



## Reimbursement of Retainer Payments

During this time of having to Stay at Home, many providers are not able to provide services to participants and/or the participant or Employer of Record (EOR) have decided to not let services be provided in the home due to worries of COVID-19.

Retainer payments may help stop staffing shortages and may help staff from being without a job if they are not allowed to provide services for reasons related COVID19.

The state has been approved to allow providers (employees and vendors) to receive a retainer payment for the following Mi Via services:

1. Customized Community Group Supports (CCGS)
2. Community Direct Support (CDS)
3. Employment Supports

### Retainer Payment Guidelines

1. Providers may bill up to eighty percent (80%) of the participant's planned services;
2. An employee or vendor may not bill more than five (5) days in a row;
3. The services must be approved in the current budget;
4. The participant or EOR, shall work with the provider and limit the retainer payment hours to be billed for no longer than five (5) days in a row;
5. The employee must enter the agreed upon retainer payment hours/time in FOCOSonline;
6. Vendors will submit a Payment Request Form (PRF) with the agreed upon hours.
7. The words "**Retainer Payment**" must be noted under service description; and
8. The participant or EOR must still approve time in FoCOSonline or approve the PRF per the normal payroll schedule and process.

## 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/>

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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 Telehealth and In-Home Services during COVID-19

To address the COVID-19 public health emergency, the State is allowing the following services, including assessments, monitoring and follow up, to be provided by a telehealth option or through a phone visit:

- Physical Therapy
- Occupational Therapy
- Speech Language Therapy
- Behavior Support Consultation

The following community services have been approved to be provided in the home:

- Customized Community Group Supports
- Community Direct Support
- Employment Supports

## Background Checks

If you are hiring a new employee, Conduent is putting on hold fingerprint checks. Once the public health order has been lifted, employees will have to get fingerprinted within ninety (90) days. If the employee does not turn in their fingerprint cards and complete the fingerprint check, they will no longer be allowed to provide services and will be terminated.

Conduent will continue to conduct the Consolidated On-line Registry (COR) Screening. The employee must pass the COR screening for them to be allowed to start working. Please do not allow the employee to start working until they have passed the COR screening. Conduent will notify the participant or EOR when the employee has passed the COR screening and can begin working. If an employee starts working BEFORE passing the COR screening, they will not be able to get paid.

## Dates to Remember in June

# June 2020

Sun	Mon	Tue	Wed	Thu	Fri	Sat
May 31	1	2	3	4	5 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	6 <i>Deadline to submit faxed timesheets, Mileage &amp; PRFs for 6/19/20 payment; new pay period begins</i>
7	8	9	10	11	12 <i>Vendor Checks Received or Deposited</i>	13 <i>Deadline to submit PRFs for 6/26/20 payment</i>
14	15	16	17	18	19 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i> <i>May Spending Reports Available to EORs</i>	20 <i>Deadline to submit faxed timesheets, Mileage &amp; PRFs for 7/3/20 payment; new pay period begins</i>
21	22	23	24	25	26 <i>Vendor Checks Received or Deposited</i>	27 <i>Deadline to submit PRFs for 7/10/20 payment</i>
28	29	30	July 1	July 2	July 3 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i> <i>Conduent and State Offices Closed</i>	July 4 <i>Deadline to submit faxed timesheets, Mileage &amp; PRFs for 7/17/20 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)
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 Enterprises, LLC	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:tinasa@meritnm.com">tinasa@meritnm.com</a>	Metro
Peak Developmental Services	Sarah Martinez	505-281-9962	<a href="mailto:sarahmpds@gmail.com">sarahmpds@gmail.com</a>	All of New Mexico
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)	Tanya Baker-McCue Janelle Groover	1-866-383-3820	<a href="mailto:tbaker-mccue@salud.unm.edu">tbaker-mccue@salud.unm.edu</a> <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 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 Fragile Waivers Staff Manager</b> 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>Vacant</b>	<b>Mi Via Unit Contract Manager</b> Functions: Mi Via Waiver oversight, Conduent issues		
<b>Aaron Maestas</b>	<b>Mi Via Participant Issues Resolution &amp; Eligibility</b> 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> 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> 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

## 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>