

Mi Via Advisory Committee (MVAC) Quarterly Meeting Minutes
January 23, 2025, from 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.**
 - **Technical issues resulted in Committee Chair Patricia “Trish” G. not being able to join the meeting link.**
 - **MVAC member Donna B. provided a MVAC membership update for meeting attendees. Donna B. reported there are 6 MVAC membership vacancies, including 1 Mi Via Consultant Agency vacancy, and 1 MVAC membership application pending.**
 - **The MVAC Nomination Committee agreed to schedule a meeting in February to review new membership applications. Elaine H. offered the support of the Developmental Disabilities Supports Division (DDSD) to get the meeting scheduled if needed.**
 - **The meeting was officially brought to attention by Donna B. at 12:44 PM. Trish G. joined the meeting via phone at 12:56 PM.**

Member	State Staff	Absent
Judy Sena	Elaine Hill, DDSD Mi Via Waiver Program Manager	Brad Hill
Yvette Griego	Krystal Armijo, DDSD Mi Via Program Coordinator	Denise Balderas
Patricia Gull	Anthony Bonarrigo, DDSD Mi Via Program Coordinator	Deanna DeHerrera, MAD Mi Via Program Manager
Margaret Keane	Alicia Otololo, DDSD Mi Via Program Coordinator	Kimberley Scott, Comagine Third Party Assessor (TPA) Director
Shannon Eckert	Inez Dominguez, DDSD Mi Via Program Coordinator	
Chinda Lucoski	Jennifer Rodriguez, DDSD Director	
Allison Salazar	Selina Leyba, DDSD Bureau Chief	

Stevie Bass	Christina Hill, DDSD Deputy Bureau Chief	
Tim Gardner	Rachel Gonzales, MAD Billing Specialist	
Donna Brooks	Deborah Archibeque, Conduent Operations Manager	
Althea McLuckie	Ariel Ellsworth, Conduent Transaction Processing Associate	
Charles Clayton	Shelby Ramone, Conduent	

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

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

Althea M. motioned to amend the 1/23/25 agenda as written.
Allison S. requested to amend the agenda to move agenda item #10 (Health Care Authority (HCA) Website Presentation) to 1:30 PM due to scheduling conflicts of Christina Hill, Deputy Bureau Chief with DDSD.
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 10/24/24:
 - Election of Trish G. as MVAC Chair and Donna B. as Vice MVAC Chair.

Althea M. motioned to approve the minutes with the changes above.
Charles C. and Margaret K. seconded.
No discussion or opposition.
Motion passed.

3-Housekeeping, Chair 12:40-12:45

- ◆ Public comment sign up
 - Cassandra DeCamp

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

- ◆ Vote on new members
 - Donna B. reported that the MVAC Nomination Committee will meet remotely in February to review new membership applications.
 - Althea M. expressed her interest in joining the Nomination Committee.
 - Trish G. reminded MVAC members to submit their applications for renewal.
 - Alicia O. read the list of MVAC members with expiring memberships in April 2025.
 - Trish G. reported Denise B. has chosen to no longer be the Advisory Council on Quality Supports for People with Intellectual/Developmental Disabilities (ACQ) Liaison for the MVAC and called for volunteers to fulfill this role.
 - Tim G. volunteered to be the new ACQ Liaison for the MVAC and encouraged MVAC members to attend meetings if available.
 - Stevie B. provided an update about stipends for MVAC members. Stevie B. reported the ACQ responded with “no” to stipends for MVAC members and provided “a lot of push back.” Stevie B. explained the ACQ reported stipends are not allowable for supporting committees in the current ACQ Bylaws.
 - Stevie B. reported a stipend cost quote is needed by the MVAC to request changes to the ACQ Bylaws, which can be presented at an ACQ Bylaws meeting.
 - Stevie B. requested to meet with Tim G. prior to the next ACQ meeting on 2/20/25.
 - Donna B. reported writing a letter to Scott Doan, Deputy Director of DDS, requesting stipends for the MVAC.
 - Tim G. reported he’ll follow up with the ACQ about stipends on 2/20/25.

Trish G. motioned. Donna B. seconded.
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No discussion or opposition.
Motion passed.

5-Member Response to Updates from MAD/DDSD, Chair 1:00-1:20

- ◆ Members will have a chance to provide their feedback on prepared summaries sent by the Medical Assistance Division (MAD) and Developmental Disabilities Supports Division (DDSD)
 - Charles C. acknowledged DDSD's update regarding Mi Via monthly contact. Charles C. explained to the MVAC that Mi Via Consultant Agencies are audited by the State every three years. He stated Consultant Agencies cannot bill if individuals are not seen; otherwise, agencies would be committing Medicaid fraud.
 - Elaine H. stated requirements for Mi Via monthly contact had to be addressed because "these sentiments are out there."
 - Charles C. stated he hopes DDSD is holding Consultant Agencies accountable.
 - Stevie B. addressed bullet #15 on page 3 and inquired what a FOCoS shell is. Elaine H. explained a shell is a Mi Via participant's online profile in FOCoS, which contains demographic information (e.g. address, phone number, date of birth, etc.).
 - Stevie B. asked if the current Comagine In-Home Assessment (IHA) schedule is temporary. Rachel G. stated the schedule will be followed for the "foreseeable future."
 - Stevie B. also asked what SCOMM is. Rachel G. explained SCOMM stands for secure communications and is accessed via Therap.
 - Charles C. further explained that Mi Via participants and families do not have access to Therap and Consultants assist in sending SCOMMs to State staff and service providers.
 - Charles C. asked if DDSD has an update of the new Individual Budget Allotment (IBA) amounts. Elaine reported that DDSD does not have an update to share at this time.
 - Althea M. asked how new employees will access Electronic Visit Verification (EVV) training in the future and if there will be an online tutorial or will Employers of Record (EORs) be responsible for training.

- Deborah A. reported EVV training material will be uploaded to the New Mexico training portal and Palco website.
- Stevie B. expressed frustrations with being notified “late” about EVV training dates and times.
- Charles C. reported receiving the EVV training link two days prior to the MVAC meeting. Charles C. recommended an e-blast be sent by Conduent in the future with training details and the link.
- Trish G. asked if additional EVV training dates and times will be provided.
- Deborah A. explained EVV training is currently catered to two billing codes only.
- Trish G. requested EVV training materials be emailed to the MVAC. Deborah A. stated she would do so.
- Stevie B. asked if EORs can continue to enter time as they have been in FOCoS. Deborah A. stated, “Yes.”

6-Current/Upcoming Issues facing Mi Via, Chair 1:20-1:35

◆ Members will have a chance to ask questions and provide feedback

- Members of the MVAC expressed concerns about Medicaid Waiver funding under the new Presidential Administration.
- Althea M. asked the State how long Mi Via is currently funded and if there is a plan B on how to support waiver participants if the waiver changes.
- Elaine H. requested questions be sent to her in an email, so they can be forwarded to DDSD leadership.
- Trish G. asked for the draft of the new Service & Supports Plan (SSP) be sent to the MVAC.
- Elaine H. reported changes have not been made to the Mi Via Waiver SSP.
- Allison S. spoke to a ride share option for Mi Via participants and explained funds can be approved on budgets, but funds can’t be accessed without an invoice.
- Rachel G. reported MAD is working on making funds available.
- Trish G. explained funds are not easily accessible for cell phone usage and asked how payment works. Elaine H. reported all questions will be provided to MAD.

- Stevie B. stated she has received “no help, follow up or support from the State” about recommendations she made in July 2024 about Palco paystubs and poor communications from New Mexico Workforce Solutions.
- Jen R. reported she would send Stevie B.’s questions to Palco and recommended the MVAC invite the appropriate parties to future meetings.
- Allison S. explained Palco forms are not user friendly and recommended forms be digitized and fillable. Rachel G. reported Palco will work on making forms fillable.
- Charles C. reported forms “don’t always work.” Deborah A. stated she will take this feedback to Palco.
- Ariel E. reported she is working on getting a “process down” for the letters sent by New Mexico Workforce Solutions. She stated she will follow up with MAD with her findings.
- Jen R. recommended the MVAC send any outstanding items/issues to her via email, so they can be sent to the “right people.”

7-Member Recommendations for Mi Via, Chair 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.**
 - Charles C. inquired if FOCoS can be used as a “backup” to enter time. Deborah A. reported Authenticare should be the primary method utilized, but stated FOCoS may also still be used at this time.
 - Charles C. asked if a new level of care (LOC) process is still in the works.
 - Selina L. confirmed it is and reported DDSD is working to simplify the process. Jen R. explained there will be an annual physical requirement for waiver participants, but the LOC form will not be tied to the Third-Party Assessor (TPA).

8-ACQ Liaison Update, Denise 1:45-2:00

- ◆ 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 B. has chosen to no longer be the ACQ Liaison, and she was not present at the meeting, so an update was not provided.
 - Tim G. volunteered to be the new ACQ Liaison for the MVAC and reported he will attend the next ACQ meeting.
 - Stevie B. did not have additional details about the stipend project other than what she had previously mentioned.

9-Public Comment, Elaine 2:00-2:10

- Non-members who have signed up for comment at the beginning of the meeting will have an opportunity to speak
- Cassandra DeCamp detailed issues with getting into contact with the Income Support Division (ISD). She explained contacting ISD is a “daunting task” and reported paperwork is often processed incorrectly.
- Cassandra D. also spoke to issues related to waiver amendments and reported more guidance and direction is needed for consultants. She explained that oftentimes Consultants don’t know how to implement amendments (i.e., updating budgets) and stressed the importance of communication from the State.
- Jen R. acknowledged communication from the State needs to be better.

10-HCA Website Presentation by DDS 2:10-2:40

- Christina H. provided a step-by-step review of the HCA website and spoke on how to access information on the MVAC.
- Althea M. asked for a direct link. Christina H. provided the link to the MVAC page in the Microsoft Teams Meeting chat.

11-Proposed New Business, Chair 2:40-3:00

- 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. reported a monthly \$5 processing fee for the money network card. Rachel G. reported that MAD was not aware of the fee and stated

participants should not be charged. Rachel G. requested an email from Althea M. with her questions about this.

12-Final Comments and meeting adjourned, Chair 3:00-3:30

- Members will have an opportunity to say any last comments not already addressed in the meeting
- Members of the MVAC did not provide any final comments.
- Members will vote to adjourn meeting

Charles C. motioned to adjourn the meeting.
Stevie B. seconded the motion.
No discussion or opposition.
Meeting adjourned at 3:01 pm