PARTICIPANT CORNER

Stunning artwork by Adam

Your Talent is in Demand!

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@hsd.nm.gov

Shining Star Employees of the Month

Do you have a Direct Support Professional (DSP) that you would like to spotlight and allow to shine? DDSD would like to recognize our DSPs who provide above and beyond support to Mi Via Participants. DDSD Mi Via Unit will feature Shining Stars in the Mi Via Newsletter monthly. Submit a brief note of why you would like to recognize your staff. Submissions can be sent to: Elaine.Hill@doh.nm.gov

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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: docprcessing@conduent.com
Physical Address:

1720-A Randolph Rd SE
Albuquerque, NM 87106
Expression of Joy needs you!

Expression of Joy is a choir for adults ages 17 and up with different needs. Weekly rehearsals began on Monday August 21 at 7pm. Rehearsals are Monday’s at 7pm. Membership is free, just show up. Expression of Joy is always looking for singers and volunteers.

Weekly rehearsals at:
Netherwood Park Church of Christ
5101 Indian School Rd. NE
Albuquerque, NM 87110

For more information:
www.abqjoy.org
http://www.facebook.com/ABQJoy

Email:
abqjoy@yahoo.com

Upcoming performances:
• The Buddy Walk 9/16 at UNM East Practice Fields
• The Harvest Fair 9/23 at The Albuquerque Garden Center

Attend an Upcoming Mi Via Advisory Committee Meeting

The next Mi Via Advisory Committee (MVAC) is October 26, 2023, at 12:30pm. Meetings are held quarterly and are 3 hours in length. You do not need to be a member to attend. If you are interested in getting an invite, please email elaine.hill@doh.nm.gov

Itemized Internet and Phone Bill Submissions

Internet and phone services are a covered goods under the Mi Via program. When asking for Internet or phone services on your budget, it is very important to attach the itemized bill or invoice for these services. The service bill must be very clear and show what cost is being asked for. The Mi Via program cannot pay for internet or phone services for family members, EOR’s or employees.

Items not covered:
• Equipment charges
• Google Play
• Disney Plus
• Apple music/arcade
• International texting or
• Other streaming services
• Insurance
• More than one phone line.

Add on items may show on your internet or phone bill, but Mi Via cannot pay for them. Add on items cannot be included in the total that is being asked for the internet or phone service on your budget.

Community Resources:

Weatherization programs
Northern NM
www.centralnmhousing.org

Southern NM
www.swnm.org
www.icastusa.org
Comagine Health and the Importance of In-Home Assessments (IHA)

Comagine Health formerly known as Qualis it the Third-Party Assessor (TPA) for the Mi Via waiver. They are responsible for reviewing the following:

- Initial and annual level of care (LOC)
- SSP
- Budgets
- Waiver Change Form sent from Department of Health (DOH)
- Completed Primary Freedom of Choice (PFOC) sent from DOH

Comagine completes along with the assistance of Goodwill In-Home Assessments (IHA) which are very important in the process of receiving a LOC. Please ensure that you keep your scheduled IHA. If you need to reschedule contact Comagine as soon as possible.

IHA facts:

- You will receive a call from Comagine Health or Good Will Industries to schedule an IHA that is expiring soon or for new Mi Via participants.
- IHA's will take approximately 2 hours to complete.
- IHA's are available Monday-Friday and on weekends.
- IHA's can be scheduled after 5pm Monday-Friday.

If your LOC is expiring in the next ninety (90) days and you have not received a phone call from Comagine or Goodwill, please contact Comagine at 1-866-962-2180 or 505-217-7680. Please have a couple of dates and times that you are available. If Comagine does not answer, please leave a message, and include the dates and time you prefer. Comagine will call you back within twenty-four (24) hours.

IHA must be completed at the home. If you would like to request the IHA to be done outside of the home, please contact your consultant. Your consultant will contact the Department of Health (DOH) and ask for permission. The DOH will review your request. Your request may be approved or denied.

Income Support Division (ISD) Contact Information

It is very important that participants contact information is always current. If participants have a change of address or phone number, these changes need to be reported within 10 days to ISD. This ensures if a participant needs to be contacted for any reason, they are not missing important calls, correspondence, or visits such as In-Home Living Assessments.

To update your contact information:

- Call 1-800-283-4465 and speak with a 7am-6:30pm.
- Log into your account on YES NM and report changes.
- Or you can go into the local ISD office and fill out a Report of Changes form (ISD 109) and submit in the drop box, mail, or fax in.

ISD mail: CASA, PO Box 830, Bernalillo, NM 87004
ISD Fax: 1-855-804-8960
Service Highlights:

Specialized Therapies
Specialized therapies are non-experimental therapies or techniques that have been proven effective for certain conditions. Services must be related to the participant’s disability or condition and ensure the participant’s health and welfare in the community. This service will supplement (not replace) the participant’s natural support and other community services for which the participant may be eligible.

Some services in this category are:

- **Acupuncture** involves the insertion of very thin needles at strategic points on a participant’s body to help with pain, overall wellness, and stress management.
- **Biofeedback** is a type of mind-body technique that trains a participant to control certain bodily processes that normally happen involuntarily such as heart rate, breathing patterns, muscle response and skin temperature.
- **Chiropractic** usually involves manual therapy, often including spinal manipulation to correct alignment problems, ease pain and improve certain reflexes, sensation, improve range of motion and lead to improved general health.
- **Cognitive rehabilitation therapy** is a group of treatments that help improve a participant’s ability to think after a brain injury or illness that affects the brain.
- **Hippotherapy** is the use of horseback riding to improve coordination, balance, posture, fine motor control, improving speech, increase mental skills and strength.

Experimental or investigational procedures, technologies or therapies and those services covered by the Medicaid state plan are excluded.

Helpful links:
NMAC 8.314.6.15 G (2):
https://www.srca.nm.gov/parts/title08/08.314.006.html

Mi Via Service Standards Appendix A page 57
https://www.nmhealth.org/publication/view/policy/3381/

Look for other specialized therapies in the October Mi Via Newsletter

**JUST FOR LAUGHS**

What do you call an angry carrot?  
*A steamed vegetable.*

What would bears be without bees?  
*Ears.*

Why did the bicycle fall over?  
*Because it was two tired.*
ACTIVITIES IN YOUR COMMUNITY

- Jordan World Circus, 9/17@5pm
  825 Outlaw Rd, Church Rock
- Free Family Craft Hour,
  9/17@3pm, Eis Haus & Ice Rink,
  Thunderbird Rd, Taos Ski Valley
- 2nd Annual Sandoval County Car
  Show and Market, 9/16@2PM,
  1500 Idalia Rd, Bernalillo
- Rio Rancho Oktoberfest,
  9/16@2pm, 3301 Southern Blvd
  SE, Rio Rancho
- 1st Annual Fall Fest, 9/30@3pm,
  Site Santa Fe, 332 Read St, Santa Fe
- Grant County Fair, 9/21-9/22,
  Grant County Fairgrounds, 10
  Arena Rd, Gila
- BillyPalooza! 9/23-9/24, Ellis Store
  & Country Inn, 1435 Calle la
  Placita, Lincoln
- Diez y Seis de Septiembre, 9/16-9/17,
  Mesilla Plaza, Calle Principal,
  Las Cruces
- Pinto Bean Fiesta, 9/30@9am,
  Moriarty City Park, 201 Broadway,
  Moriarty
- 36th Annual Pinata Festival, 9/8-9/10,
  401 N. Main St. Roswell
- Wagon Mound Bean Day
  Celebration 9/2-9/4, 206 Park ave,
  Wagon Mound
- Una Mas y La ChaCha at La Fiesta de Santa Fe, 9/9@2pm, Santa Fe Plaza, 80 E. San Francisco St

POSITIVE THOUGHTS

“If you want to lift yourself up, lift up someone else”
Booker T. Washington

“We will fail when we fail to try”
Rosa Parks

“Once you face your fear, nothing is ever as hard as you think.”
Olivia Newton-John
# Mi Via Circle of Support

MI VIA DOH Website: [https://nmhealth.org/about/ddsd/pgsv/sdw](https://nmhealth.org/about/ddsd/pgsv/sdw)

<table>
<thead>
<tr>
<th>Consultant Agency Name</th>
<th>Contact Name</th>
<th>Phone</th>
<th>E-mail</th>
<th>Regions(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active Advocates of New Mexico</td>
<td>Alicia Sisneros</td>
<td>505-353-1778</td>
<td><a href="mailto:AliciaS@ActiveAdvocatesNM.com">AliciaS@ActiveAdvocatesNM.com</a></td>
<td>All of New Mexico</td>
</tr>
<tr>
<td>CNRAG, Inc. (Care Network Resource Assistance Group)</td>
<td>Fallon Vincell</td>
<td>575-621-3645</td>
<td><a href="mailto:fvincell@cnragusa.com">fvincell@cnragusa.com</a></td>
<td>Metro, SE &amp; SW</td>
</tr>
<tr>
<td>Consumer Direct Personal Care (CDPC)</td>
<td>Jacqueline Mares</td>
<td>505-553-5695</td>
<td><a href="mailto:jacquelinem@consumerdirectcare.com">jacquelinem@consumerdirectcare.com</a></td>
<td>All of New Mexico</td>
</tr>
<tr>
<td>Excel Case Management, Inc.</td>
<td>Jennifer Pennington</td>
<td>505-324-8660 ext 102</td>
<td><a href="mailto:iPennington@excelcasemanagement.com">iPennington@excelcasemanagement.com</a></td>
<td>NW &amp; SE Regions</td>
</tr>
<tr>
<td>Innovative Self Direction</td>
<td>Frank Aquila</td>
<td>505-850-7662</td>
<td><a href="mailto:faquila@innovativeselfdirection.com">faquila@innovativeselfdirection.com</a></td>
<td>All of New Mexico</td>
</tr>
<tr>
<td>Los Amigos, LLC</td>
<td>Michelle Rutt</td>
<td>505-920-4511</td>
<td><a href="mailto:Michelle@losamigosnm.com">Michelle@losamigosnm.com</a></td>
<td>All of New Mexico</td>
</tr>
<tr>
<td>Me Town Enterprises, LLC</td>
<td>Kimberly Riebsomer</td>
<td>505-310-9069</td>
<td><a href="mailto:riebsomer@gmail.com">riebsomer@gmail.com</a></td>
<td>Metro &amp; NE</td>
</tr>
<tr>
<td>Merit Consulting, LLC</td>
<td>Melinda Broussard</td>
<td>505-288-2889</td>
<td><a href="mailto:mbroussard.merit@gmail.com">mbroussard.merit@gmail.com</a></td>
<td>Metro</td>
</tr>
<tr>
<td>Peak Developmental Services</td>
<td>Sarah Martinez</td>
<td>505-281-9962</td>
<td><a href="mailto:smartinez@nmddwcm.com">smartinez@nmddwcm.com</a></td>
<td>All of New Mexico</td>
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<tr>
<td>Self-Directed Choices</td>
<td>Sandy Skaar</td>
<td>505-508-1663</td>
<td><a href="mailto:Sandy@sdchoices.com">Sandy@sdchoices.com</a></td>
<td>All of New Mexico</td>
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<tr>
<td></td>
<td>Jacob Patterson</td>
<td></td>
<td><a href="mailto:Jacob@sdchoices.com">Jacob@sdchoices.com</a></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Carrie Roberts</td>
<td>505-280-6442</td>
<td><a href="mailto:CnRoberts@salud.unm.edu">CnRoberts@salud.unm.edu</a></td>
<td>All of New Mexico</td>
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<tr>
<td></td>
<td>Janelle Groover</td>
<td>505-401-9328</td>
<td><a href="mailto:jtorresgroover@salud.unm.edu">jtorresgroover@salud.unm.edu</a></td>
<td></td>
</tr>
<tr>
<td>Visions Case Management</td>
<td>Charles Clayton</td>
<td>575-779-7419</td>
<td><a href="mailto:Charles@visionsnm.com">Charles@visionsnm.com</a></td>
<td>All of New Mexico</td>
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<td></td>
<td>888-588-9152</td>
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**NEW MI VIA WAIVER EMAIL ADDRESS:**  
Mi Via Waiver: MVWaiverHSD@hsd.nm.gov  
For: Mi Via Questions, Conduent, Billing and Payment Issues

<table>
<thead>
<tr>
<th><strong>Human Services Department / Medical Assistance Division – Exempt Services and Program Bureau</strong></th>
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<tbody>
<tr>
<td>PO Box 2348, Santa Fe, NM 87504-2348</td>
<td>Toll-free Phone: 1-888-997-2583, Fax: 505-827-7277</td>
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HSD manages the FMA/Conduent contract and the TPA/Comagine contract

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Phone</th>
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<tbody>
<tr>
<td>Deanna DeHerrera</td>
<td>Mi Via &amp; Medically Fragile Waivers Staff Manager</td>
<td>505-629-7260</td>
<td><a href="mailto:Deanna.DeHerrera@hsd.nm.gov">Deanna.DeHerrera@hsd.nm.gov</a></td>
</tr>
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<td>Functions: Mi via &amp; Medically Fragile Waiver</td>
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<tr>
<td>Rachel Gonzales</td>
<td>Mi Via Social &amp; Community Coordinator</td>
<td>505-490-3721</td>
<td><a href="mailto:MVWaiverHSD@hsd.nm.gov">MVWaiverHSD@hsd.nm.gov</a></td>
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<tr>
<td></td>
<td>Functions: Conduent, Billing, Payment issues</td>
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<tr>
<td>Jennifer Romero</td>
<td>Mi Via Social &amp; Community Coordinator</td>
<td>505-469-8522</td>
<td><a href="mailto:MVWaiverHSD@hsd.nm.gov">MVWaiverHSD@hsd.nm.gov</a></td>
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<td>Issues and Technical Assistance</td>
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**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

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Phone</th>
<th>Email</th>
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<tbody>
<tr>
<td>Elaine Hill</td>
<td>Mi Via Waiver Program Manager</td>
<td>505-506-6103</td>
<td><a href="mailto:elaine.hill@doh.nm.gov">elaine.hill@doh.nm.gov</a></td>
</tr>
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<td></td>
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<td>Technical Assistance, and statewide MF WCF &amp; MF CACF</td>
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<tr>
<td>Rudy Aguilera</td>
<td>Mi Via Waiver Project Coordination</td>
<td>505-239-7826</td>
<td><a href="mailto:rudy.aguilera@doh.nm.gov">rudy.aguilera@doh.nm.gov</a></td>
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**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).

<table>
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<tr>
<th>Provider</th>
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<tr>
<td>Blue Cross Blue Shield</td>
<td>877-232-5518 Option 3</td>
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<tr>
<td>Presbyterian</td>
<td>888-689-1523</td>
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<td>Western Sky</td>
<td>844-543-8996</td>
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<td>National Grandparents Day</td>
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