



HEALTH CARE  
A U T H O R I T Y

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**Date:** February 19, 2026

**To:** Mi Via Participants, Employer of Records, Consultant Agencies, Vendor Agencies, and Interested Parties

**From:** Melanie Buenviaje, Deputy Director   
Developmental Disabilities Supports Division

**Subject:** HB 357 – Mi Via Provider Gross Receipts Tax (GRT) Frequently Asked Questions

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In 2025 House Bill (HB) 357 required Gross Receipts Tax (GRT) be subtracted from a Mi Via Waiver participant's Approved Annual Budget (AAB). The Developmental Disabilities Supports Division (DDSD) has worked closely with Conduent and FOCOsonline to ensure a simple and streamlined solution to implement this change. The following guidelines have already been established:

- Existing vendor agreements remain valid and do not need to be reestablished.
- Vendor payment processes will continue as usual.
- All vendor invoices must include a separate line for GRT to ensure transparency and accurate tracking and payment.

The following Frequently Asked Questions (FAQ) clarify key aspects of the system changes in FOCOsonline and timelines for budget revisions effective February 18, 2026.

### **FREQUENTLY ASKED QUESTIONS**

1. *What are the FOCOsonline system changes participants, Employers of Record (EORS) Consultants, and the Third-Party Assessor (TPA) will see effective February 18, 2026?*

A) Addition of Gross Receipts Tax Line

A Gross Receipts Tax line has been added to each approved service on the participant's budget. In the example below: Gross Receipts Tax for service T1999-GRT.

Funding Source: Gross Receipts Tax			
Service Code	Description	Expended	Budgeted Amount
T1999-GRT	T1999 Gross Receipts Tax	\$0.00	\$0.00

The “Budgeted Amount” line is zero dollars (\$0.00). There is no budgeted amount in this line item because GRT is no longer paid from the participant’s budget. This line functions as a tracking category for the DDS to record the total GRT paid on the participant’s behalf, similar to Sick Leave Tracking.

The “Expended Amount” for GRT lines reflects the amount of GRT paid for this service.

The GRT lines are fully managed by Conduent and FOCOsonline, so Consultants, participants, and TPA do not need to take any action, or fill anything in, for them.

**B) Authorized Annual Budget Expended Amount**

The “Expended Amount” under the Authorized Annual Budget accurately reflects all spending with GRT included for services delivered on or before December 31, 2025, and all spending without GRT for services delivered on or after January 1, 2026. This shift aligns with the implementation of the new HB 357 GRT requirements and accurately reflects total amount expended.

*2. Do I need to calculate the GRT?*

No. You do not need to calculate GRT when creating or revising budgets. GRT is no longer “budgeted” in FOCOsonline. The GRT line simply tracks the total GRT paid on a participant’s behalf for each service, based on the amount listed on the vendor’s invoice. When a payment request is submitted, Conduent staff enter the billed GRT amount into the GRT line to ensure it is recorded accurately. No action is required from Consultants or participants.

Vendors listed in the participants budget approved to provide services will show a GRT line “Pay Rate” of “\$0.00 Variable.” This allows for variability in the GRT billed for each service by different vendors.

<b>Provider:</b> COMCAST > PALCO [CTR]
<b>Pay Rate:</b> \$0.00 Variable/Each
<b>Effective Start Date:</b> 08/01/2025 Added by Automated SUPPORT FOCO on 02/03/2026
<b>Effective End Date:</b> 07/31/2026
<input type="button" value="Set Provider End Date"/>

3. Will vendors need to change how they submit invoices, including how they indicate the amount of Gross Receipts Tax (GRT) billed?

No. There is no change to guidance provided in FAQ released December 1, 2025. Vendors must separate the cost of the actual service from the GRT on their invoices. Specifically, invoices should show:

- Cost of Services
- GRT amount

Here’s how that might look in practice:

*Example: A participant/EOR contracts with an In-Home Living Supports vendor for the rate of \$191.48 per day; vendor charges Santa Fe County GRT (8.4375%). Dates of Service are January 1 and January 2, 2026.*

*The invoice should show the following:*

<b>Date</b>	<b>Description</b>	<b>Amount</b>
01/01/2026	T2033 – In-Home Living Supports Service	<b>\$191.48</b>
01/02/2026	T2033 – In-Home Living Supports Service	<b>\$191.48</b>
	<b>GRT</b>	<b>\$32.30</b>
	<b>TOTAL BILLED</b>	<b>\$415.26</b>

In situations where the contracted amount in the Vendor Agreement includes GRT, vendors will need to ‘back out’ the GRT to show two figures on the invoice:

1. Actual cost of the service (pre-tax amount), and
2. GRT amount

This ensures that invoices clearly delineate service costs and tax.

*Example: A participant/Employer of Record (EOR) contracts with an In-Home Living Supports vendor for the rate of \$191.48 per day; vendor charges Santa Fe County GRT (8.4375%) of \$16.15. The amount noted in the Vendor Agreement is \$207.63 (\$191.48 plus \$16.15) per day.*

*The invoice must separate the cost of services from cost of GRT.*

<b>Date</b>	<b>Description</b>	<b>Amount</b>
01/01/2026	T2033 – In-Home Living Supports Service	<b>\$191.48</b>
	GRT	<b>\$16.15</b>
	<b>TOTAL BILLED</b>	<b>\$207.63</b>

Invoices do not need to add a separate GRT line for every date of service, a single total GRT line for the entire invoice is sufficient.

4. *What happens if an invoice does not have separate line item for GRT?*

If the invoice submitted for payment does not have a separate line item for GRT, the request for payment will be a Returned to Participant (RTP) for a corrected invoice.

5. *Is there a template invoice that the Developmental Disabilities Supports Division (DDSD) or Conduent can provide that vendor can use?*

No. DDSD nor Conduent has a template invoice for sharing or use.

6. a) *When requesting payment for monthly services, such as cell phone bills, what documentation should participants and EORs submit?*

Participants and EORs must submit all pages of the monthly statement that show the full cost of the service, including taxes and fees. These details are often found on the second or third page of the bill, where the breakdown of charges, especially taxes like GRT, are listed. Look for sections that outline taxes.

b) *My monthly service invoice is bundled with non-waiver services, how is GRT handled in these situations?*

When a waiver-approved monthly service, such as a cell phone plan, is bundled with non-waiver services like cable, GRT is applied to the entire bundle on the statement, not just the waiver-approved portion. In these cases, reimbursement is limited to the approved amount for the waiver-covered service only as listed on the participant's budget.

*Example: A participant's approved budget allows \$30.00 per month for a mobile phone plan. The monthly statement, however, is bundled with non-waiver services, such as cable television. While the statement shows the mobile service itself costs \$30.00, the taxes and fees are calculated on the entire bundle, not just the mobile phone portion.*

*Because the GRT amount specific to the cell phone plan cannot be determined, reimbursement is limited to the approved waiver-covered amount of \$30.00. Any*

*additional taxes or fees associated with non-waiver services cannot be reimbursed.so what does this mean? They will be responsible for the entire GRT amount?*

7. *When requesting payment for a good from an online store such as Amazon or Best Buy, what documentation should participants and EORs submit?*

Participants and EORs should submit the invoice or order summary that clearly shows the item cost and the taxes assessed. For many online retailers, tax details are not visible until the item is added to the shopping cart. After adding the item, review the estimated charges or order summary section, where taxes and fees are typically displayed. This full breakdown must be included with the payment request to ensure accurate processing.

8. *Non-profit agencies do not charge GRT. How should non-profit agencies submit requests payment?*

Non-profit agencies should include a GRT line item on their invoice showing \$0.00. Listing GRT in this way prompts Conduent to verify the agency's non-profit status in their vendor records. Once confirmed, payment will be processed without GRT.

All non-profit vendors must submit one-time documentation confirming their status- either their 501(c)(3) determination letter or a W-9 that reflects their non-profit designation. These documents should be sent as soon as possible to ensure smooth processing of future payments to: [docprocessing@conduent.com](mailto:docprocessing@conduent.com)

9. *How are GRT payments issued?*

If vendors and participants are paid through checks, they will be issued two (2) checks, one check for service delivery and one check for GRT.

If payment to vendors is made through direct deposit, the vendor will see one combined payment for both service delivery and GRT.

If payment is made to a Money Network Card (MNC), the EOR or participants will see one combined payment for the requested good or service plus the GRT.

10. a) *When can participants begin revising budgets to access funds that were previously allocated to GRT?*

A) Annuals

Participants renewing annual budgets can begin submitting budgets without GRT included in the cost of the requested services.

B) Revisions

Participants may want to access the funds previously allotted to GRT *before* their annual budget renewal. In these cases, a revision is required. Please follow schedule below. Revisions can be submitted on or after the dates listed for the Budget Groups outlined.

**REVISION SCHEDULE**

Dates Budgets Expiring	Date to Submit Revision
March 30, 2026	February 23, 2026,
April 30, 2026 May 31, 2026	March 1, 2026
June 30, 2026 July 31, 2026	April 1, 2026
July 31, 2026 August 30, 2026	May 1, 2026
September 30, 2026 October 31, 2026	June 1, 2026
November 30, 2026 December 31, 2026	July 1, 2026
January 30, 2027 February 28, 2027	August 1, 2026
March 30, 2027	September 1, 2026

- The requirement for budget revision submissions prior to 30 days of budget expiration is waived ONLY for GRT revisions.
- To accommodate the number of additional reviews, the TPA review time is extended to 15 days.
- Consultants should note the reason for revision as “GRT Revisions”
- Addition of new services is subject to review criteria as outlined in the Mi Via Service Standards and 8.314.6 Mi Via Home and Community-Based Services New Mexico Administrative Code (NMAC).

*b. How do Consultants and participants know how much funds are available for additional or new services?*

To determine how much funding remains, compare the participant’s Individual Budgetary Allocation (IBA), the maximum amount available for the plan year based on age, to the “Expended Amount”. The “Expended Amount”, under the Authorized Annual Budget, shows all spending to date on the Approved Annual Budget (AAB). The difference between these two amounts represents the funds still available for new or additional services.

When calculating remaining funds, Consultants and participants should also consider any recently submitted requests for payment that may not yet appear in the expended total.

For any questions or clarification, please contact: Melanie Buenviaje at [melanie.buenviaje@hca.nm.gov](mailto:melanie.buenviaje@hca.nm.gov)