



SEPTEMBER 2022

PARTICIPANT CORNER

Forgive Me

Beautiful original poem By J.V.

Forgive me when I do not follow instructions to the letter
or not at all,

I am not trying to be obstinate.

Forgive me when I don't sit down and relax,

I am not trying to annoy you.

Forgive me when I eat with my fingers and drop food in
my lap,

I am really not a slob.

Forgive me when my words do not make sense,

I am not trying to confuse you.

Forgive me if I smell funny or make inappropriate
sounds,

I am not trying to be rude.

Forgive me for walking too slow,

I am not trying to hold you up.

Forgive me when I interrupt your conversation,

I am not trying to be the center of attention.

Forgive me when I hit you when you are trying to help
me,

I am not unappreciative.

Forgive me for not remembering your name,

It's not that you are not important to me.

Forgive me when I blame you for my problems,

I just don't know what to do anymore.

I have Alzheimer's and I do not realize that I hurt you.

I am lost within myself, and I do not know what to do.

PLEASE SHARE YOUR TALENT:

Are you a poet, storyteller, artist or just want to share a picture of yourself doing a favorite activity or maybe some great news? Please submit pictures of your original artwork, short stories, or poems. Submissions to be featured in an upcoming Mi Via Newsletter. Submissions can be sent to:

Rachel.gonzales@state.nm.us

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FMA-Conduent Contact Information:

Phone: 1-800-283-4465

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

E-mail for Form Submission:

docprocessing@conduent.com

Physical Address:

1720-A Randolph Rd SE

Albuquerque, NM 87106



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We Need **YOU!**

We are looking for volunteers to participate in a pilot of the new Palco System. A “pilot” is when users get to use a new system before it gets turned on.

Top 3 reasons why YOU should be in the pilot:

1. See the new system before everyone else
2. Receive advance training and practice in the new system
3. You will be fully trained and ready to work in the new Palco system

Spaces are limited! Contact your consultant agency **TODAY** to volunteer.

New Training Opportunities!!

New in the Mi Via Service Standards is required trainings for Consultants, Mi Via workers and Employer of Records (EORs). You can find the required trainings at:

[Mi Via New Consultant Orientation: Center for Development and Disability | The University of New Mexico \(unm.edu\)](#)

If you have questions or need assistance accessing the trainings, please contact your consultant.

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Email Campaign

Attention EOR's and Employees

It is very important that your current email address is provided to Conduent to ensure ongoing payment to employees. Only one email address is allowed per individual.

EORs please reach out to **all** your employees and request that they update their email addresses with Conduent. Sharing emails is not allowed because Palco system access and payment is tied to each person's email address.

Impacts of not having a valid email on file:

- Employees will not be able to enter their timesheet.
- EOR will not be able to approve the timesheets.
- Employees or EOR will not be able to make any corrections (manually add/edit shifts, review/approve EVV time, etc.).

If you have any questions, please contact the Consolidated Customer Service Center (CCSC) at 800-283-4465 to update your e-mail address by phone. You may also update your email address by emailing a [Change of Information form](#) to Conduent at docprocessing@conduent.com.



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Supporting Mi Via Participants in Their Homes

In Mi Via, people with intellectual and developmental disabilities (IDD) are part of the fabric of their communities and live the lives of their choice. DOH Developmental Disabilities Support Division (DDSD) has contracted with a national human services organization, the Human Services Research Institute (HSRI). DDSD is working with these experts to create strong person-centered values, planning and practices. HSRI will create a plan to:

- Support participants to stay with their families and in their communities
- Give protections and resources for support, peer mentoring, and advocacy

This exciting work will help to enhance NM's person-centered supports, programs, and systems.

Face-to-Face Visits

Revised Mi Via Service Standards went into effect July 1, 2022. One of the new requirements in the Mi Via service standards is for consultants to conduct monthly face-to-face visits with participants. Monthly face-to-face visits allows:

- an opportunity for stronger relationship-building
- more frequent advocacy and support for Mi Via participants and their families
- the ability to closely monitor participants' health and safety

Staff from the Developmental Disabilities Supports Division (DDSD) have also been doing home visits with Mi Via participants and their families. DDSD is excited to meet more of our participants!

The July 2022 Mi Via Service Standards can be found at the link:

[Mi Via Self-Directed Waiver Program Service Standards](#)

ACTIVITIES IN YOUR COMMUNITY

- State Equestrian Competition Clovis Events Center 9/9-9/10-Clovis
- Globalquerque, National Hispanic Cultural Center 9/22-9/24-Albuquerque
- Hatch Chile Festival 9/3-9/4, Hatch
- Burning of Zozobra, Fort Marcy Park 9/2-Santa Fe
- Santa Fe Fiestas 9/10-9/11-Santa Fe
- State Fair 9/8-9/18, Albuquerque

JUST FOR LAUGHS

What did one ocean say to the other ocean?

Nothing, it just waved.

Did you hear about the fire at the circus?

It was in tents!

Why should you never trust stairs?

They're always up to something.



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Cell Phone Service Requests

Cell Phones and cell phone service are a covered good under the Mi Via program. When asking for a cell phone on your budget, it is very important to attach the cell phone bill or invoice. The cell phone bill must be very clear and show what cost is being asked for. The Mi Via program will only pay for one line. The program cannot pay for cell phone services for family members, EORs, or employees.

Items such as equipment charges, Disney bundle, Discovery Plus, Apple music/arcade and international texting are not covered under the Mi Via program. Add on items may show on your phone bill, but the program cannot pay for them. Add on items cannot be included in the total that is being asked for the cell phone service on your budget.

COMMUNITY RESOURCES

Below are resources available to low-income participants all over New Mexico that help with weatherization of your home to lower heating and cooling costs.

- Northern NM
703 Osuna Rd NE, Suite 2
Albuquerque, NM 87113
Phone: 505-345-4949
Toll free: 855-345-4949
www.centralnmhousing.org
- Southern NM
2480 Lakeside Drive, Suite C
Las Cruces, NM 88007
Phone: 575.523.1639
Fax: 575.523.8646
www.swnm.org

SERVICE HIGHLIGHT-

Friends and Relationships Class for Fall 2022

Friends and Relationship Class is a class that teaches about healthy relationships with friends, relatives, and intimacy for adults with intellectual disabilities. The reason for this course is to show participants and supporters socialization skills. Classes are offered via 8 zoom classes.

Class sessions will include topics on:

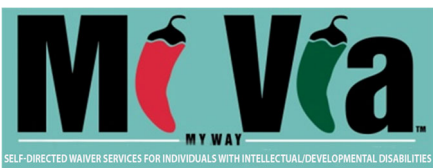
- "I am Somebody"
- "Conversations"
- "Relationships"
- "Consent"
- "Sexual Health and Wellness"
- And more depending on student needs

Classes will be held on Thursday's September 15th-November 10, 2022, from 10 AM to noon. Classes are offered three times a year.

You can request this class under Individual Directed Goods and Services.

To register for this class contact:

Louise la Plante at louiselaplante@yahoo.com

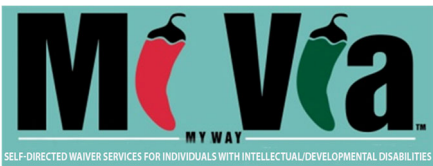


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Mi Via Circle of Support

MI VIA DOH Website: <https://nmhealth.org/about/ddsd/pgsv/sdw>

| Consultant Agency Name | Contact Name | Phone | E-mail | Regions(s) |
|--|--------------------------------------|------------------------------|--|--------------------|
| A New Vision | Andrea Gonzales | 505-553-3322 | bluebirdcm@outlook.com | Metro & NE Regions |
| CNRAG, Inc. (Care Network Resource Assistance Group) | Fallon Vincell | 575-621-3645 | fvincell@cnragusa.com | Metro, SE & SW |
| Consumer Direct Personal Care (CDPC) | Jacqueline Mares | 505-553-5695 | jacquelinem@consumerdirectcare.com | All of New Mexico |
| Excel Case Management, Inc. | Diane Metoyer | 505-324-8660 | Metoyer@excelcasemanagement.com | NW & SE Regions |
| Innovative Self Direction | Frank Aquila | 505-850-7662 | faquila@innovativeselfdirection.com | All of New Mexico |
| 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 & 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 | 866-383-3820 | tbaker-mccue@salud.unm.edu itorresgroover@salud.unm.edu | All of New Mexico |
| Visions Case Management | Charles Clayton | 575-779-7419 888-588-9152 | Charles@visionsnm.com | All of New Mexico |



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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

HSD manages the FMA/Conduent contract and the TPA/Comagine contract

| | | | |
|-------------------------|--|--------------|--|
| Deanna DeHerrera | Mi Via & Medically Fragile Waivers Staff Manager Functions: Mi via & Medically Fragile Waiver Oversight | 505-629-7260 | Deanna.DeHerrera@state.nm.us |
| Rachel Gonzales | Mi Via Social & Community Coordinator Functions: Conduent, Billing, Payment issues | 505-490-3721 | Rachel.gonzales@state.nm.us |
| Jennifer Romero | Mi Via Social & Community Coordinator Functions: Participant Eligibility Issues and Technical Assistance | 505-469-8522 | Jennifer.Romero3@state.nm.us |

Department of Health / Developmental Disabilities Supports Division
 5301 Central NE, Suite 203, Albuquerque, NM 87108
 Phone: 1-800-283-5548

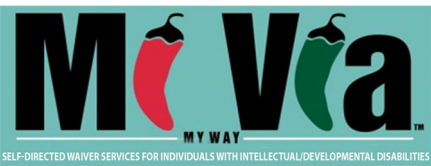
DOH operates the Mi Via Program for Developmental Disability (DD) and Medically Fragile (MF) Populations Oversees consultant agency contracts

| | | | |
|----------------------|---|--------------|---|
| Elaine Hill | Mi Via Waiver Program Manager Functions: Participant/Consultant Issues and Technical Assistance, and statewide MF WCF & MF CACF | 505-506-6103 | elaine.hill@state.nm.us Fax: 505-841-6523 |
| Rudy Aguilera | Mi Via Waiver Project Coordination Functions: Participant/Consultant Issues and Technical Assistance | 505-239-7826 | rudy.aguilera@state.nm.us Fax: 505-841-6523 |

Comagine 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).

| | | |
|------------------------|-----------------------|---|
| Blue Cross Blue Shield | 877-232-5518 Option 3 | www.bcbsnm.com/community-centennial |
| Presbyterian | 888-689-1523 | http://www.phs.org/centennialcare |
| Western Sky | 844-543-8996 | http://www.westernskycommunitycare.com/ |



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September 2022 Dates to Remember

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|--------|--|---------|-----------|----------|---|--|
| | | | | 1 | 2 Vendor checks received or deposited | 3 Deadline to submit PRFs for 9/9 vendor payment |
| 4 | 5 Labor Day All state offices are closed | 6 | 7 | 8 | 9 Paychecks & vendor checks received or deposited, end of the pay period. | 10 Deadline to submit faxed timesheets & mileage for 9/23 payment & PRFs for 9/16 vendor payments |
| 11 | 12 | 13 | 14 | 15 | 16 Vendor checks received or deposited | 17 Deadline to submit PRFs for 9/23 vendor payment |
| 18 | 19 | 20 | 21 | 22 | 23 Paychecks & vendor checks received or deposited, end of the pay period. | 24 Deadline to submit faxed timesheets & mileage for 10/7 payment & PRFs for 9/30 vendor payment |
| 25 | 26 | 27 | 28 | 29 | 30 Vendor checks received or deposited | Oct 1 Deadline to submit PRFs for 10/7 vendor payment |