



Electronic Visit Verification (EVV) and Palco Updates

Important Tips for use of Interactive Voice Response (IVR) / Landline Clock-In and Clock-Out

- If an employee is Spanish speaking only, please contact our office to help set up and provide IVR in Spanish. You can call (505) 231-9353 or email: loriea.pacheco2@state.nm.us.
- If you forgot to clock-out or feel that your clock-in and clock-out time was not recorded accurately, please contact the EOR. The EOR can review, correct and approve the employee's time in FOCoS.

Phase Two:

EEV: Starting soon, you will be able to clock-in and clock-out both by IVR/Landline and using Acenture's mobile application. You will be able to use the mobile application on your cell phone or tablet.

Palco: The FOCoSonline system will be fully replaced by Palco and its Case Management Portal (CMP) and Connect online time entry system. Here are the benefits of the Connect online time entry system:

- It works with EVV;
- You will be able to view your budget and
- Download paystubs.

The state will provide more information as it becomes available.

In-Home Assessment (IHA)

Goodwill will continue to contact you by phone to schedule your In-Home Assessment. Completing the assessment **is required** for the Mi Via program.

Please remember that the assessor will not be going into the Participant's home. Instead the Assessor will be doing the assessment using a computer or a mobile device. This is also called a "virtual visit". The virtual visit once scheduled, must take place in the home. If the Participant is not able to take part in the virtual visit because of poor internet connection or other computer and mobile device issues, please let your Consultant know. Please respond to these GINM calls and schedule your appointment.

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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.

Socialization and Sexuality Supports through "Friends and Relationships Classes" Available to Mi Via Participants

Jen Rodriguez, DDSD Community Programs Bureau Chief

Socialization and sexuality education classes are now being offered to Mi Via participants all over the state. Mi Via participants who want to learn more can sign up for their local Friends & Relationships Course. These classes teach about healthy relationships, sexuality, and sexual health.

Class Goals

- 1) Build social connections with others to make friends
- 2) Learn what it means to, and how to, have healthy romantic relationships
- 3) Teach about personal safety to prevent unhealthy relationships

About Classes

- Classes are held on specific days and times.
- At this time, classes are online, and students attend from home.
- Classes are a safe space to learn.
- Students think about their own values, wants, and goals.
- Anyone over the age of 18 can attend FRC classes.
- All students can learn.
- Students learn by watching, talking, and practicing skills.
- Teachers use videos, talking, acting, games, and visual aids to help with learning.
- Some class topics are talking to others, loving yourself, dating, touch, staying healthy, body parts, making babies, making choices, texting, and speaking up.

Sign up for the Friends and Relationships Course through the participant's budget by using *Related Goods*.

If you have questions or want to sign up for Spring classes (March - June) or Summer classes (May - August) in your area, please contact Thea Kavanaugh by e-mail at theak@realtherapeuticsllc.com or by phone at 575-635-9013.

Mi Via Advisory Committee (MVAC) Announcement:

The Mi Via Advisory Committee (MVAC) is open for Nominations. There are two (2) seats available for a Participant, Self-Advocate and or Family member. If you are interested, please request a Nomination Form from the email provided: elaine.hill@state.nm.us

Do you want to register for your COVID-19 Vaccine?

Please visit the New Mexico Department of Health's (NMDOH) website to register for the COVID-19 vaccine. When vaccine is available, NMDOH will send you a notification to schedule your appointment.

COVID-19 Vaccine website: <https://cv.nmhealth.org/covid-vaccine/>

COVID-19 Vaccine Hotline: 1-855-600-3453

Users who have questions or would like support with the registration process - including New Mexicans who do not have internet access - can dial 1-855-600-3453, press option 0 for vaccine questions, and then option 4 for tech support.

Dates to Remember in March

March 2021

Sun	Mon	Tue	Wed	Thu	Fri	Sat
<i>February 28</i>	1	2	3	4	5 <i>Vendor Checks Received or Deposited</i>	6 <i>Deadline to submit PRFs for 3/19/21 payment</i>
7	8	9	10	11	12 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	13 <i>Deadline to submit faxed timesheets, Mileage & PRFs for 3/26/21 payment; new pay period begins</i>
14	15	16	17	18	19 <i>Vendor Checks Received or Deposited</i>	20 <i>Deadline to submit PRFs for 4/2/21 payment</i>
21	22	23	24	25	26 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	27 <i>Deadline to submit faxed timesheets, Mileage & PRFs for 4/9/21 payment; new pay period begins</i>
28	29	30	31	<i>April 1</i>	<i>April 2</i> <i>Vendor Checks Received or Deposited</i>	<i>April 3</i> <i>Deadline to submit PRFs for 4/16/21 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	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 jtorresgroover@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	505-795-3746	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		