i>Deadline to submit timesheets, Mileage &amp; PRFs for 9/28/18 payment; new pay period begins</i>
16	17	18	19	20	21 <i>Vendor Checks Received or Deposited</i>	22 <i>Deadline to submit PRFs for 10/5/18 payment</i>
23 <hr/> 30	24	25	26	27	28 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	29 <i>Deadline to submit timesheets, Mileage &amp; PRFs for 10/12/18 payment; new pay period begins</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	<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	1-866-786-4999	<a href="mailto:sandraw@consumerdirectcare.com">sandraw@consumerdirectcare.com</a>	All of New Mexico
Excel Case Management, Inc.	Diane Metoyer	505-324-8660	<a href="mailto:Metoyer@excelcasemanagement.com">Metoyer@excelcasemanagement.com</a>	NW and SE Regions
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
Merit Consulting, LLC	Tina Storey	505-507-9995	<a href="mailto:tinast@meritnm.com">tinast@meritnm.com</a>	Metro
Self-Directed Choices	Sandy Skaar Jacob Patterson	505-508-1663	<a href="mailto:Sandy@sdchoices.com">Sandy@sdchoices.com</a> <a href="mailto:Jacob@sdchoices.com">Jacob@sdchoices.com</a>	All of New Mexico
UNM Center for Development and Disability (CDD)	Phyllis Shingle	505-272-8284 or 1-866-383-3820	<a href="mailto:pshingle@salud.unm.edu">pshingle@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

## 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

<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>Vacant</b>	<b>Mi Via Unit Contract Manager</b> Functions: Mi Via Waiver oversight, Conduent issues		
<b>Stephanie VanCuren</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:Stephanie.VanCuren@state.nm.us">Stephanie.VanCuren@state.nm.us</a>

## 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

<b>Regina Lewis</b>	Functions: Mi Via Waiver Program Manager, Mi Via Oversight and 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>Elaine Hill</b>	Functions: Mi Via Waiver Program Coordination, Participant/Consultant Issues and Technical Assistance, and statewide MF WCF & MF CACF	505-841-5510	<a href="mailto:elaine.hill@state.nm.us">elaine.hill@state.nm.us</a> Fax: 505-841-6523
<b>Anysia Fernandez</b>	Functions: Mi Via Waiver Program Coordination, Participant/Consultant Issues and Technical Assistance, and NE region DD WCF & DD CACF	575-758-5934	<a href="mailto:anysia.fernandez@state.nm.us">anysia.fernandez@state.nm.us</a> Fax: 575-758-5973
<b>Rudy Aguilera</b>	Functions: Mi Via Waiver Project Coordination, Participant/Consultant Issues and Technical Assistance	505-841-5886	<a href="mailto:rudy.aguilera@state.nm.us">rudy.aguilera@state.nm.us</a> Fax: 505-841-6523

## Qualis Health

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

## Care Coordination

<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>