

MI VIA VENDOR STAKEHOLDER COMMITTEE MINUTES

2/10/2026

Attendees: Angelique Tafoya, Tracy Perry, Tonya Abernathy, Johanna Armendariz, Casandra DeCamp, Karen Garcia, Steven Wrigley, Andrea Perea, Molly Duersch, Jessica Gutierrez, Kayana Romo, Meagan Chavez, Lisa Sisneros Brow, Maria Castellano, Eddie Romero, Krystal Navarete, Alexis Hernandez, CDD Raton, Kathy Briseno, Barbara AFS, Jesus Chavez, Jessica Jaramillo, Ryan Sherman, Suzanne Thompson, Ermanda King-Begay

State Partners: Elaine Hill, Selina Leyba

Discussion

- **Opening, attendance, and agenda:** Review of minutes and action-item framing. Angelique stated she would reference the minutes during the meeting and reminded attendees that Elaine's previous comments would be revisited; she assured participants that outstanding action items would be reviewed.
- **Angelique's ACQ term and chair succession:** Angelique announced her ACQ term ends June 30, encouraged continued participation in ACQ listening sessions, solicited volunteers for Committee chair with a June decision and a July 1 transition, and offered mentoring to a successor.
 - Angelique will step down from the ACQ on June 30 and the Committee needs a new chair announced by June to start July 1.
 - The Committee chair must be an ACQ member per current understanding, which may limit candidates.
 - Participants discussed whether the chair must be an ACQ member, noted limitations if membership is required, and several members expressed support and reluctance to volunteer due to workload.
- **GRT issue introduction:** Lisa summarized vendor concerns that billing should use the tax rate where the service is provided, while budgets sometimes encode a different county rate, creating discrepancies between billed rates and Mi Via budgets.
 - Providers should bill the GRT rate shown in the individual's budget for each billing code, per current state guidance cited by Lisa.
 - The group examined how GRT appears in budgets and payment reports, noted that GRT is shown as a separate line item on payment remittances, questioned whether the HCA system will dynamically update GRT when rates change in July, and discussed the mismatch risk between budgets and actual tax rates.
 - Budgets can contain different GRT rates by billing code, creating accounting complexity for providers.
 - Lisa and Tracy committed to following up with Melanie Buenviaje to clarify how the system updates GRT rates and handles changes mid-year.
 - There is inconsistent guidance and implementation between Taxation & Revenue Department rules and HCA's billing system, causing confusion.
- **Operational impacts: consultants, denials, and next steps:** Providers reported difficulty getting consultants to correct incorrect GRT entries, described denials or partial payments from Conduent when GRT line items are exhausted, and Tracy and Lisa agreed to follow up with Melanie Buenviaje to clarify processes for updating GRT and handling budget revisions.
 - Providers are already receiving partial payments or denials because GRT line items in budgets are running out of funds.

- **Billing contact and request for a standard form:** Providers raised frustration about delayed billing and difficulty resolving denials and asked who to contact for help; Selina identified Rachel Gonzalez as the billing specialist and said she would share Rachel's contact details in chat. Providers requested a minimal-information standard form to reduce time spent compiling documentation; Selina agreed to explore that with the Conduent contract manager and asked vendors to email examples of issues.
 - Rachel Gonzalez is the designated HCA billing specialist and Selina will post her contact details in chat
 - Melanie Buenviaje is handling GRT questions and will be included in contact information shared in chat
 - Providers requested a standardized minimal-information billing form to reduce time spent resolving denied or delayed claims
 - Selina will coordinate with the Conduent contract manager about possible process or form changes but noted this may take time
- **Roles, communications, and contact sharing:** Selina confirmed Melanie is leading GRT issues and has issued an FAQ, and she committed to post both Rachel's and Melanie's contact information in chat. Selina explained Conduent is HCA's contractor and that contract-level coordination through MADD will be necessary to change contractor processes.
- **Turquoise claims testing and consultant perspective on GRT:** Lisa had a pending action to follow up with Jen Zwally about testing Turquoise claims and forming a CSV testing group; Lisa acknowledged she had not completed that follow-up. Cassandra described consultant-side practice as "business as usual" for budgets containing GRT and flagged that autogenerated GRT budget goals are appearing in FOCoS, possibly with incorrect dollar amounts, which may affect billing.
- **FOCoS system issues, denials, and visibility concerns:** Discussion detailed that autogenerated GRT budget goals in FOCoS are in testing and may show non-final percentages, and that some invoices were denied with T2033GRT allotted amount \$0 in Conduent. Selina committed to gather answers from Melanie, clarify who can view the new budget goals (EORs, consultants, vendors), and confirm communication channels including DDS blasts and Conduent postings.
 - Autogenerated GRT budget goals in FOCoS are in testing and may not reflect final GRT amounts; this may be causing billing mismatches
 - Selina will confirm who (EORs, participants, vendors, consultants) can see the new autogenerated budget goals in FOCUS
 - Many invoices are being denied for GRT because T2033GRT appears with an allotted amount of \$0 in Conduent denials
- **Closing action items and meeting administration:** Angelique reviewed action items from the January meeting, explained meeting invite practices, and noted she provided meeting dates to Kelly through June while leaving future scheduling flexible.
- **FAQ distribution and database migration confirmation:** Selena and others confirmed a frequently asked questions document about in-home living supports was posted to the DD Waiver site and sent via DDS communications; Selena committed to upload it to chat and to ensure distribution. Selena and Elaine discussed database migration capability and training-unit involvement, with Elaine indicating the training unit has been working on the issue.
 - The meeting prioritized closing outstanding action items and ensuring circulated documents (FAQ and newsletter) are attached to the minutes.
- **Hospitalization exception memo status:** Elaine indicated a memo on the exception process for hospitalizations is currently with leadership and could be available by the end of the week; she agreed to pull and share the memo with Angelique and the group.

- **Outstanding administrative follow-ups:** Angelique summarized prior commitments:
 - Selena to send a home-study proposal to Angelique,
 - Lisa to follow up with Jen on turquoise claims, and
 - Elaine to follow up with Scott to ensure committee visibility on the ACQ website
- **Newsletter announcement and feedback deadline:** Angelique referenced a January newsletter sent via Tammy Barth that requests input on proposed changes, and she emphasized sending feedback to Elaine by March 1; she noted multiple members had already submitted feedback.
 - Stakeholders were asked to submit detailed feedback to Elaine by March 1 to inform leadership decisions.
- **Detailed discussion on home studies, vendor impact, and service standards:** Participants, led by Angelique and Jessica, raised substantive concerns about vendors being required to conduct home studies, citing timing after rate and standard finalizations, potential loss of providers, funding gaps for mileage/oversight/admin, liability concerns, and that current oversight mechanisms might be improved instead of adding vendor responsibilities; Selena and Elaine invited written feedback and described taking a step back to re-evaluate the implementation and create proposals for leadership.
 - The group expressed strong concerns about assigning home-study responsibilities to in-home living support vendors, citing funding, liability, oversight, and vendor capacity issues.
 - Mi Via service standards have not been finalized and will be revised in light of current feedback on proposed home-study implementation.
- **Meeting close, next steps, and reminders:** Angelique committed to updating and distributing minutes within weeks, reminded attendees of the ACQ listening session, and reiterated the March 1 feedback deadline; the meeting closed with thanks and confirmation of follow-ups.

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- **Information from Teams chat:** Three HCA email addresses were shared:
 - Melanie Buenviaje
 - melanie.buenviaje@hca.nm.gov
 - 505.490.2460
 - Rachel Gonzales
 - rachel.gonzales@hca.nm.gov
 - 505-490-3721
 - Tammy Barth
 - tammy.barth@hca.nm.gov

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- **Action Items:**
 - **Providers** will email Selina and Elaine with specific examples of Conduent billing issues to support contractor follow-up
 - **Angelique:**
 - will accept nominations and requests from interested members to indicate if they want to be the Committee chair by June so a new chair can be announced for July 1
 - will attach the FAQ and the newsletter to the minutes and distribute updated minutes within the next few weeks
 - **Lisa:**
 - will email Melanie Buenviaje to ask what happens when the GRT rate changes and whether the system updates the GRT line item dynamically
 - will follow up with Jen about testing Turquoise claims and forming the CSV testing group

- DDSD:
 - **Selina** will:
 - consult with the Conduent contract manager about creating a standard minimal-information billing form and report back
 - email Melanie about what happens when GRT changes (follow-up on process)
 - obtain clarification from Tammy Barth on DDSD communications blast subscriptions and provide contact details for vendors to join the list
 - seek answers from Melanie regarding the accuracy/status of autogenerated GRT amounts during testing
 - confirm who can view the autogenerated GRT budget goals in FOCoS (EORs, consultants, vendors) and report findings
 - upload and send the frequently asked questions document to the meeting chat and to Angelique if chat upload fails
 - confirm the database's capability for data migration and provide an update to the group
 - **Elaine** will pull and share the original memo that clarifies the hospitalization exception process once leadership releases it

Next Mi Via Vendor Committee Meeting: March 10th, 2026

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Meeting ID: 267 837 093 271 7

Passcode: cs2FZ7vA