

**Mi Via Advisory Committee (MVAC) Quarterly Meeting Agenda
January 25th, 2024 12:30-3:30
Meeting Location: Teleconference**

1-Attendance and Introductions, Chair 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.
- ◆ Welcome Tim and Yvette

Member	State Staff
Judy Sena	Jen Rodriguez
Brad Hill	Vangie Yanez
Patricia Gull	Elaine Hill
Margaret Keane	Krystal Armijo
Shannon Eckert	Melanie Buenviaje
Chinda Lucoski-excused	Deanna DeHerrera
Allison Salazar	
Stevie Bass	
Donna Brooks	
Althea McLuckie	
Denise Balderas	
Joyce Munoz	
Charles Clayton	
Sandy Skaar	

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

- Motion to approve 1.25.24 agenda made by Brad Hill and seconded by Denise Balderas. No discussion or opposition.
- Motion to approve 10.26.23 Meeting Minutes as amended (remove “for them” pg. 3, bullet 7) made by Denise Balderas and seconded by Joyce Munoz. Discussion to amend with no opposition.

-Housekeeping, Chair 12:40-12:45

- ◆ **By-laws overdue**-Stevie Bass and Denise Balderas reported that nothing has been done with the bylaws yet and requested additional membership to participate in the review. Donna Brooks, Margaret

Keane and Brad Hill volunteered to participate. Stevie will reach out over the next 3 weeks to schedule something. Althea McLuckie stated the bylaws must be ready to review at the next MVAC meeting.

- ◆ **Public comment sign up**-Cassandra D'Camp and Tracey Perry

4-Membership Committee Update, Chair 12:45-1:10

- ◆ **Allison Salazar**-Allison shared with the MVAC she was stepping down as the vice-chair and as a member of the Membership Committee. A call for a volunteer to be the vice chair of the MVAC was made with no response during this meeting. The Membership Committee has not met, and Trish Gull will re-establish this committee.
- ◆ **Orientation packet-Jen and Althea** Draft of the MVAC Orientation Packet-Table of Contents was reviewed (attached). The MVAC recommended adding:
 - List of Acronyms
 - Code of Federal Regulations (CFR)-42
 - Mi Via Waiver Application

5-Member Response to Updates from HSD/DOH, Chair 1:10- 1:30

- ◆ **Members will have a chance to provide their feedback on prepared summaries sent by HSD and DOH**
 - **EOR as a paid service**-included in State Updates attached
 - **Mi Via Documents in Spanish**- included in State Updates attached
 - **CCSC call wait time**- included in State Updates attached
 - **Category of Eligibility issues**- included in State Updates attached
 - **Regional Office Request for Assistance (RORA) presentation-Daniel Lucero, DDS Litigation Management Bureau Chief**-see attached Power Point. A suggestion was made for the RORA form to have a feature where the reporter gets a copy back after submission. DDS is looking into secure options for this.

6-Current/Upcoming Issues facing Mi Via, Chair 1:30-2:00

- ◆ **Members will have a chance to ask questions and provide feedback**
- ◆ **Standards and Health and Safety Requirements (Denise)**
Denise will send DDS an email about specific language in the standards related to Dr.'s orders and question around which supersedes the other.
- ◆ **Palco paystubs-was this addressed with Palco and what was the response?** Deanna will follow up with Palco and send the MVAC an email update.
- ◆ **Upcoming Waiver Renewal-Elaine** DDS wants to hear from you about waiver renewal ideas: what's working? What's not working? Melanie from HSD recommended the MVAC form a renewal subcommittee. Althea added some recommendations for a subcommittee to include: participant need must always come first, the idea of allowing for a choice in fiscal management agencies, and getting Mi Via employees more involved with participants, such as an engagement training to keep the self-directed philosophy on the forefront.

7-Member Recommendations for Mi Via, Chair 2:00-2:30

- ◆ **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.**
- ◆ **Incentivize Therapist rates in rural areas-Allison**
Incentive rates for Occupational and Physical therapy, Speech Language Pathology, and Behavior Support Consultation Services will be available in Mi Via through the next waiver amendment and are projected to be approved for implementation in July 2024.
- ◆ **Meeting with Gina D-Chair**

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8-ACQ Liaison Update, Denise 2:30-2:45

- ◆ **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**
- ◆ Denise reported that the ACQ discussed ways to communicate with the Secretary's Office and the Governor's Office, they reviewed Abuse, Neglect, and Exploitation (ANE) data, provider capacity and how to recruit at NM colleges for more direct support professionals.
- ◆ Althea shared she spoke with the Governor's Policy Advisor, Gina and requested a link for the Governor's Constituent Services to discuss the following:
 - Previous review of the Human Services Department's contractors
 - Was participant feedback received and considered with contractors?
 - How many substantiated complaints are there with contractors? (Consolidated Customer Service Center-CCSC)
 - How can they standardize and streamline communication?
 - Can they institute a policy that state entities get meaningful feedback in a timely manner?

9-Public Comment, Elaine 2:45-2:55

- ◆ Cassandra De'Camp expressed the CCSC wait times were extremely long and when you finally get through the people on the phone can't help. Stated people are losing services.
- ◆ Tracy Perry stated this Category of Eligibility (COE) issue was happening for the second time now. She expressed concern with vendor billing issues and the use of snail mail.

10-Proposed New Business, Chair 2:55-3:15

- ◆ **Members will have an opportunity to suggest topics of interest for future MVAC meetings to include special guests, trainings, areas of concern or celebration, etc.**
- ◆ Stevie expressed concern over a letter she received titled "Self-Directed Provider Attestation Form". She stated that letters need to be accessible and not confusing, and there were language issues that did not make sense. Charles also shared they were getting a lot of call about people struggling with the letters and no one knew the

letter was coming from Conduent or what it was about. HSD explained this was for Community Benefit only, not Mi Via. Could documents that are required be e-blasted for Mi Via?

◆ **Durable Medical Equipment Company issues-Chair, Deanna, HSD, Allison**

People and families are experiencing significant issues that are becoming life or death with Durable Medical Equipment (DME) companies, specifically HME. HSD is collecting information on DME issues, and the HSD Centennial Care Bureau is investigating the issues. Denise will bring this up at the next ACQ meeting.

- ◆ Althea asked what process is in place for the Money Network Card. Melanie, HSD, responded and referenced the safeguards that HSD has put in place. If anyone is experiencing issues, please contact your consultant, and have your consultant reach out to DDSD to work with HSD immediately. This information was requested to be put in the next newsletter. HSD confirmed it would.
- ◆ Request was made for HSD to see if online totals could be made available to allow for Mi Via participants to see their balances and what they have available in their budgets.

11-Final Comments and meeting adjourned, Chair 3:15-3:30

- ◆ **Members will have an opportunity to say any last comments not already addressed in the meeting**
- ◆ **Members will vote to adjourn meeting**

Motion to adjourn made by Stevie Bass. Margaret Keane seconded the motion. No discussion or opposition. Meeting adjourned at 3:13 pm.