

Mi Via Advisory Committee (MVAC) Quarterly Meeting Minutes
April 24, 2025, from 12:30-3:30
Meeting Location: Teleconference

1-Attendance and Introductions, Trish Gull 12:30 -12:35

- ◆ Members are asked to state their name and role in Mi Via. Keep in mind each person will only have approximately 20 seconds to do this.
 - The meeting was officially brought to attention by Committee Chair Patricia “Trish” G. at 12:33 PM.

Member	State Staff	Absent	Presenter/Guest
Judy Sena	Elaine Hill, DDSD Mi Via Waiver Program Manager	Brad Hill	Adrienne Smith, NM Caregivers Coalition
Patricia Gull	Krystal Armijo, DDSD Mi Via Program Coordinator	Yvette Griego	Guadalupe Monge, Conduent
Shannon Eckert	Anthony Bonarrigo, DDSD Mi Via Program Coordinator	Margaret Keane	Deborah Archibeque, Conduent Operations Manager
Chinda Lucoski	Alicia Otoló, DDSD Mi Via Program Coordinator	Althea McLuckie	Valencia Largie, Active Solutions
Allison Salazar	Inez Dominguez, DDSD Mi Via Program Coordinator	Denise Balderas	
Stevie B. Bass	Ana Orona, DDSD Mi Via Program Coordinator	Deanna DeHerrera, DDSD Mi Via Waiver Manager	
Tim Gardner	Melanie B. Buenviaje, DDSD Deputy Director		
Donna B. Brooks	Selina Leyba, DDSD Bureau Chief		

Charles C. Clayton	Rachel Gonzales, DDSD Mi Via Billing Specialist		
	Jenni McNab, DDSD Metro Assistant Director		

2-Review Agenda & Previous Meeting Minutes, Trish 12:35-12:40

- ◆ Members will amend or approve agenda as needed and vote.

Donna B. motioned to approve the 01/23/25 agenda as written.
Charles C. seconded.
No further discussion or opposition.
Motion passed.

- ◆ Members will amend meeting minutes as previously submitted prior to meeting as needed and vote on changes.
The Committee recommended the following amendments to the minutes of 01/23/25:
 - Correction of who wrote the letter to Scott Doan, Deputy Director of the Developmental Disabilities Supports Division (DDSD), as noted on page 3, agenda item #4. Donna B. noted the second to last bullet point on page 3 of agenda item #4 was incorrect. Donna B. stated she seconded the motion presented but did not write a letter. Trish G. reported writing the letter to Scott Doan, Deputy Director of the Developmental Disabilities Supports Division (DDSD), requesting stipends for the MVAC.

Donna B. motioned to approve the minutes with the changes above.
Charles C. seconded.
No discussion or opposition.
Motion passed.

3-Housekeeping, Elaine Hill 12:40-12:45

- ◆ Public comment sign up
 - No requests were made to speak during the public comment period."

4-Membership/Bylaws Committees Updates, Trish 12:45-1:00

◆ Vote on new members

- Elaine H. reviewed the number of MVAC membership applications received and stated there were 7 applications total; 5 applications were elected for membership and 2 applications are still under consideration.
- Elaine H. reported the following members have been elected for MVAC membership: Shannon Eckert, Stevie B. Bass, Elaine Palma, Judy A. Sena, and Patricia “Trish” Gull.
- Donna B. stated the MVAC has numerous MVAC membership openings and reported sending 10 emails total to the 10 MVAC members with expiring memberships in February.
- Donna B. reviewed the members who do not have expiring memberships. Memberships for her and Denise Balderas were extended on July 25, 2024, until July 25, 2027. Donna B. also stated the memberships for Tim Gardener and Yvette Griego will expire in 2026.
- Donna B. reminded the MVAC the Bylaws allow for 17 members on the Committee.
- Donna B. and Trish G. agreed to schedule membership meetings to discuss recruiting ideas for new members.
- Donna B. recommended 3-year terms for the 5 newly elected members.

Donna B. motioned to approve the memberships for Shannon Eckert, Stevie B. Bass, Elaine Palma, Judy A. Sena, and Patricia “Trish” Gull for 3-year terms.

Charles C. seconded.

All voted in favor.

No discussion or opposition.

Motion passed.

5-EVV Presentation by Conduent and DDSD, Guadalupe Monge and Jenni McNab 1:00-1:25

- Trish G. asked whether EVV had already gone into effect and if it was currently in use. Jenni M. responded, 'Yes, EVV went live in January 2021. Donna B. asked if EVV was put into place to comply with the federal mandates. Jenni M. answered, “Yes.”

6- Member Response to Updates from HCA/DDSD, Trish 1:25- 1:45

- ◆ **Members will have a chance to provide their feedback on prepared summaries sent by HCA/DDSD**
 - **No comments or concerns**

7- Current/Upcoming Issues facing Mi Via, Trish 1:45-1:55

- ◆ **Members will have a chance to ask questions and provide feedback**
 - **Participant “inactive” status glitch**
 - **Stevie B. asked if an inactive status in FOCoS Online is due to late approval by budget reviewers. Melanie B. stated that active status in FOCoS Online depends on the presence of a Category of Eligibility and a Long-Term Care Span entered by the Third-Party Assessor (TPA) upon budget approval. Melanie B. explained budget approval can depend on the time of budget submission, and TPA turnaround time. Melanie B. stated if the budget was submitted timely and the TPA did not review it timely, the state would review this with Kimberley Scott, Comagine TPA Director, and her team. When systemic issues are identified, monetary penalties can be applied if needed as part of contract management.**
 - **Melanie B. explained requests for information (RFIs) that are issued during budget review can extend budget approval time.**
 - **Stevie B. asked if there could be a glitch in the process. Melanie B. explained, “It is a human process. The TPA reviews over 9,000 budgets annually. There have been instances when a nurse reviewer approves the budget but forgets to enter the LTC span [and] as soon as we are notified there is a problem, through internal process, we go in and fix the issue same day.”**
 - **Charles C. stated when there is a problem “call times to ISD are hours and hours long” and help from the Income Supports Division (ISD) is not provided in a timely manner.**
 - **Tim G asked what is being done to correct “the failing system.” Melanie B. explained there have been times when the contractor did not have enough staff [coverage]**

to keep up with the number of budgets that were being reviewed. The Medical Assistance Division (MAD) and DDSO carefully watch and monitor this. Melanie B. stated there are monthly meetings with the TPA where MAD and DDSO review their statistics.

- Charles C. stated he can see not having enough staff coverage going away with the gross receipt tax (GRT) change. Charles C. added that “it would be great if DDSO, the TPA, and maybe even Conduent can be on the same page” to avoid these situations.
- Melanie B. stated that there will be a mass allocation of 716 letters going out on May 1, 2025, where it is anticipated that 70% of allocates will accept the waiver: 55% to DDW and 45% to Mi Via. Melanie B. stated the TPA and ISD have been notified to start preparing for that large number.
- Melanie B. also stated that “the State will be moving to continuous monthly allocations;” the process not been formalized yet.
- Stevie B. asked how many Mi Via participants are there right now. Melanie B. stated there’s roughly more than 3,600 participants.
- Stevie B. stated the State must have adequate staffing to keep up with all participants.
- **PALCO forms, checks, paystubs, and status update on communications between PALCO, Conduent and New Mexico Workforce Solutions**
 - Elaine H. read the Health Care Authority (HCA) updates that were provided to the MVAC via email prior to the meeting.
 - Stevie B. asked if Palco has a clear understanding of what the MVAC has been talking about with the paystubs. Elaine H. stated, “Yes, they have a clear understanding of what the concerns and issues are with paystubs” and asked the MVAC to email her with any other examples they believe that will be helpful with the conversation HCA will have with Palco.

- Stevie B. stated the main problem is fraudulent claims made at Department of Workforce Solutions. Stevie B. explained that the Employer of Record (EOR) doesn't receive information in a timely manner, so they cannot take the claim to a hearing. Stevie B. stated fraudulent claims need to go from Workforce Solution to the EOR in two days.
- Charles C. stated there are "scary letters" from Workforce Solutions threatening penalties and sanctions.
- Melanie B. stated DDSD will be issuing frequently asked questions (FAQ) to answer these concerns.
- **"Mystery Shopper"**
 - Elaine H. asked the MVAC to email her the concept/proposal of the "Mystery Shopper" calling into the Consolidated Service Call Center (CSCC) and how they see this working; to be shared with DDSD Leadership.
- **Medicaid Waiver cuts**
 - Selina L. stated as of right now DDSD "is not aware of any funding cuts, but we are monitoring the situation closely."
 - Charles C. asked where our waiver programs fall with the designated state investment and health programs. Selina L. explained our waivers are the 1915(C) and are not a demonstration under the 1115(C) waivers. Selina L. stated the 1115C waiver is "more state plan benefits."

8-Member Recommendations for Mi Via, Trish 1:35-1:45

- ◆ Members will have the opportunity to share ways they have identified that Mi Via might be improved and/or simplified. Members are asked to make sure their suggestions are framed in a positive way, and to include potential solutions. Members are asked to make sure their improvements address issues affected by multiple participants, and not just one individual.
 - Stevie B. stated RFI letters need to go out to families in "more understandable writing" making it easier to answer.

9-ACQ Liaison Update, Tim Gardener 2:05-2:15

- ◆ Members will hear about topics at recent ACQ meetings that are of interest to Mi Via participants

◆ **Members will have the opportunity to propose topics that the ACQ liaison will share on behalf of the MVAC at the next meeting of the ACQ**

- Trish G. asked members of the MVAC if anyone would like to be the long-term Advisory Council on Quality Supports for People with Intellectual/Developmental Disabilities (ACQ) Liaison for the MVAC. Trish G. explained Tim G. does not want to take on the role of ACQ Liaison for the MVAC permanently.
- Tim G. asked how the \$5,000 limit for Environmental Modifications (EMODs) is being addressed in waiver renewal. Tim G. stated the EMOD amount is “grotesquely and absurdly low” because it’s the same EMOD cap that was in place 14 years ago. Tim G. explained \$5,000 “doesn’t get you half of what it did 14 years ago” and stated \$5,000 is less than what can be received with “similarly situated programs.”
- Tim G. addressed limits for LRI caregivers and asked what the opportunities for exceptions are surrounding boyfriends/girlfriends being paid caregivers.
- Stevie B. stated MVAC members should be getting stipends and encouraged more members to join the MVAC. Tim G. stated the response he received from the ACQ about the MVAC receiving a stipend is, “We’ll have to see. There are a bunch of committees. We may not have the money.”

10-Public Comment, Elaine 2:15-2:25

- Non-members who have signed up for comment at the beginning of the meeting will have an opportunity to speak
 - There were no requests for public comment.

11- NM Caregivers Coalition Presentation, Adrienne Smith 2:25-2:50

- Chinda L. asked who pays for the background checks for Respite. Adrienne S. state the NM Caregivers Coalitions can do background checks for \$25 but does not do fingerprinting.

12-Proposed New Business, Trish 2:50-3:10

- Members will have an opportunity to suggest topics of interest for future MVAC meetings to include special guests, training, areas of concern or celebration, etc.
 - Althea M. was not present at the meeting, but Trish G. read a statement on her behalf. Althea M. stated she “strongly suggests the MVAC look at amending the bylaws to include a rule about what happens to a non-participant's membership if the reason they are involved with Mi Via goes away.”

13-Final Comments and meeting adjourned, Chair 3:10-3:30

- Members will have an opportunity to say any last comments not already addressed in the meeting
 - Chinda L. requested artificial intelligence (AI) training for caregivers. Chinda L. explained she wants to know about and how to use the “chat box” system that was presented by Jennifer Rodriguez, DDSD Director, at the Providers Summit.
 - Charles C. announced this was his last official meeting as a MVAC member representing consultant agencies and thanked everyone at “all levels.”
 - Stevie B. stated she reviewed the bylaws and did not see anything indicating consultant agencies can’t reapply for MVAC membership. Stevie B. clarified that two consultant agencies are allowed at a time on the MVAC. Donna B. confirmed this information.
 - Stevie B. thanked Elaine H. for assisting with getting her daughter reactivated in the FOCoS Online system.
- Members will vote to adjourn meeting

Charles C. motioned to adjourn the meeting.
 Stevie B. and Chinda L. seconded the motion.
 No discussion or opposition.
 Meeting adjourned at 2:38 pm