

PARTICIPANT CORNER

Participant Corner

Colton jamming out on his drums!



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

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: 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

Physical Address:

1720-A Randolph Rd SE

Albuquerque, NM 87106



August 2024

Developmental Disabilities Supports Division (DDSD)

The mission of DDSD is to serve those with intellectual and developmental disabilities (IDD) by providing a complete system of person-centered community supports so that individuals live the lives they prefer, where they are respected, empowered, and free from abuse, neglect, and exploitation (ANE).

As part of an ongoing process to identify potential service gaps, reduce ANE and connect with our families, DDSD is conducting 'Wellness Visits' twice per year to all families accessing services on the Mi Via Waiver. Below is a list of what to expect from these visits.

DDSD staff will:

- Call to schedule the visit – They will do their best to accommodate your schedule.
- Wear identification badges – You may request to see these.
- Respect your home, your individual needs, and your privacy.
- Ask to meet the individual receiving services.
- Ask questions about the participant's services.
- Focus on the health and safety of the individual.
- Ask if you know how to report ANE.

DDSD responsibilities:

- Issues Allocation Packets once funding is available to the next eligible applicant.
- Issues Waiver Change Forms if a participant would like to change to Mi Via.
- Processes Regional Office Request for Assistance (RORA).
- Oversees Consultant Agencies.
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- Work with providers and educate communities on providing services that meet individuals where they are.
- Conducts Wellness visits twice per year.

DDSD contact information:

5300 Homestead Rd. NE Suite 213,
Albuquerque, NM 87110
Phone: 1-800-283-5548

Comagine

Comagine Health is a Third-Party Assessor (TPA) for the Human Services Department/Medical Assistance Division (HSD/MAD)

Comagine Health conducts:

- Reviews of initial and annual Level of care (LOC) requests.
- Service and support plan (SSP) reviews.
- Budget reviews.

Contact Comagine Health when you have questions or need help with:

- Scheduling In-Home Assessment (IHA)
- Understanding Requests for Information (RFI)
- Understanding Requests for Administrative Actions (RFA) Status of submissions can be viewed in the Jiva Provider Portal. Please work with your consultant, who has Jiva access, for status of submissions.

You can call Comagine Health Monday-Friday from 8:00am-5:00pm at: 1-866-962-2180



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Conduent

Conduent is the Financial Management Agent (FMA) for Mi Via.

Conduent conducts:

- Processing of employer of record (EOR), employee and vendor packets.
- Updates and corrects information in FOCoS such as contact information.
- Works closely with Palco on:
 - Payment issues
 - Billing issues
 - Federal and state tax issues for employees and EOR's
 - Spending audits

Contact Conduent when you have questions or need help with:

Payment to employees and vendors.

- Updating information
- Employee packets
- EOR packets
- Vendor Packets
- Direct Deposit
- VPR's
- Stop payments
- FOCoS issues

Conduent contact information is: 1-800-283-4465

DON'T FORGET TO SUBMIT

Your artwork
Your poetry
Your stories

Your Shining Stars
Send submissions to:

Rachel.gonzales@hca.nm.gov

Service Highlight:

Respite:

- Respite is a flexible family support service, the main purpose of which is to give periodic support to the participant and give the unpaid primary caregiver relief from his or her duties on a short-term basis.
- Respite is provided on a short-term basis to give the participant's primary unpaid caregiver a limited leave of absence to reduce stress, accommodate a caregiver's illness, or meet a sudden family crisis or emergency.
- Services must only be provided on a periodic or short-term basis because of the absence or need for relief of those people normally providing care to the participant. If there is a paid primary caregiver living with the participant providing living support or community membership supports, or both, respite services cannot be utilized.
- Respite services can be provided in the eligible participants' home, the provider's home, in a community setting of the family's choice such as a community center, swimming pool, park or at a center in which other individuals are provided care.

Federal financial participant (FFP) is not claimed for the cost of room and board as part of respite services. Respite cannot be used for purposes of day-care, nor can it be provided to school-age children during school (including home school) hours.



August 2024

Mi Via Waiver Renewal Town Hall Meeting Invitation

The Health Care Authority (HCA) Developmental Disabilities Supports Division (DDSD) Mi Via Unit and Medical Assistance Division (MAD) want to hear from you!

- It is time to renew the Mi Via Waiver through the Centers for Medicare and Medicaid Services.
- Town Hall Meetings are an opportunity to share your thoughts and suggestions about the Mi Via self-directed waiver and how it can better meet your needs.
- Mi Via participants, families, advocates, state agency partners, and community members are invited.
- Attendees will hear about proposed changes to the Mi Via Waiver and have an opportunity to ask questions, provide input and have their voices be heard.

We hope to see you there!

Monday, August 5th – Albuquerque
5300 Homestead Road, NE Albuquerque, NM 87110
Hozho Room 109 (Training Room)
9:00 am to 11:00 am

Tuesday, August 6th – Santa Fe
Harold L. Runnels Building (Auditorium)
1190 S St. Francis Dr. Santa Fe, NM 87505
1:00 pm to 3:00 pm

Friday, August 9th – Farmington
Sycamore Park Community Center
1051 Sycamore Street, Farmington, NM 87401
11:00 am to 1:00 pm

Wednesday, August 14th – Roswell
DDSD Southeast Regional Office
726 South Sunset, Suite B, Roswell, NM 88203
3:00 pm to 5:00 pm

Thursday, August 15th – Las Cruces
CYFD Protective Services

2805 Roadrunner Pkwy, Las Cruces, NM 88011
11:00 am to 1:00 pm

Virtual Links Below:

Taos
Monday, August 12th 1:00PM - 3:00PM
[Join the meeting now](#)

Albuquerque
Friday, August 16th 9:00AM - 10:00AM
[Join the meeting now](#)

Gallup
Friday, August 16th 1:00PM - 2:00PM
[Join the meeting now](#)

Santa Fe
Friday, August 16th 3:00PM - 4:00PM
[Join the meeting now](#)

POSITIVE THOUGHTS

“Keep your face always towards the
sunshine and shadows will fall behind
you.”
Walt Whitman

Happiness is like jam. You can't spread
even a little without getting some on
yourself.

Your smile is your logo, your personality
is your business card, how you leave
others feeling after an experience with
you, becomes your trademark.



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JUST FOR LAUGHS

I told my doctor I broke my arm in two places.
He told me to stop going to those places.

Why do seagulls fly over the sea?
If they flew over the bay, they would be bagels.

Every morning, I announce that I'm going running, but then I don't.
It's a running joke.

COMMUNITY RESOURCES

Free or low-cost mental health resources:

[Home - 988 New Mexico \(988nm.org\)](https://www.988nm.org)

[The Manzanita Counseling Training Clinic | UNM College of Education & Human Sciences](#)

[NAMI HelpLine | NAMI](#)

[Find a Specialist Directory - AAAP](#)

[Find Online Therapy in New Mexico - Psychology Today](#)

[Find Psychiatrists in New Mexico - Psychology Today](#)

[New Mexico Rehab - Treatment Centers New Mexico - Treatment Programs New Mexico \(psychologytoday.com\)](#)

[New Mexico Group Therapy and Support Groups in New Mexico | Psychology Today](#)

[Mental Health Resources, Inc. \(mhrnewmexico.com\)](#)

[Mental Health Clinics In New Mexico](#)

ACTIVITIES IN YOUR COMMUNITY

- Dede Golden Ram's 7th Annual Car Show 8/3 @8am, Riverside Park, S. Lightplant Rd., Aztec
- 102nd Gallup Inter-tribal Indian Ceremonial 8/3-8/11, Red Rock Park, 825 Outlaw Rd, Churchrock
- Westside Summerfest 8/3 @5pm, 3740 Ellison Rd. NW, Albuquerque
- Night Wonders Program 8/10 @8:45pm, Fort Union National Monument, 3115 NM 161, Watrous
- 2024 Belen Saturday Art in the Park 8/17 @11am, Anna Becker Park, 315 N 4th St, Belen
- 2024 Los Alamos Summer Arts and Crafts Fair 8/10 @9am, Fuller Lodge Lawn, 2132 Central Av, Los Alamos
- Celebrate Happiness, 8/2 @4pm, Santa Fe Public Library, 145 Washington Ave, Santa Fe
- Los Alamos County Fair & Rodeo 8/2-8/4, 17891 Central Ave, Los Alamos
- Back to School Craft /Fair and School Supply Drive 8/3 @9am, Elks Lodge, 2305 Collins Dr., Las Vegas-
- 55th Rodeo De Taos 8/10-8/11, Taos Sheriff Posse Rodeo Grounds, 230 Camino de la Merced, Taos



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Mi Via Circle of Support

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

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



August 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

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

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

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



August 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	https://www.bcbsnm.com/turquoise-care-welcome/
Presbyterian	800-356-2219	https://www.phs.org/health-plans/turquoise-care-medicaid
Molina	844-862-4543	https://www.molinahealthcare.com/members/nm/en-us/mem/Medicaid.aspx
United Health Care	Coming Soon!	https://www.uhc.com/communityplan/new-mexico/plans

Fun easy recipes:

Loaded Baked Potato Dip

Total time to make: 45 minutes

Makes: 10 servings

Ingredients:

- 2 cups reduced fat sour cream
- 2 cups shredded reduced fat cheddar cheese.
- 8 center cut bacon or turkey bacon strips chopped and cooked.
- 1/3 cup minced fresh chives
- 2 tablespoons Louisiana style hot sauce.
- Hot cooked waffle cut fries

Directions:

1. In a small bowl, mix sour cream, cheddar cheese, bacon, chives and hot sauce.
2. Refrigerate until ready to serve.
3. Serve with hot cooked waffle cut fries.

Chocolate Chip, PB and Banana Sandwiches

Total time to make: 10 minutes

Makes: 2 servings

Ingredients:

- ¼ cup creamy peanut butter
- 2 tablespoons honey
- ¼ teaspoon ground cinnamon
- 2 tablespoons miniature semisweet chocolate chips
- 4 slices whole wheat bread
- 1 medium banana, thinly sliced

Directions:

1. Mix peanut butter, honey and cinnamon; stir in chocolate chips.
2. Spread over bread.
3. Layer 2 bread slices with banana slices; top with remaining bread.
4. If desired, cut into shapes using cookie cutters.



August 2024

August 2024 Dates to Remember

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1 DOGust Universal Birthday for Shelter Dogs	2 Vendor checks received or deposited	3 Deadline to submit PRFs for 8/16 vendor payment
4 Assistance Dog Day	5	6 Balloons to Heaven Day	7	8	9 Paychecks & vendor checks received or deposited, end of the pay period	10 Deadline to fax timesheets & mileage for 8/23 payment & VPRs for vendor payments
11	12 World Elephant Day	13 National Lefthanders Day	14	15	16 Vendor checks received or deposited	17 Deadline to submit PRFs for 8/30 vendor payment
18	19 National Aviation Day	20	21	22 Be An Angel Day	23 Paychecks & vendor checks received or deposited, end of the pay period	24 Deadline to fax timesheets & mileage for 9/6 payment & VPRs for vendor payments
25 National Banana Split Day	26	27	28 Bow Tie Day	29	30 Vendor checks received or deposited	31 Deadline to submit PRFs for 9/13 vendor payment