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## Have You Moved?

The Mi Via Program issues many important mailings throughout the year including documents related to your Level of Care and Recertification. If you have moved, or need to update your physical or mailing address, you must do so with the Income Support Division (ISD). You may select one of the options below to update your address. **Effective immediately Conduent will no longer accept address updates.**

1. YESNM Portal: <https://www.yes.state.nm.us>
  - If you have a username and password for YesNM simply sign into your account.
  - If you have not yet set up an account you may create a username and password by selecting "Create an Account".
    - ◊ Once you have logged in select "Check my Benefits" to update your address information
2. Go in person to your local ISD office
3. Fax the following information to CASA at 855-804-8960
  - Case Number
  - Participant/Medicaid Recipient's Full Complete Name
  - New Address

## Mi Via Waiver Advisory Committee Meeting

The next Mi Via Advisory Committee Meeting will be held on Thursday January 25, 2018 **12pm-4pm** in Santa Fe, New Mexico at the Department of Human Services (HSD) offices: 2025 South Pacheco, Santa Fe, NM 87505. If you would like to call in for the meeting, please call 1-515-739-1034 pass code 742089#.

## Participant Confidentiality and HIPAA Compliance

Reminder: Conduent maintains participant confidentiality and HIPAA compliance for all participants. Individuals contacting Conduent will need to identify themselves and Conduent will verify that individuals are approved to receive information regarding a participant. To help with this process, and to ensure Conduent is able to assist you, please ensure that Conduent has received a copy of current guardianship paperwork, power of attorney, authorized representative, or personal representative documents as appropriate. Conduent is prohibited from discussing participant information with individuals who are not documented as authorized to receive this information.

## FMA-Conduent

### Contact Information:

**Phone:** 1-866-916-0310  
8:00 am to 5:00 pm Mon. - Fri.

**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.

Qualis Health is the Third Party Assessor (TPA) for Mi Via. They are responsible for reviewing and approving the Service and Support Plans (SSP).

## FOCoSonline Password Reset

You should now be able to reset your own password in FOCoS-online. Refer to the document posted in the General Materials section of FOCoSonline for more information.

## YOU'RE INVITED!

The Mi Via Advisory Committee is excited to be accepting nominations for membership to the Advisory Committee. There are 5 vacancies. We are inviting Mi Via Participants, family members and other Mi Via Stakeholders which could include parents, spouses, guardians, Participant Representatives, Advocates, Participant Employees and Participant Service Providers to serve as active members of the Committee. Membership to the Committee is for a three year term. Members to the Committee will be expected to attend all meetings (in person or by telephone) which will be held quarterly. Nomination Forms can be accessed by contacting Fleur Dahl, Mi Via Project Coordinator at (505)-841-5586 or [Fleur.Dahl@state.nm.us](mailto:Fleur.Dahl@state.nm.us). Nominations must be received by December 31<sup>st</sup>, 2017. Please submit the Nomination Form to Fleur Dahl Project Coordinator e-mail at [Fleur.Dahl@state.nm.us](mailto:Fleur.Dahl@state.nm.us) or by fax at (505) 841-6523. This is a wonderful opportunity to become involved with guiding the future of Mi Via and all experience levels are welcomed.

## DDSD Know Your Rights Campaign

Mi Via Participants should have received information from their Consultants regarding the Know Your Rights Campaign and the Centers for Medicare & Medicaid (CMS) Final Rule. Information about this Campaign is posted on the Mi Via website <https://nmhealth.org/about/ddsd/pgsv/sdw>. The main purpose of this new rule is to make sure Participants continue to exercise their right to be part of the community where they live and work. This Rule says Mi Via Participants can choose where they live, who they live with, how they live, who helps them, how they spend their days, and who they spend their days with.

The Developmental Disabilities Supports Division (DDSD) will be working with Participants and vendors to assure Mi Via is in full compliance with this Rule by March 17, 2022. As DDSD works towards compliance, Participants will not lose services they are receiving now, but they may be offered a change in setting. **The UNM/Center for Development and Disabilities will be contacting some Participants to talk about their services as part of this process.**

## REMINDER Online Timesheets

Timesheets must be approved in FOCoSonline no later than 12:00 noon on the Tuesday following the pay period. A complete submission requires that the entry is approved by the EOR. If the EOR does not approve their employee's time the timesheet cannot be processed by Conduent. *Timesheets approved by the EOR after 12:00 noon on the Tuesday following the pay period may not be processed for payment until the following pay period.*

## Dates to Remember in December

# December 2017

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

# Mi Via Circle of Support

**Web:** <https://nmhealth.org/about/ddsd/pgsv/sdw>

| Agency Name  | Contact Name   | Phone  | E-mail  | Region(s)         |
|--|--|--|---|-------------------|
| AAA Participant Direction  | Dave Murley  | 505-450-5974   | <a href="mailto:aaapd4@gmail.com">aaapd4@gmail.com</a>  | All of New Mexico |
| 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 |
| Los Amigos, LLC  | Sergio Garcia  | 505-204-6035   | <a href="mailto:Sergio@losamigosbs.com">Sergio@losamigosbs.com</a>                                  | All of New Mexico |
| Me Town  | Kimberly Riebsomer   | 505-310-9069   | <a href="mailto:riebsomer@gmail.com">riebsomer@gmail.com</a>  | NE                |
| Self-Directed Choices  | Sandy Skaar  | 505-508-1663   | <a href="mailto:Sandy@sdchoices.com">Sandy@sdchoices.com</a>  | All of New Mexico |
| UNM Center for Development and Disability (CDD)  | Phyllis Shingle  | 505-272-6797   | <a href="mailto:pshingle@salud.unm.edu">pshingle@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 |
| <b>Human Services Department / Medical Assistance Division – Exempt Services and Program Bureau</b><br>PO Box 2348, Santa Fe, NM 87504-2348, Toll-free Phone: 1-888-997-2583, Fax: 505-827-7277<br>Manages the FMA/Conduent (formerly Xerox) contract and the TPA/Qualis contract                      |  |  |   |                   |
| <b>Kresta Opperman</b>   | <b>Mi Via &amp; Medically Fragile Unit Staff Manager</b><br>Functions: Mi Via & Medically Fragile Waiver oversight, Conduent, Qualis, and Eligibility Issues | 505-827-7776   | <a href="mailto:Kresta.Opperman@state.nm.us">Kresta.Opperman@state.nm.us</a>                        |                   |
| <b>Katie Hettinger</b>   | <b>Mi Via Unit Contract Manager</b><br>Functions: Mi Via Waiver oversight, Conduent issues   | 505-476-7254   | <a href="mailto:Katie.Hettinger2@state.nm.us">Katie.Hettinger2@state.nm.us</a>                      |                   |
| <b>Vacant</b>  | <b>Mi Via Participant Issues Resolution &amp; Eligibility</b><br>Functions: Participant Eligibility Qualis, HSD/ISD Issues and Technical Assistance          |  |   |                   |
| <b>Department of Health / Developmental Disabilities Supports Division</b><br>5301 Central NE, Suite 203, Albuquerque, NM 87108. Phone: 1-800-283-5548<br>Operates the Mi Via Program for Developmental Disability (DD) and Medically Fragile (MF) Populations<br>Oversees consultant agency contracts |  |  |   |                   |
| <b>Iris Clevenger</b>  | Functions: Waiver Change Forms (Medically Fragile), Consultant Agency Change Forms (Medically Fragile), Allocation Issues (Medically Fragile)                | 505-841-2913   | <a href="mailto:iris.clevenger@state.nm.us">iris.clevenger@state.nm.us</a><br><br>Fax: 505-841-2987 |                   |
| <b>Regina Lewis</b>  | Functions: Mi Via Waiver Program Coordination, Participant/Consultant Issues and Technical Assistance  | 505-841-5519   | <a href="mailto:regina.lewis@state.nm.us">regina.lewis@state.nm.us</a><br><br>Fax: 505-841-6523     |                   |
| <b>Fleur Dahl</b>  | Functions: Mi Via Waiver Project Coordination, Participant/Consultant Issues and Technical Assistance  | 505-841-5886   | <a href="mailto:Fleur.dahl@state.nm.us">Fleur.dahl@state.nm.us</a><br><br>Fax: 505-841-6523         |                   |
| <b>Qualis Health</b><br>PO Box 20910, Albuquerque, NM 87154-0190 Phone: 1-866-962-2180   |  |  |   |                   |
| <b>Care Coordination</b>   |  |  |   |                   |
| <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>Molina Healthcare</b>   | 1-855-315-5677   | <a href="http://www.molinahealthcare.com">www.molinahealthcare.com</a>                       |   |                   |
| <b>Presbyterian</b>  | 505-923-5200   | <a href="http://www.phs.org/centennialcare">www.phs.org/centennialcare</a>                   |   |                   |
| <b>United Healthcare</b>   | 1-877-236-0826   | <a href="http://www.myuhc.com/communityplan">www.myuhc.com/communityplan</a>                 |   |                   |