



Changes to Payment Request Form

HSD would like to notify you that the Payment Request Form (PRF) has been updated as of October 6, 2020. You can find the new PRF form on the Medicaid Portal at:

<https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm#Self-DirectionForms>.

Please begin using the updated form. The old form will not be accepted by Conduent after November 30, 2020.

Mi Via Remote Day Services Update

On September 1, 2020, the Centers for Medicare and Medicaid Services (CMS) approved Day Services to be provided using a computer or a mobile device. This is also called a “virtual” or “remote” service. This allows participants to receive Customized Community Group Supports (CCGS) and Community Direct Support (CDS) services in their home or online. Day services may still be provided in person.

Examples of activities under these services that you can do:

- Screen sharing and prompting to complete an individual activity;
- Virtual group activities;
- Online classes, workshops, or activities conducted in a group or individually; and,
- Support to connect to remote activities.

Service requirements:

Family and friends can help participants with remote based activities. Providers are responsible for providing remote services in a way that all participants can access.

If these services are provided remotely, the Payment Request Form (PRF) must include the word “**Remote**” or “**Provided in the Home**” under the service description.

Important Announcement: Transition from FOCoS to Palco

HSD would like to notify you that we are replacing the FOCoS system in March of 2021. The new system is called Palco. The State, Conduent and your Consultant will assist you in this transition and with learning how to use the Palco system. More information will be provided as it becomes available. This change will not affect the services you are receiving.

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FMA-Conduent

Contact Information:

Phone: 1-800-283-4465

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

E-mail: mi.via@conduent.com

(This email box is for form submission only. If you have questions, please call the Consolidated Customer Service Center (CCSC) at 1-800-283-4465.

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 Waiver CMS Extension

The Centers for Medicare and Medicaid Services (CMS) approved a temporary 90-day extension of the current Mi Via Waiver through December 31, 2020. CMS has directed the State to remove the Native American Healing specialized therapy service, stating that the service cannot be a Medicaid covered service through the Mi Via Waiver. HSD has sent out a Tribal Notification to inform them of this change. Any proposed changes to the waiver will go into effect once CMS approves of the revised waiver application.

Personal Protective Equipment (PPE) Needs

Jennifer Rodriguez, Department of Health (DOH) Community Programs Bureau Chief

During the Public Health Order should a Mi Via participant need personal protective equipment (PPE), we ask that you work through your Mi Via Consultant, who will then contact and work with DOH/DDSD. DDSD may be able to assist in providing or finding PPE for the Mi Via participant. If participants use vendor agencies, vendors can use the 213 Form to access PPE.

Some examples of PPE that DDSD may have are listed below:

- Masks
- Face shields
- Gowns
- Gloves

Please work with your Consultant first, before trying to access PPE through your Mi Via budget.

Dates to Remember in November

November 2020

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	7 <i>Deadline to submit faxed timesheets, Mileage & PRFs for 11/20/20 payment; new pay period begins</i>
8	9	10	11 <i>State Offices Closed</i>	12	13 <i>Vendor Checks Received or Deposited</i> <i>October Spending Reports Available to EORs</i>	14 <i>Deadline to submit PRFs for 11/27/20 payment</i>
15	16	17	18	19	20 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	21 <i>Deadline to submit faxed timesheets, Mileage & PRFs for 12/4/20 payment; new pay period begins</i>
22	23	24	25	26 <i>Conduent and State Offices Closed</i>	27 <i>Vendor Checks Received or Deposited</i> <i>State Offices Closed</i>	28 <i>Deadline to submit PRFs for 12/11/20 payment</i>
29	30	<i>December 1</i>	<i>December 2</i>	<i>December 3</i>	<i>December 4</i> <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	<i>December 5</i> <i>Deadline to submit faxed timesheets, Mileage & PRFs for 12/18/20 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	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
Excel Case Management, Inc.	Diane Metoyer	505-324-8660	Metoyer@excelcasemanagement.com	NW and SE Regions
Los Amigos, LLC	Sergio Garcia	505-204-6035	Sergio@losamigosbs.com	All of New Mexico
Me Town Enterprises, LLC	Kimberly Riebsomer	505-310-9069	riebsomer@gmail.com	Metro and NE
Merit Consulting, LLC	Tina Storey	505-507-9995	tinas@meritnm.com	Metro
Peak Developmental Services	Sarah Martinez	505-281-9962	sarahmpds@gmail.com	All of New Mexico
Self-Directed Choices	Sandy Skaar Jacob Patterson	505-508-1663	Sandy@sdchoices.com Jacob@sdchoices.com	All of New Mexico
UNM Center for Development and Disability (CDD)	Tanya Baker-McCue Janelle Groover	1-866-383-3820	tbaker-mccue@salud.unm.edu itorresgroover@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

Lorie Pacheco	Mi Via & Medically Fragile Waivers Staff Manager Functions: Mi Via & Medically Fragile Waiver oversight, Conduent, Comagine, and Eligibility Issues	505-231-9353	Loriea.Pacheco2@state.nm.us
Vacant	Mi Via Unit Contract Manager Functions: Mi Via Waiver oversight, Conduent issues		
Aaron Maestas	Mi Via Participant Issues Resolution & Eligibility Functions: Participant Eligibility, Comagine, HSD/ISD Issues and Technical Assistance	505-827-7761	AaronM.Maestas@state.nm.us

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

Jennifer Rodriguez	Functions: Acting Mi Via Waiver Program Manager, Mi Via Oversight and Participant/Consultant Issues and Technical Assistance	505-476-8840	jennifer.rodriguez@state.nm.us Fax: 505-476-8894
Elaine Hill	Functions: Mi Via Waiver Program Coordination, Participant/Consultant Issues and Technical Assistance, and statewide MF WCF & MF CACF	505-841-5510	elaine.hill@state.nm.us Fax: 505-841-6523
Anysia Fernandez	Functions: Mi Via Waiver Program Coordination, Participant/Consultant Issues and Technical Assistance, and NE region DD WCF & DD CACF	575-758-5934	anysia.fernandez@state.nm.us Fax: 575-758-5973
Rudy Aguilera	Functions: Mi Via Waiver Project Coordination, Participant/Consultant Issues and Technical Assistance	505-841-5886	rudy.aguilera@state.nm.us 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

Blue Cross Blue Shield	1-877-232-5518, option 3	www.bcbsnm.com/community-centennial
Presbyterian	505-923-5200	www.phs.org/centennialcare
Western Sky	1-844-543-8996	www.westernskycommunitycare.com