

## PARTICIPANT CORNER

Jayden loves being a part of Special Olympics. Jayden had so much fun going to Farmington for the 2024 swim district finals. Jayden won three medals.



### 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@hca.nm.gov](mailto:rachel.gonzales@hca.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:

[docprocessing@conduent.com](mailto:docprocessing@conduent.com)

Physical Address:

1720-A Randolph Rd SE

Albuquerque, NM 87106



November 2024

## Shining Star of the Month

We would like to recognize **Candi Rodriguez-Lizama** consultant/support broker for DDS Mi Via unit. Candi is a great person, she always provides support in all that we need, from paperwork, question's being answered, and advice about the programs. She is always there for us. When she does her monthly visits, she has a great attitude, a smile on her face, and a good personality. We appreciate all of her hard work and help, and everything that she does for us. We would like to give her a great big thank you!

Thank you, Michael Baca

## Shining Star Employees of the Month

Do you have a Direct Support Professional (DSP) that you would like to spotlight and allow to shine? DDS would like to recognize our DSPs who provide above and beyond support to Mi Via Participants. DDS 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:

[rachel.gonzales@hca.nm.gov](mailto:rachel.gonzales@hca.nm.gov)

### JUST FOR LAUGHS

What did the duck say when she bought lipstick?  
*Put it on my bill.*

If you have six oranges in one hand and eight bananas in another, what do you have?  
*Big hands.*

What's the difference between black-eyed peas and chickpeas?  
*Black-Eyed peas can sing us a song.  
Chickpeas can hummus one.*

## Service Highlights:

### In-home living supports (IHLS):

IHLS is related to the participant's qualifying condition or disability. This allows a participant to live in their own home. Services must be given in the residence owned or leased by the participant. Service coordination and nursing services are not part of IHLS.

- IHLS are given in the participant's own home.
- IHLS is individually made to show or improve home living skills.
- IHLS addresses health and safety.
- IHLS gives help with activities of daily living.
- IHLS helps with learning, building, or holding on to independent living skills.
- IHLS is given on a normal basis for at least four or more hours per day. One or more days per week. This may be up to 24 hours per day as stated in the participant's Service and Support Plan (SSP).
- Participant's getting IHLS must be at least 18 years of age.
- Participants cannot use the following because they are the same as IHLS:
  - Homemaker
  - Direct support home health aide services
  - Respite
- IHLS is **NOT** given in residences owned or leased by a provider agency. Unless the participant has a lease or other legal protection in place for that residence.

Resources:

[APPENDIX A: Service Descriptions in Detail \(nmhealth.org\)](#)

[8.314.6 NMAC](#)



November 2024

## W-2 tax information for 2024

- All 2024 W-2 forms must be mailed to employees by January 31, 2025
- Call the Consolidated Customer Service Center (CCSC) at 1-800-283-4465 if you have not received your 2024 W-2 by February 15, 2025
- Make sure Conduent has your current mailing address
- Updates to your address must be made by **12/31/2024**
- To update any of your information:
  - Complete a [Change of Information Form](#)
  - Submit this form to [docprocesing@conduent.com](mailto:docprocesing@conduent.com)

## Timely-Filing Requirements

In New Mexico, there is a ninety (90) calendar day limit for filing:

- Timesheets
- Vendor Payment Request forms (VPR)
- Invoices

When timesheets, VPR or invoices are sent more than ninety (90) days after the service has been provided the following will happen:

- Payment will be denied.
- Timesheets, VPR's and/or invoices will be returned to the approved support person or EOR through the Return to Participant (RTP) process.
- The first date of service of a claim is when the ninety (90) day clock will start.
- Please reach out to your consultant for more help.

Resources:

NMAC 8.302.2.11

## ACTIVITIES IN YOUR COMMUNITY

- LETR CoEd Softball Tournament 11/9 @8am, Johnny Roybal baseball fields, 2000 Industrial Park Rd, Espanola
- Recycle Santa Fe Art Festival 11/8 @5pm, Santa Fe Community Convention Center, 201 West Marcy Street, Santa Fe
- Crackling Embers 11/9 @10am & 1pm, Fort Union National Monument, 3115 SR 161, Watrous
- Veterans Day Car Show 11/9 @9am, Albert J. Lyon Events Center, 2953 S. Broadway St, T or C
- Walk & Talk Alpaca Farm Tours 11/9 @2pm, Windrush Alpacas, 770 Curry Road M, Clovis
- Holiday Magic Arts and Crafts Show 11/22-11/23, Roswell Civic Center, 912 N Main St, Roswell
- Sounds of Freedom 11/9 @6pm, Alameda Park, West side of White Sands Boulevard between 14th Street & Indian Wells Road, Alamogordo
- Wolves in New Mexico 11/12 @7pm, Los Alamos Nature Center, 2600 Canyon Rd, Los Alamos
- SW Toy Mania Collector-CON, 11/16 @9am, Puffed Up Candy, 4700 Coal Ave SE, Albuquerque
- Switch On the Holidays 11/28 @7pm, Brandenburg Park, 101 W River St, Red River
- Turkey Bingo 11/17 @1pm, Pecos High School, 28 Panther Parkway, N. Hwy 63, Pecos





November 2024

## Resources

Free or Loaned Medical Equipment Programs

### NM Technology Assistance Program (NMTAP)

Device Loans

625 Silver Ave. SW Ste. 100 B

Albuquerque, NM 87102

Office: 505-841-4464

Fax: 505-841-4467

Toll-free: GCD (in state only) 1-877-696-1470

[Home - NM Technology Assistance Program](#)

### Adelante Back in Use (BIU)-Durable Medical Equipment

Phone: 505-341-7171

[Assistive Equipment - Adelante Development Center](#)

### Coming Home Connection

418 Cerrillos Rd. #23

Santa Fe, NM 87501

Phone 505-988-2468

Email: [info@cominghomeconnection.org](mailto:info@cominghomeconnection.org)

[Services - Coming Home Connection](#)

## POSITIVE THOUGHTS

“Your voice can change the world.” Barak Obama

“We can’t help everyone, but everyone can help someone.” Ronald Reagan

“I walk slowly but I never walk backward.” Abraham Lincoln



## Expressions of Joy Fall Concert

Songs for All Seasons will be performed on November 22, 2024, at 7:00 pm at Netherland Park Church of Christ Auditorium, 5101 Indian School Rd. NE, Albuquerque 87110

- Admission is free.
- Donations are gladly accepted.
- This show is supported by Positive Energy Solar.
- Bring all your loved ones for a fun filled show.

Expressions of Joy’s mission is to bring the joy of singing to adults with different needs.

- Expressions of Joy is a non-profit organization.
- The choir is made up of individuals 17 or older.
- Expressions of Joy welcomes new members and volunteers.
- There is no fee for auditions to join the choir.
- Rehearsals are Monday evenings at 7:00pm at Netherland Park Church of Christ.

Contact information:

Email: [abqjoy@yahoo.com](mailto:abqjoy@yahoo.com)

Facebook: [www.facebook.com/ABQJoy](http://www.facebook.com/ABQJoy)

Website: [www.abqjoy.org](http://www.abqjoy.org)

Executive Director: Jeannine Kammann

[Jeannine.kammann@gmail.com](mailto:Jeannine.kammann@gmail.com)



November 2024

Share the magic of live theatre  
with your whole family

Buy one ticket, get one 50% off  
with code "RELAX"

Rodgers and Hammerstein's

The  
King and I

Relaxed  
Performance

November 24  
Rodey Theatre



Relaxed performances are meant to be sensitive to viewers who may need a gentler theater setting. Shows are open to all. Relaxed performances are made to help customers with:

- Sensory and vestibular sensitivities
- Anxiety
- Dementia
- Autism spectrum disorders
- Learning differences
- Challenges attending the theater.
- Performances may also feel more welcoming for families with children

Website:

[Home - Landmark Musicals](#)

Tickets:

[The King & I | Performing Arts at Popejoy Hall](#)

## New Mexico Museums

Free on the 1st Sunday of the month for NM residents

[www.NMHistoryMuseum.org](http://www.NMHistoryMuseum.org)

[www.InternationalFolkArt.org](http://www.InternationalFolkArt.org)

[www.IndianArtsandCulture.org](http://www.IndianArtsandCulture.org)

[www.NMArtMuseum.org](http://www.NMArtMuseum.org)

[www.NMHistoricSites.org](http://www.NMHistoricSites.org)

Free or low cost:

[www.NMSpaceMuseum.org](http://www.NMSpaceMuseum.org)

[www.nhccnm.org](http://www.nhccnm.org)

[www.NMFarmandRanchMuseum.org](http://www.NMFarmandRanchMuseum.org)

<https://tinkertown.com/>

<https://www.nmnaturalhistory.org/>

## DON'T FORGET TO SUBMIT

- Your artwork
- Your poetry
- Your stories
- You doing fun activities
- Your Shining Stars

Send submissions to:

[Rachel.gonzales@hca.nm.gov](mailto:Rachel.gonzales@hca.nm.gov)



**November 2024**

**Mi Via Circle of Support**

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

<b>Consultant Agency Name</b>	<b>Contact Name</b>	<b>Phone</b>	<b>E-mail</b>	<b>Regions(s)</b>
<b>Active Advocates of New Mexico</b>	Alicia Sisneros	505-353-1778	<a href="mailto:AliciaS@ActiveAdvocatesNM.com">AliciaS@ActiveAdvocatesNM.com</a>	All of New Mexico
<b>CNRAG, Inc. (Care Network Resource Assistance Group)</b>	Fallon Vincell	575-621-3645	<a href="mailto:fvincell@cnragusa.com">fvincell@cnragusa.com</a>	Metro, SE & SW
<b>Consumer Direct Personal Care (CDPC)</b>	Margarita Chavez-Sanchez	505-344-8182 x3535	<a href="mailto:margaritacs@consumerdirectcare.com">margaritacs@consumerdirectcare.com</a>	All of New Mexico
<b>Excel Case Management, Inc.</b>	Jennifer Pennington	505-324-8660 ext 102	<a href="mailto:jPennington@excelcasemanagement.com">jPennington@excelcasemanagement.com</a>	NW & SE Regions
<b>Innovative Self Direction</b>	Frank Aquila	505-850-7662	<a href="mailto:faquila@innovativeselfdirection.com">faquila@innovativeselfdirection.com</a>	All of New Mexico
<b>Los Amigos, LLC</b>	Michelle Rutt	505-920-4511	<a href="mailto:Michelle@losamigosnm.com">Michelle@losamigosnm.com</a>	All of New Mexico
<b>Me Town Enterprises, LLC</b>	Kimberly Riebsomer	505-310-9069	<a href="mailto:riebsomer@gmail.com">riebsomer@gmail.com</a>	Metro & NE
<b>Merit Consulting, LLC</b>	Melinda Broussard	505-288-2889	<a href="mailto:mbroussard.merit@gmail.com">mbroussard.merit@gmail.com</a>	Metro
<b>Peak Developmental Services</b>	Sarah Martinez	505-281-9962	<a href="mailto:smartinez@nmddwcm.com">smartinez@nmddwcm.com</a>	All of New Mexico
<b>Self-Directed Choices</b>	Jacob Patterson	505-508-1663	<a href="mailto:Jacob@sdchoices.com">Jacob@sdchoices.com</a>	All of New Mexico
<b>UNM Center for Development and Disability (CDD)</b>	Carrie Roberts Janelle Groover	505-280-6442 505-401-9328	<a href="mailto:CnRoberts@salud.unm.edu">CnRoberts@salud.unm.edu</a> <a href="mailto:jtorresgroover@salud.unm.edu">jtorresgroover@salud.unm.edu</a>	All of New Mexico
<b>Visions Case Management</b>	Charles Clayton Casie Reza	575-779-7419 888-588-9152	<a href="mailto:Charles@visionsnm.com">Charles@visionsnm.com</a> <a href="mailto:casie@visionsnm.com">casie@visionsnm.com</a>	All of New Mexico



**November 2024**

**Health Care Authority/ 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

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

<b>Deanna DeHerrera</b>	<b>Mi Via &amp; Medically Fragile Waivers</b> Staff Manager Functions: Mi via & Medically Fragile Waiver Oversight	505-629-7260	<a href="mailto:Deanna.DeHerrera@hca.nm.gov">Deanna.DeHerrera@hca.nm.gov</a>
<b>Rachel Gonzales</b>	<b>Mi Via Social &amp; Community Coordinator</b> Functions: Conduent, Billing, Payment issues	505-490-3721	<a href="mailto:MVWaiverHSD@hca.nm.gov">MVWaiverHSD@hca.nm.gov</a>
<b>Jennifer Romero</b>	<b>Mi Via Social &amp; Community Coordinator</b> Functions: Participant Eligibility Issues and Technical Assistance	505-469-8522	<a href="mailto:MVWaiverHSD@hca.nm.gov">MVWaiverHSD@hca.nm.gov</a>

**Health Care Authority / Developmental Disabilities Supports Division**

5300 Homestead Rd. NE Suite 213, Albuquerque, NM 87110

Phone: 1-800-283-5548

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

<b>Elaine Hill</b>	<b>Mi Via Waiver Program Manager</b> Functions: Participant/Consultant Issues & Technical Assistance, & statewide MF WCF & MF CACF Contact for: Consumer Direct Personal Care	505-506-6103	<a href="mailto:elaine.hill@hca.nm.gov">elaine.hill@hca.nm.gov</a>  Fax: 505-841-6523
<b>Krystal Armijo</b>	<b>Mi Via Waiver Program Coordination</b> Functions: Participant/Consultant Issues & Technical Assistance Contact for: Peak, Visions & CNRAG	505-252-3087	<a href="mailto:krystal.armijo@hca.nm.gov">krystal.armijo@hca.nm.gov</a>  Fax: 505-841-6523
<b>Anthony Bonarrigo</b>	<b>Mi Via Waiver Program Coordination</b> Functions: Participant/Consultant Issues & Technical Assistance Contact for: UNM-CDD, Innovative Self Direction, Merit & Active Advocates	505-709-7410	<a href="mailto:anthony.bonarrigo@hca.nm.gov">anthony.bonarrigo@hca.nm.gov</a>  Fax: 505-841-6523
<b>Alicia Otoló</b>	<b>Mi Via Waiver Program Coordination</b> Functions: Participant/Consultant Issues & Technical Assistance Contact for: Me Town, Self-Directed Choices & Los Amigos	505-218-1119	<a href="mailto:Alicia.otolo@hca.nm.gov">Alicia.otolo@hca.nm.gov</a>  Fax: 505-841-6523



November 2024

### 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	866-689-1523	<a href="#">Turquoise Care   Blue Cross and Blue Shield of New Mexico</a>
Presbyterian	888-977-2333	<a href="#">Turquoise Care Medicaid   Presbyterian Health Plan, Inc.</a>
Molina	844-862-4543	<a href="#">Medicaid Landing Page   Molina Healthcare New Mexico</a>
United Health Care	877-236-0826	<a href="#">New Mexico Turquoise Care   UnitedHealthcare Community Plan</a>

## Fun easy recipes:

### Pie Crust Cookies

Total time to make: 50 minutes

Makes: 12 cookies

#### Ingredients:

- 1 premade pie crust
- all-purpose flour for dusting
- 1 large egg
- 1 teaspoon whole milk
- 2 tablespoons granulated sugar
- 3/4 teaspoon ground cinnamon
- 1/8 teaspoon kosher salt
- 1 1/2 tablespoons unsalted butter, melted and cooled

#### Directions:

1. Preheat oven to 375 degrees.
2. Line 2 large baking sheets with parchment paper.
3. Set baking sheets to the side.
4. Lightly flour a work area.
5. Roll out the premade pie crust to 1/8-inch thick on the lightly floured area.

6. Use cookie cutters to cut cookies from pie crust dough.
7. Place the cut-out cookies on the baking sheets half an inch apart.
8. Repeat the above steps with the left-over dough to make more cookies.
9. Mix the egg and milk together in a small bowl.
10. Brush the top of each cookie with the milk and egg mixture.
11. Mix the sugar, cinnamon and salt in a small bowl.
12. Sprinkle evenly over each cookie.
13. Place cookies in the preheated oven for 15 minutes or until the cookies are a golden brown.
14. When you carefully take the cookies out of the oven brush each cookie lightly with melted butter.
15. Let cookies cool for 5 minutes.
16. Eat cookies warm.





## November 2024

### November 2024 Dates to Remember

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1 Paychecks & vendor checks received or deposited, end of the pay period	2 Deadline to fax timesheets & mileage for 11/15 payment & VPRs for vendor payments
3 Daylight Saving Time Ends	4 National Candy Day	5	6	7	8 Vendor checks received or deposited	9 Deadline to submit VPRs for 11/22 vendor payment
10 United States Marine Corp Birthday	11 Veterans Day  New Mexico State Offices are Closed	12	13	14	15 Paychecks & vendor checks received or deposited, end of the pay period	16 Deadline to fax timesheets & mileage for 11/29 payment & VPRs for vendor payments
17	18 Mickey Mouse Birthday	19	20	21 National Gingerbread Day	22 Vendor checks received or deposited	23 Deadline to submit VPRs for 12/6 vendor payment
24	25	26 National Cake Day	27	28 Thanksgiving  New Mexico State Offices are Closed	29 Paychecks & vendor checks received or deposited, end of the pay period	30 Deadline to fax timesheets & mileage for 12/13 payment & VPRs for vendor payments