

QUALITY MANAGEMENT BUREAU SURVEYS FOR IN HOME LIVING PROVIDERS

- Division of Health Improvement's (DHI) Quality Management Bureau (QMB) is projected to begin conducting compliance surveys of Mi Via In-Home Living Support (IHLS) vendors.
- Compliance surveys ensure Mi Via IHLS vendors are providing services in compliance with DDSD Service Standards, waiver requirements, and applicable program expectations, while promoting quality, consistency, and accountability in service delivery.
- Survey tools are currently under development.
- Surveys will not be conducted in participants homes.



MI VIA WAIVER SERVICE STANDARDS UPDATE

- Revised Service Standards are going through a final review at DDSD and are anticipated to be released by the end of the summer.
- The revised Service Standards feature a streamlined, more user-friendly format that improves organization and readability.
- Person-centered principles have been strengthened throughout the document, emphasizing participant choice, independence, self-direction, and informed decision-making.
- Appendices have been eliminated, with their content incorporated directly into the applicable sections of the Service Standards, creating a single, comprehensive document.
- The updates are intended to improve usability while maintaining clear guidance for participants, consultants, vendors/providers, and other stakeholders.



MI VIA AMENDMENT 2026- SUPPORT BROKER AS A PAID SERVICE

- During the 2025 Mi Via Waiver renewal, Employer of Record (EOR) as a paid service was proposed as a new waiver service. The service allowed participants without natural supports the opportunity to hire an EOR to assist with employer-related functions and participate fully in self-direction.
- During the Centers for Medicare and Medicaid Services (CMS) review, CMS requested removal of the proposed service because it required additional federal review and consideration, which would have delayed approval of the waiver renewal.
- When preparing the amendment for submission, DDSD consulted with CMS about implementing EOR as a paid service. Based on the proposed scope of work, CMS requested that the service be renamed because its responsibilities aligned with those of a “Supports Broker”.



MI VIA AMENDMENT 2026- SUPPORTS BROKER AS A PAID SERVICE

A New Service Under a familiar name

- Rename the terminology from “Employer of Record (EOR)” to “Supports Broker”. This change will apply to both voluntary and paid EORs
- Add Supports Broker Services as a new waiver service. Employer of Record, whether a volunteer or paid position, will now be called Supports Broker
- The proposed Supports Broker service will maintain the same scope of work, provider qualifications, and service and provider requirements as Employer of Record as proposed during the townhalls during the waiver renewal.



MI VIA AMENDMENT 2026- SUPPORTS BROKER AS A PAID SERVICE

- Historically Support Brokers was a service offered under Mi Via. Supports Brokers worked hand in hand with consultants in the responsibilities they held and provided, such as assisting with the developing and submitting of the Service and Support Plan.
- While the title Support Broker is familiar, the role has been significantly redesigned to reflect the roles and duties of an Employer of Record. Additional guidance and implementation details will be provided before the service is launched
- Proposed timeline - TBD
 - Tribal notification -July 2026
 - Notice of Public Comment -August 2026
 - Public hearing September - 2026
 - Submission to CMS – October 2026
 - Effective Date – January 2027



MI VIA SERVICE AND SUPPORT PLAN (SSP) UPDATE

- The Mi Via SSP was modified to improve user accessibility
- The updated SSP went live on July 15th, 2026, in the Financial Management Agent (FMA) online system and in FOCoSOnline.
 - Consultants begin using SSP 2026 for new allocations beginning July 15th
 - Current waiver participants whose annual budgets are renewed on or after September 15th will begin using SSP 2026 at the time of their renewal
 - Budget revisions made prior to September 15th will use SSP 2026

Information on the current SSP will not auto-populate in the SSP 2026. Consultants are required to create a new SSP annually.



MI VIA SERVICE AND SUPPORT PLAN LINKS

SSP 2026 and SSP Instruction Guide are available online on the Mi Via DDSD webpage: [Mi Via Services & Supports – NewMexico Health Care Authority](#)

A recording of the SSP 2026 training is available on the Mi Via DDSD webpage: [Mi Via Services & Supports – NewMexico Health Care Authority](#) and is also available on the UNM CDD training hub.

For any questions or clarification, please contact Claudia Rice, Office of Constituent Supports Manager, at Claudia.Rice@hca.nm.gov , or at 505-546-9428.