

ACQ (ADVISORY COUNCIL ON QUALITY) MI VIA VENDOR STAKEHOLDER COMMITTEE MINUTES

6/09/2026

Attendees: Angelique Tafoya, Cristalina Ford, Kayana Romo, Johanna Armendariz, Tracy Perry, Jennifer Madrid, Jennifer Hollins, Cassandra DeCamp, Ermanda King-Begay, Mona Martinez, Suzanne Thompson, Valerie Dewbre, Jim Copeland, Soshana Perry, Jessica Gutierrez, Kathy Briseno, Andrea Perea, Eddie Romero, Karen Garcia, Maria, Alexis Hernandez, Steven Wrigley, Maria Castellano, Ryan Sherman, Tonya Abernathy, Nalisha Dickson, Diane Brown, Analisa Rodriguez

State Partners: Elaine Hill

Discussion

1. Leadership Transition

Discussion:

- Angelique announced this would be her last meeting chairing the committee due to her appointment to the Early Childhood Education and Care Advisory Council.
- She thanked the committee for their participation and recognized the committee's growth and impact as a voice for the vendor community.
- The role of chair involves scheduling meetings, creating agendas, and distributing minutes, along with sharing relevant information.
- Tracy confirmed that the new chair does not need to be an ACQ member, but an ACQ member (Tracy or Valerie) will serve as a liaison to relay committee reports to the ACQ.
- Minutes for the Vendor Stakeholder Committee must be sent to Kelly at ACQ to be included in the ACQ packet.

Action Items:

- **Angelique:** Share personal contact information for interested candidates.
- **Tracy/Valerie:** Provide support and guidance to the new chair.
- **All Members:** Consider volunteering for the chair position.

Follow-up Actions:

- New chair to be identified before the next meeting.

Key Takeaways:

- Angelique is stepping down as chair but remains available for support.
- The new chair does not need to be an ACQ member.
- The committee values strong voices and collaboration.

2. Review of May 12th Meeting Action Items: Elaine presented responses from DDSD regarding previous action items.

Action Item 1: Email committee clear direction on required claim identifiers and billing information format for research (TCN, DOB, Medicaid ID, Undenied Claims).

- **Decision:** All billing issues should be sent to Rachel Gonzalez via the new email: ddsd.billingssupport@state.nm.us.
- **Required Information for Emails:** TCN, Medicaid ID, Date of Service, Provider ID, and Conduent Ticket Number. Emails without a Conduent ticket number will be returned. This ensures organized tracking and follow-up.
- **Discussion:** This process is specifically for vendors.

Action Item 2: Confirm whether vendor packets must include GRT and follow up with Conduent or relevant teams to verify the requirement.

- **Decision:** Vendor packets do not require GRT inclusion. Both submissions (base rate only or breakdown of base rate and GRT) are acceptable.

Action Item 3: Resend memos and communications that specify GRT invoice formatting and the need for two separate line items (base and GRT) on invoices.

- **Decision:** Memo HB357 12/1/2025 was referenced. Vendors must separate service cost from GRT on invoices, with one line for GRT amount and a second line for the total billed amount. A single total GRT line for the entire invoice is sufficient.

Action Item 4: Follow up and confirm who can view auto-generated GRT budget goals and communicate the correct answer to Angelique.

- **Decision:** GRT lines are fully managed by Conduent and Focus Online. Consultants, participants, and the TPA do not need to take action to fill anything in. Consultants and participants can view SSPs and budgets through Focus Online.

Action Item 5: Issue a memo to consultant agencies and provide a list of nonprofit vendor agencies clarifying when GRT should not be included in budgets.

- **Decision:** This memo will not be issued. GRT does not need to be included in budgets. If consultants inquire about adding GRT, refer them to DDSD Memo HB357 "Mi Via Provider Gross Receipts Tax (GRT) Frequently Asked Questions."

Action Item 6: Reach out to vendors via this committee if the decision about home studies changes.

- **Decision:** There are no changes to home study requirements at this time; the issue is still being tabled.

Action Item 7: Issue a frequently asked questions document related to documentation requirements.

- **Decision:** A document was issued. (Memo regarding 48-hour/two-business-day documentation requirement).

Action Item 8 (Angelique's personal): Posting ACQ vendor meeting notes, agenda, and contact information on the ACQ website under the ACQ vendor subcommittee.

- **Status:** Completed as of May 20th. Angelique's contact info is currently listed as the chair.
- **Discussion:** The committee should be listed under the "Advisory Council on Disability" tab located inside the "Councils and Committees" tab. This committee should be included in the ACQ dropdown list. Right now, it is hidden under the ACQ explanation directly above the FAB information. This specific page should only

include ACQ information, with contact information for the ACQ Chair or Executive Committee. The Mi Via Vendor Committee and FAB should be included in the dropdown list alongside the ACQ Executive Committee, DD Waiver Steering Committee, Mi Via Advisory Committee, and Policy & Quality Committee. These are all ACQ subcommittees.

Action Items:

- **Elaine:** Send the direct link to the committee's page on the ACQ website. ([Councils and Committees – New Mexico Health Care Authority](#))
- **Elaine:** Take back concerns regarding the committee's visibility on the ACQ website to IT.

Key Takeaways:

- New dedicated billing support email is available for vendors.
- GRT handling is primarily managed by Conduent/Focus Online and does not require active management from vendors in budget submissions.
- DDS has issued a FAQ document on documentation requirements.

3. Documentation Requirements (Two Business Day Rule)

Discussion:

- The new memo specifies a "two business day" window for documentation, replacing the previous "48-hour" rule.
- Concerns were raised about whether services would be unbillable if notes cannot be entered within this timeframe due to unforeseen circumstances (e.g., lack of internet, rural areas).
- Elaine clarified that an exception would be made for scenarios like camping, where notes should be entered as soon as possible upon return. However, this informal interpretation raises concerns about auditors' discretion.
- Questions were raised about the definition of "business days" (Mon-Fri, excluding state holidays).
- The lack of CMS policy backing for the two-business-day rule was questioned, suggesting it is a DDS-driven policy rather than a timing issue.
- Rural areas without internet access present a significant challenge and potential discrimination.
- Difficulty for agencies without specialized billing software to comply with stringent timestamp requirements.
- The memo also states that a pending budget is not an excuse for not documenting services, which is problematic for agencies needing authorization numbers to create notes.

Action Items:

- **Elaine:** Take back concerns regarding the two-business-day rule and its interpretation, especially concerning rural access and auditor discretion, to leadership.
- **Elaine:** Provide clarification on the definition of "business days" in the context of the memo.
- **Elaine:** Take back the question regarding the connection between the payment error rate measurement audit and the two-business-day requirement to leadership.

- **Jess:** Draft a letter addressing concerns about the two-business-day rule, rural access, and lack of CMS policy, to be circulated among committee members for input.
- **Tracy/Ryan:** Share any documents used to successfully challenge similar policies in other states with Jess.

Follow-up Actions:

- Angelique will add the questions and concerns raised to the meeting minutes.
- Committee members to provide feedback on Jess's draft letter.

Key Takeaways:

- The two-business-day documentation rule is a major concern for vendors due to practical implementation issues, lack of clear exceptions, and perceived lack of CMS backing.
- The rule poses significant challenges for providers in rural areas and those without advanced billing software.
- The committee seeks official clarification and potential amendments to the policy.

4. Turquoise Claims Issues

Discussion:

- Widespread and systemic issues with Turquoise Claims are affecting all services, not just Mi Via.
- A new email, ddsd.billingsupport@state.nm.us, is available for billing issues.
- Communication from HCA and the Secretary's office is expected soon regarding the broader issues.
- Concerns were raised about inconsistent communication and individualized resolutions rather than systemic fixes.
- Current issues include budgets not being approved/adjusted, participants not appearing in the system, and difficulty accessing prior authorizations since March.
- Significant financial impact on agencies, with some reporting hundreds of thousands of dollars in unpaid claims.
- The "delay" in Turquoise Claims implementation did not prevent the current issues.
- The problems are having a negative impact on current and future budgeting for agencies.
- Consultants are also experiencing issues with Mi Via participants appearing as DD Waiver recipients and the time-consuming one-by-one billing process.
- The committee is a platform for voicing collective concerns to leadership.
- Public comment at ACQ and LHHS meetings was suggested as an additional avenue to raise concerns.
- A new administration in January may lead to re-education efforts.

Action Items:

- **Elaine:** Share the ddsd.billingsupport@state.nm.us email address in the chat.
- **All Members:** Utilize the dedicated billing support email for Turquoise Claims issues.

- **Angelique/Jess/Jim/Tracy:** Consider providing public comment at the upcoming ACQ and LHHS meetings regarding Turquoise Claims issues.

Follow-up Actions:

- Expect upcoming communication from HCA and the Secretary's office.

Key Takeaways:

- Turquoise Claims is causing significant financial and operational strain on providers.
- A centralized email for billing support is available, but broader, systemic solutions and clearer communication are needed.
- The committee will continue to advocate for resolution through multiple channels.

5. Hospitalization Memo

Discussion:

- Jess inquired about a previous hospitalization memo.
- Elaine stated that the memo was no longer valid, being specific to the COVID-19 period. However, exceptions for hospitalization can still be requested via consultants to DDS.
- Clarification is needed on the proper protocol for submitting hospitalization exceptions and who is responsible for this process (agency vs. consultant).
- Question raised about the length of hospitalization required to qualify for an exception (e.g., 1 day vs. up to 30 days).

Action Items:

- **Elaine:** Follow up with leadership and Selina to provide clarification on the current protocol for hospitalization exceptions, including who is responsible for submitting them and what qualifies for an exception (duration).

6. Palco forms Implementation

Discussion:

- Tracy inquired about the implementation date for new Palco forms.

Action Items:

- **Elaine:** Ask Deanna about the implementation date for the new Palco forms.

7. QMB Survey Feedback

Discussion:

- No specific feedback on the QMB survey was provided by members. The general sentiment was caution regarding providing input on how a QMB survey should look for Mi Via vendors.

8. Upcoming Meetings

Discussion:

- All meetings are scheduled through December.

Action Items:

- **Angelique:** If any members are missing meeting invites, they should contact Angelique to be added.

- **Information from Teams chat:**

- HCA Contacts:
 - Turquoise Claims issues: Amanda Veracka amanda.veracka@hca.nm.gov
 - Billing issues: Rachel Gonzales rachel.gonzales@hca.nm.gov
 - Systemic issues: Selina Leyba selinat.leyba@hca.nm.gov
 - DDSD Communication: Tammy Barth tammy.barth@hca.nm.gov
 - FOCoS Contact: Guadalupe Monge
 - Guadalupe.Monge@conduent.com
 - Mi Via Waiver QMB Survey: [Mi Via Self-Directed Waiver Survey Unit – New Mexico Health Care Authority](#)
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Next Mi Via Vendor Committee Meeting: July 14th, 2026

Join the meeting now

Meeting ID: 267 837 093 271 7

Passcode: cs2FZ7vA