



Revised Forms

The Payment Request Form (PRF) has been revised. The form includes space for the date of the EOR, or Authorized Signer's, signature. This is a required field on the PRF.

Reminder: An EOR, or authorized signer, must not sign PRFs prior to delivery of services per the Mi Via Service Standards (Section 10B). Signing of PRFs prior to delivery of services is considered Medicaid fraud. Any suspected instances of this will be referred to the appropriate agencies for investigation.

The Employee Agreement has been revised. The employee agreement has been revised to include the following statement on page 6 under Employment Policies:

The employee and employer acknowledges that the employer is solely responsible for any issue related to employment, hours, wages and non-payment of wages, including wage claims with the Department of Workforce Solutions.

Reminder: Employees and Employers (EORs) must review all agreements, responsibilities, and policies included in the employee agreement prior to signing the agreement.

The revised forms are available on FOCo**Online** under the Forms tab and on the Medicaid Portal at: <https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm#Self-DirectionForms>

Please discontinue use of prior versions of these forms effective immediately. Effective April 1, 2018 Conduent will no longer accept prior versions of the PRF or Employee Agreement.

Electronic Visit Verification (EVV)

EVV is a telephone and computer-based system that electronically verifies that caregiver visits occur and documents the time the service begins and ends. EVV is a requirement of the 21st Century Cures Act, a United States law enacted by Congress in December of 2016. The 21st Century Cures Act requires EVV for all Medicaid financed Personal Care Services. Personal Care Services are defined as those services which provide assistance with Activities of Daily Living (ADLs) and Instrumental Activities of Daily Living (IADLs).

Medical Assistance Division (MAD) and the Developmental Disabilities Supports Division (DDSD) are working collaboratively to ensure New Mexico meets this federal requirement and implements EVV in a manner that is supports self-direction by January 1, 2019. We envision an EVV system that is flexible and adaptable to changes in employee schedules, accommodates limited internet access, is mobile, and is user-friendly and intuitive to use. As MAD and DDSD move forward in implementation of EVV additional information including timelines, training opportunities, and implementation date will be shared in the Mi Via Newsletter and in direct mailings to participants.

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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
(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).

EOR Corner: Change of EORs - Employee & Vendor Agreements

There are times when a participant must identify a new EOR or authorized signer. When a new EOR, or authorized signer, is identified this information is provided to Conduent who reviews the documents and processes the change.

When a new EOR, or authorized signer, is selected new employee agreements **and new vendor agreements** must be submitted to Conduent for all employees and vendors who will continue to provide services under the new EOR.

Previously only new employee agreements were requested. New vendor agreements are also required as the agreement must be between the current EOR, or authorized signer, and the vendor. Effective immediately Conduent will require submission of vendor agreements when there is a change of EOR, or authorized signer. Conduent and Medical Assistance Division (MAD) will be conducting an audit of existing vendor agreements that do not meet this requirement and reaching out to EOR's to provide current vendor agreements. Under a new EOR, payment to employees and vendors cannot be made without a signed employee or vendor agreement.

DDSD Know Your Rights Campaign

The Developmental Disabilities Supports Division (DDSD) continues to work with Mi Via Participants regarding the Know Your Rights Campaign and the Centers for Medicare & Medicaid (CMS) Final Rule. The main purpose of this new rule is to ensure Participants continue to exercise their right to be part of the community where they live and work. Additional Information about this Campaign is posted on the DOH DDSD Mi Via website <https://nmhealth.org/news/information/2016/11/?view=509>. If you have any questions, please contact the DOH Mi Via Unit at 505-841-5500.

YOU'RE INVITED!

The Mi Via Advisory Committee (MVAC) will be accepting nominations for membership until March 31, 2018. Mi Via Participants, family members and other stakeholders are encouraged to apply. If you are interested in becoming a MVAC member please contact Fleur Dahl, Mi Via Project Coordinator at 505-841-5586 or Fleur.Dahl@state.nm.us

Mi Via Waiver Advisory Committee Meeting

The next Mi Via Advisory Committee Meeting will be held on Thursday April 26, 2018 **12pm-4pm** in Albuquerque, New Mexico at DOH/DDSD offices 5301 Central NE Suite 201. If you would like to call in for the meeting, please call 1-515-739-1034 pass code 742089#.

Dates to Remember in March

March 2018

Sun	Mon	Tue	Wed	Thu	Fri	Sat
February 25	February 26	February 27	February 28	1	2 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	3 <i>Deadline to submit timesheets, Mileage & PRFs for 3/16/18 payment; new pay period begins</i>
4	5	6	7	8	9 <i>Vendor Checks Received or Deposited</i>	10 <i>Deadline to submit PRFs for 3/23/18 payment</i> <i>February Spending Reports Available to EORs</i>
11	12	13	14	15	16 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	17 <i>Deadline to submit timesheets, Mileage & PRFs for 3/30/18 payment; new pay period begins</i>
18	19	20	21	22	23 <i>Vendor Checks Received or Deposited</i>	24 <i>Deadline to submit PRFs for 4/6/18 payment</i>
25	26	27	28	29	30 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	31 <i>Deadline to submit timesheets, Mileage & PRFs for 4/13/18 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)
AAA Participant Direction	Dave Murley	505-450-5974	aaapd4@gmail.com	All of New Mexico
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	Kimberly Riebsomer	505-310-9069	riebsomer@gmail.com	NE
Merit Consulting, LLC	Tina Storey	505-507-9995	tinas@meritnm.com	Metro
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)	Phyllis Shingle	505-272-8284 or 1-866-383-3820	pshingle@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				
Kresta Opperman	Mi Via & Medically Fragile Unit Staff Manager Functions: Mi Via & Medically Fragile Waiver oversight, Conduent, Qualis, and Eligibility Issues	505-827-7776	Kresta.Opperman@state.nm.us	
Katie Hettinger	Mi Via Unit Contract Manager Functions: Mi Via Waiver oversight, Conduent issues	505-476-7254	Katie.Hettinger2@state.nm.us	
Vacant	Mi Via Participant Issues Resolution & Eligibility Functions: Participant Eligibility Qualis, HSD/ISD Issues and Technical Assistance			
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				
Regina Lewis	Functions: Mi Via Oversight and Participant/Consultant Issues and Technical Assistance	505-841-5519	regina.lewis@state.nm.us Fax: 505-841-6523	
Fleur Dahl	Functions: Mi Via Waiver Project Coordination, Participant/Consultant Issues and Technical Assistance	505-841-5886	Fleur.dahl@state.nm.us Fax: 505-841-6523	
Qualis Health PO Box 20910, Albuquerque, NM 87154-0190 Phone: 1-866-962-2180				
Care Coordination				
Blue Cross Blue Shield	1-877-232-5518, option 3	www.bcbsnm.com/community-centennial		
Molina Healthcare	1-855-315-5677	www.molinahealthcare.com		
Presbyterian	505-923-5200	www.phs.org/centennialcare		
United Healthcare	1-877-236-0826	www.myuhc.com/communityplan		