

## PARTICIPANT CORNER

Alesia learning how to make resin crafts.



### Your Talent is in Demand!

Are you a poet, storyteller, artist or just want to share a picture of yourself doing a favorite activity or maybe some great news? Please submit pictures of your original artwork, short stories, or poems. Submissions to be featured in an upcoming Mi Via Newsletter. Submissions can be sent to: [rachel.gonzales@hca.nm.gov](mailto:rachel.gonzales@hca.nm.gov)

### Shining Star Employees of the Month

Do you have a Direct Support Professional (DSP) that you would like to spotlight and allow to shine? DDSD would like to recognize our DSPs who provide above and beyond support to Mi Via Participants. DDSD Mi Via Unit will feature Shining Stars in the Mi Via Newsletter monthly. Submit a brief note of why you would like to recognize your staff. Submissions can be sent to: [rachel.gonzales@hca.nm.gov](mailto:rachel.gonzales@hca.nm.gov)

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## FMA-Conduent Contact Information:

Phone: 1-800-283-4465

Toll-free Fax: 1-866-302-6787

E-mail for Form Submission:

[docprocessing@conduent.com](mailto:docprocessing@conduent.com)

Physical Address:

1720-A Randolph Rd SE

Albuquerque, NM 87106



January 2025

## Shining Star of the Month

**Maylene Jaramillo** is our Mi Via Consultant, and we are very grateful to her. She is so knowledgeable, humorous, and always flexible with her schedule. This is not work for her it is her life's mission to help families with special needs loved ones. She knows what it is like to have an exceptional family member, and this shows in her incredible empathy, sensitivity, and patience. She always listens, gives advice, and respects the participant's choices. We feel blessed to have Maylene in our lives.

With much gratitude,  
Susy and family

### POSITIVE THOUGHTS

"When you come to the end of your rope,  
tie a knot and hang on." Franklin D.  
Roosevelt

"We must find time to stop and thank the  
people who make a difference in our  
lives." John F. Kennedy

"Instead of being ashamed of what  
you've been through, be proud of what  
you have overcome!" – Phil McGraw

Do what is right. Not what is easy.

## How to Successfully Complete a Claim

When submitting a Vendor Payment Request (VPR) it is very important to double check all required fields. Always provide the correct information. Ensure all areas that require a signature are signed and dated.

### Participant Information:

- Write the participant's full legal name
- Write the Medicaid ID
- Write the correct approved budget period

### Vendor information:

- Write full vendor name or business name
- Write vendor federal employer identification number (FEIN) or social security number
- Write vendor address

**\*\*Always submit the VPR with the vendor invoice\*\*.** **Future dated invoices will not be accepted.** Vendor invoices must be signed and dated by the vendor.

### It is good practice to:

- Double check budget period
- Dates of service
- Signature
- Always make sure that invoice and VPR totals match.
- Always hold on to copies of:
  - VPR Invoice
  - Proof of submission
- Initial VPR and invoice **must** be submitted within 90 days of 1<sup>st</sup> date of service (DOS).

If you are needing assistance or have questions, please contact the Consolidated Customer Service Center at 800-283-4465

All documents may be provided to:

Fax 1-866-302-6787 or

Email: [docprocessing@conduent.com](mailto:docprocessing@conduent.com) or  
CONDUENT P.O. Box 27460 Albuquerque, NM  
87125-7460



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## Coming soon:

- Electronic Visit Verification (EVV) E-Codes have been updated in the EVV system.
- The go live date is January 25, 2025
- Trainings scheduled:
  - January 15, 2025- January 17, 2025
  - January 21, 2025-January 24, 2025
- Training links will be sent out soon.

## Service Highlights:

### Community Direct Support and Navigation (CDS)

Community Direct Supports purpose:

- Find
- Grow
- Support and
- Keep community connections outside of their home
- Access:
  - Social
  - Educational
  - Free time choices
- Grows:
  - Natural supports
  - Networks
  - Friendships and
  - Builds a feeling of belonging in their community
- CDS builds:
  - Independence
  - Increases connections

- Helps the participants build a connection with their community
- Give to their community

- Participant is supported to make these community connections personally and not as part of a group of people with disabilities
- CDS does not cover:
  - Formal education
  - Home schooling
  - Tutoring
  - Vocational services

**CDS must be provided outside the home.**

### ACTIVITIES IN YOUR COMMUNITY

- Lotus Sound Bath at The Cathedral of St. John Free Monthly Sound Series 1/6 @6:30pm, The Cathedral of St. John, 318 Silver Ave SW, Albuquerque
- AstroFriday 1/10 @6:30pm, San Juan College Planetarium, Room 1723, 4601 College Blvd, Farmington
- Torchlight Parade & Fireworks 1/18 @7pm, The Lift House, 200 Pioneer Rd, Red River
- Rockhound State Park Public Viewing 1/17 @6pm, Rockhound State Park, 9880 Stirrup Rd SSE, Deming
- Family Art Making at New Mexico Museum of Art 1/5 @10am, NM Museum of Art, 107 W Palace Ave, Santa Fe



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## Community Resources:

### Housing:

Developmentally disabled & persons with  
Behavioral health Needs

Albuquerque

Albuquerque Health Care for the Homeless  
505-766-5197

Crossroads for Women

Housing and services for women with drug  
addictions or mental health disorders who are  
homeless and/or formerly incarcerated.

505-242-1010

HELP New Mexico, Inc.

505-265-9674

HopeWorks

Day shelter and services for men, women, and  
families.

505-843-9797

Supportive Housing Coalition of New Mexico

505-255-3643

Therapeutic Living Services, Inc.

505-268-5295

Farmington

San Juan County Partnership

505-325-4214

Las Cruces

Mesilla Valley Community of Hope

575-523-2219

Las Vegas

Samaritan House

505-454-1390

Roswell

CHOICES Center for Independent Living

575-627-6727

Santa Fe

New Vistas/A New Mexico Center for  
Independent Living

505-471-1001

St. Elizabeth Shelter

505-982-6611

The Life Link

505-438-0010

### Housing for physically disabled:

Albuquerque

Catholic Charities of Central New Mexico

505-724-4670

Independent Living Resource Center

505-266-5022

Farmington

San Juan Center for Independence

505-566-5827

**HUD has a customer support number at (800)  
955-2232 for emergency section 8.**

## JUST FOR LAUGHS

Why can't Elsa from Frozen have a  
balloon?

*Because she will "let it go, let it go."*

Why couldn't the pony sing a lullaby?

*She was a little horse.*

What does a cloud wear under his  
raincoat?

*Thunderwear*



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## Mi Via Circle of Support

MI VIA HCA Website: <https://nmhealth.org/about/ddsd/pgsv/sdw>

Consultant Agency Name	Contact Name	Phone	E-mail	Regions(s)
<b>Active Advocates of New Mexico</b>	Alicia Sisneros	505-353-1778	<a href="mailto:AliciaS@ActiveAdvocatesNM.com">AliciaS@ActiveAdvocatesNM.com</a>	All of New Mexico
<b>CNRAG, Inc. (Care Network Resource Assistance Group)</b>	Fallon Vincell	575-621-3645	<a href="mailto:fvincell@cnragusa.com">fvincell@cnragusa.com</a>	Metro, SE & SW
<b>Consumer Direct Personal Care (CDPC)</b>	Margarita Chavez-Sanchez	505-344-8182 x3535	<a href="mailto:margaritacs@consumerdirectcare.com">margaritacs@consumerdirectcare.com</a>	All of New Mexico
<b>Excel Case Management, Inc.</b>	Jennifer Pennington	505-324-8660 ext 102	<a href="mailto:jPennington@excelcasemanagement.com">jPennington@excelcasemanagement.com</a>	NW & SE Regions
<b>Innovative Self Direction</b>	Frank Aquila	505-850-7662	<a href="mailto:faquila@innovativeselfdirection.com">faquila@innovativeselfdirection.com</a>	All of New Mexico
<b>Los Amigos, LLC</b>	Michelle Rutt	505-920-4511	<a href="mailto:Michelle@losamigosnm.com">Michelle@losamigosnm.com</a>	All of New Mexico
<b>Me Town Enterprises, LLC</b>	Kimberly Riebsomer	505-310-9069	<a href="mailto:riebsomer@gmail.com">riebsomer@gmail.com</a>	Metro & NE
<b>Merit Consulting, LLC</b>	Melinda Broussard	505-288-2889	<a href="mailto:mbroussard.merit@gmail.com">mbroussard.merit@gmail.com</a>	Metro
<b>Peak Developmental Services</b>	Sarah Martinez	505-281-9962	<a href="mailto:smartinez@nmddwcm.com">smartinez@nmddwcm.com</a>	All of New Mexico
<b>Self-Directed Choices</b>	Jacob Patterson	505-508-1663	<a href="mailto:Jacob@sdchoices.com">Jacob@sdchoices.com</a>	All of New Mexico
<b>UNM Center for Development and Disability (CDD)</b>	Carrie Roberts Janelle Groover	505-280-6442 505-401-9328	<a href="mailto:CnRoberts@salud.unm.edu">CnRoberts@salud.unm.edu</a> <a href="mailto:itorresgroover@salud.unm.edu">itorresgroover@salud.unm.edu</a>	All of New Mexico
<b>Visions Case Management</b>	Charles Clayton Casie Reza	575-779-7419 888-588-9152	<a href="mailto:Charles@visionsnm.com">Charles@visionsnm.com</a> <a href="mailto:casie@visionsnm.com">casie@visionsnm.com</a>	All of New Mexico





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### Health Care Authority/ Medical Assistance Division – Exempt Services and Program Bureau

PO Box 2348, Santa Fe, NM 87504-2348

Toll-free Phone: 1-888-997-2583, Fax: 505-827-7277

HCA manages the FMA/Conduent contract and the TPA/Comagine contract

<b>Deanna DeHerrera</b>	<b>Mi Via &amp; Medically Fragile Waivers</b> Staff Manager Functions: Mi via & Medically Fragile Waiver Oversight	505-629-7260	<a href="mailto:Deanna.DeHerrera@hca.nm.gov">Deanna.DeHerrera@hca.nm.gov</a>
<b>Rachel Gonzales</b>	<b>Mi Via Social &amp; Community Coordinator</b> Functions: Conduent, Billing, Payment issues	505-490-3721	<a href="mailto:MVWaiverHSD@hca.nm.gov">MVWaiverHSD@hca.nm.gov</a>
<b>Jennifer Romero</b>	<b>Mi Via Social &amp; Community Coordinator</b> Functions: Participant Eligibility Issues and Technical Assistance	505-469-8522	<a href="mailto:MVWaiverHSD@hca.nm.gov">MVWaiverHSD@hca.nm.gov</a>

### Health Care Authority / Developmental Disabilities Supports Division

5300 Homestead Rd. NE Suite 213, Albuquerque, NM 87110

Phone: 1-800-283-5548

DDSD operates the Mi Via Program for Developmental Disability (DD) and Medically Fragile (MF) Populations Oversees consultant agency contracts

<b>Elaine Hill</b>	<b>Mi Via Waiver Program Manager</b> Functions: Participant/Consultant Issues & Technical Assistance, & statewide MF WCF & MF CACF Contact for: Consumer Direct Personal Care	505-506-6103	<a href="mailto:elaine.hill@hca.nm.gov">elaine.hill@hca.nm.gov</a>  Fax: 505-841-6523
<b>Krystal Armijo</b>	<b>Mi Via Waiver Program Coordination</b> Functions: Participant/Consultant Issues & Technical Assistance Contact for: Peak, Visions & CNRAG	505-252-3087	<a href="mailto:krystal.armijo@hca.nm.gov">krystal.armijo@hca.nm.gov</a>  Fax: 505-841-6523
<b>Anthony Bonarrigo</b>	<b>Mi Via Waiver Program Coordination</b> Functions: Participant/Consultant Issues & Technical Assistance Contact for: UNM-CDD, Innovative Self Direction, Merit & Active Advocates	505-709-7410	<a href="mailto:anthony.bonarrigo@hca.nm.gov">anthony.bonarrigo@hca.nm.gov</a>  Fax: 505-841-6523
<b>Alicia Otoló</b>	<b>Mi Via Waiver Program Coordination</b> Functions: Participant/Consultant Issues & Technical Assistance Contact for: Me Town, Self-Directed Choices & Los Amigos	505-218-1119	<a href="mailto:Alicia.otolo@hca.nm.gov">Alicia.otolo@hca.nm.gov</a>  Fax: 505-841-6523



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## Comagine Health

PO Box 20910, Albuquerque, NM 87154-0190

Phone: 1-866-962-2180

Comagine Health is the Third-Party Assessor (TPA) for Mi Via. They are responsible for reviewing and approving the Service and Support Plans (SSP).

Blue Cross Blue Shield	866-689-1523	<a href="https://www.bcbsnm.com/turquoise-care-welcome/">https://www.bcbsnm.com/turquoise-care-welcome/</a>
Presbyterian	800-356-2219	<a href="https://www.phs.org/health-plans/turquoise-care-medicaid">https://www.phs.org/health-plans/turquoise-care-medicaid</a>
Molina	844-862-4543	<a href="https://www.molinahealthcare.com/members/nm/en-us/mem/Medicaid.aspx">https://www.molinahealthcare.com/members/nm/en-us/mem/Medicaid.aspx</a>
United Health Care	877-236-0826	<a href="https://www.uhc.com/communityplan/new-mexico/plans">https://www.uhc.com/communityplan/new-mexico/plans</a>

## Fun easy recipes:

### Cornflake Cakes

Makes about 6-8 Servings

Total time to make: 20 minutes

#### Ingredients:

- 3 tablespoons of butter
- 1 cup of sugar
- 1 tablespoon of honey
- 4 cups of cornflakes

#### Directions:

1. Preheat oven to 300F
2. Heat the butter, sugar and honey in a small saucepan until frothy
3. Remove pan from heat.
4. Add cornflakes and mix well.
5. Spoon mixture into cupcake liners.
6. Bake mixture for 10 mins
7. Remove from the oven and let cool.

### Baked Tortilla Pizza

Total time to make: 13 minutes.

#### Ingredients:

- 4 flour tortillas
- Olive oil or cooking spray
- 1 cup marinara sauce
- ½ cup shredded cheese
- Pepperoni
- Chopped basil

#### Directions:

1. Preheat oven to 375F
2. Line baking sheet with parchment paper
3. Brush tortillas with olive oil or spray with cooking spray.
4. Spread thin layer of marinara sauce on each tortilla
5. Sprinkle the shredded cheese over each tortilla.
6. Top with desired toppings.
7. Place tortillas onto the lined baking sheet.
8. Bake for 8 to 10 minutes.
9. Remove tortilla pizzas from oven.
10. Slice and serve.



## January 2025

January 2025 Dates to Remember						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1 <b>New Years Day</b>  State Offices Closed	2	3 Vendor checks received or deposited	4 Deadline to submit VPRs for 1/17 vendor payment
5 <b>National Bird Day</b>	6 <b>National Take Down the Christmas Tree Day</b>	7	8 <b>National Bubble Bath Day</b>	9	10 Paychecks & vendor checks received or deposited, end of the pay period	11 Deadline to fax timesheets & mileage for 1/24 payment & VPRs for vendor payments
12	13 <b>National Rubber Ducky Day</b>	14 <b>International Kite Day</b>	15	16	17 Vendor checks received or deposited	18 Deadline to submit VPRs for 1/31 vendor payment
19 <b>National Popcorn Day</b>	20 <b>Martin Luther King Jr. Day</b>  State Offices Closed	21 <b>Grandma Day</b>	22	23	24 Paychecks & vendor checks received or deposited, end of the pay period	25 Deadline to fax timesheets & mileage for 2/7 payment & VPRs for vendor payments
26	27 <b>Bubble Wrap Appreciation Day</b>	28 <b>National Lego Day</b>	29	30	31 Vendor checks received or deposited	2/1 Deadline to submit VPRs for 2/14 vendor payment