



## Mi Via Retainer Payments 4/10/20

The Developmental Disabilities Supports Division (DDSD) and the Human Services Department (HSD) have received permission from the Centers for Medicare and Medicaid Services (CMS) to allow for retainer payments for the following Mi Via services:

- Community Direct Support services (CDS)
- Customized Community Group Support services (CCGS)
- Employment Support services

### What is a retainer payment?

Retainer payments help prevent staffing shortages and prevent staff from being laid off if they are unable to provide services for reasons related to the COVID19 pandemic. The CCGS, CDS and/or Employment Supports providers may bill up to 80% of that participant's budget for those corresponding approved services to retain workforce if they are unable to provide services to the participant in their home during this time of the health emergency.

It is the expectation of DDSD and HSD that CCGS, CDS and Employment Supports employees/vendors are not laid off to preserve workforce and ensure that Mi Via participants not lose their Mi Via workforce.

### What do I need to do as a participant or EOR?

1. The above services must be provided in the participant's home until further notice and shall not be provided in a group or in the community. The Mi Via participant and/or their Employer of Record (EOR) will be the decision makers regarding what services are provided in the participant's home, or not.
  - ◊ Work with your service providers to have these services provided in the home.
2. If CCGS, CDS, or Employment Supports providers **cannot provide services in the participant's home**, or if a participant or EOR chooses *not* to allow services to be provided in the participant's home, that employee will be allowed to access the retainer payment option.
  - the CCGS, CDS and/or Employment Supports providers may bill up to 80% of that participant's budget for those corresponding approved services to retain workforce. An employee or vendor may not bill more than five (5) consecutive days in a row under this scenario.

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## 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.

## Mi Via Retainer Payments 4/10/20 (continued)

- ◇ The employee must enter time in FOCOS in which the retainer payment will be accessed.
- ◇ Participants and/or EORs must still approve the time in FOCOS, following the normal schedule.

The participant or EOR must still approve time in FOCOS, as usual according to the payroll schedule even in the cases where retainer payments will be accessed, and the employee is not working with the participant. For any questions please contact Conduent, or Jessica Velarde, HSD at 505-827-6233.

## Consultant Calls to Participants

Due to the recent COVID-19 Pandemic, consultants have been tasked with reaching out to all Mi Via participants. Consultants will be reaching out every other week (once with a monthly/quarterly contact and once with an additional phone call). These calls to participants and their supports will be made to ensure the health and wellness of our participants during this period when New Mexicans have been asked to stay at home. If you have questions or concerns about COVID-19, please refer to the following hotlines and websites:

### **1-855-600-3453**

New Mexicans who report symptoms of COVID-19 infection, such as fever, cough, or shortness of breath, should call their health care provider or the NMDOH COVID-19 hotline immediately.

### **833-551-0518 or visit [newmexico.gov](http://newmexico.gov)**

New Mexicans who have non-health-related questions or concerns can also call, which is being updated regularly as a one-stop source for information for families, workers and others affected by and seeking more information about COVID-19.

## COVID-19

For more information on the status of COVID-19 in New Mexico, please visit the New Mexico Department of Health website at:

<https://cv.nmhealth.org/>

## Dates to Remember in May

# May 2020

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

# Mi Via Circle of Support

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

| Agency Name                                          | Contact Name                         | Phone                             | E-mail                                                                                                                                                       | Region(s)         |
|------------------------------------------------------|--------------------------------------|-----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
| 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>                                                                                                 | Metro and NE      |
| Merit Consulting, LLC                                | Tina Storey                          | 505-507-9995                      | <a href="mailto:tinas@meritnm.com">tinas@meritnm.com</a>                                                                                                     | Metro             |
| Peak Developmental Services                          | Sarah Martinez                       | 505-888-2872                      | <a href="mailto:sarahmpds@gmail.com">sarahmpds@gmail.com</a>                                                                                                 |                   |
| Self-Directed Choices                                | Sandy Skaar<br>Jacob Patterson       | 505-508-1663                      | <a href="mailto:Sandy@sdchoices.com">Sandy@sdchoices.com</a><br><a href="mailto:Jacob@sdchoices.com">Jacob@sdchoices.com</a>                                 | All of New Mexico |
| UNM Center for Development and Disability (CDD)      | Tanya Baker-McCue<br>Janelle Groover | 1-866-383-3820                    | <a href="mailto:tbaker-mccue@salud.unm.edu">tbaker-mccue@salud.unm.edu</a><br><a href="mailto:itorresgroover@salud.unm.edu">itorresgroover@salud.unm.edu</a> | All of New Mexico |
| Visions Case Management                              | Charles Clayton                      | 575-779-7419 or<br>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>Lorie Pacheco</b>   | <b>Mi Via &amp; Medically Fragil Waivers Staff Manager</b><br>Functions: Mi Via & Medically Fragile Waiver oversight, Conduent, Comagine, and Eligibility Issues | 505-827-7776 | <a href="mailto:Loriea.Pacheco2@state.nm.us">Loriea.Pacheco2@state.nm.us</a> |
| <b>Jessica Velarde</b> | <b>Mi Via Unit Contract Manager</b><br>Functions: Mi Via Waiver oversight, Conduent issues                                                                       | 505-476-7254 | <a href="mailto:Jessica.Velarde@state.nm.us">Jessica.Velarde@state.nm.us</a> |
| <b>Aaron Maestas</b>   | <b>Mi Via Participant Issues Resolution &amp; Eligibility</b><br>Functions: Participant Eligibility, Comagine, HSD/ISD Issues and Technical Assistance           | 505-827-7761 | <a href="mailto:AaronM.Maestas@state.nm.us">AaronM.Maestas@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>Jennifer Rodriguez</b> | Functions: Acting Mi Via Waiver Program Manager, Mi Via Oversight and Participant/Consultant Issues and Technical Assistance          | 505-476-8840 | <a href="mailto:jennifer.rodriguez@state.nm.us">jennifer.rodriguez@state.nm.us</a><br>Fax: 505-476-8894 |
| <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><br>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><br>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><br>Fax: 505-841-6523           |

## Comagine Health (formerly Qualis Health)

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

Comagine Health is the Third Party Assessor (TPA) for Mi Via. They are responsible for reviewing and approving the Service and Support Plans (SSP).

## 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>Presbyterian</b>           | 505-923-5200             | <a href="http://www.phs.org/centennialcare">www.phs.org/centennialcare</a>                   |
| <b>Western Sky</b>            | 1-844-543-8996           | <a href="http://www.westernskycommunitycare.com">www.westernskycommunitycare.com</a>         |