

# MI VIA VENDOR STAKEHOLDER COMMITTEE MINUTES

**12/10/2024**

Attendees: Maria Castellano, Casandra DeCamp, Deanna DeHerrera, Debbie Kenny, Ermanda King-Begay, Guadalupe Monge (Conduent), Andrea Perea, Tracy Perry, Suzanne Purcell, Kayana Romo, Kathy Rosales, Ryan Sherman, Angelique Tafoya, Steven Wrigley

## Discussion

### Agenda Items:

- Billing Concerns – open discussion
- Update to the email to HCA/MAD
- FOCoS Pilot
- Authorization Forms from Coimage (not discussed at this meeting, put on January agenda)
- State partner and Conduent representative at each meeting

### Discussion:

Guadalupe Monge – Vendors have the option to enter their own VPRs via FOCOS. Vendors can receive training – go over how to enter invoices, Guadalupe follows up to see how things are going and how to check the status. The option to submit paper VPR is never going away. (Guadalupe started to show us what the FOCOS online access looks like but due to HIPAA compliance, she was unable to show us the entire process. There are 3 different options Vendors that can use which are: Bulk Charge, Charge Entry and Charge Review. Vendor Agencies can request to a training on how to use the FOCOS system. EORs will need to be trained on how to view and approved VPRs. Vendor Agencies are able to view the status of each claim. The most common issue that is reported is when the Consultant does not link the Vendor Agency to the new budget. The other issue they see often is “duplicate claims” and this happens when paper VPR is submitted along with FOCUS submissions.

- Angelique –
  - If we submit weekly, we will be paid every other week? -Entries can be entered on a weekly basis but claims will be paid until the EOR approves the VPR. The EOR will be notified until the Vendor Agency selects the “submit” button (after all entries are entered).
  - Is it possible to have Guadalupe attend our monthly? **Guadalupe will take this back and ask if someone from her team can attend our monthly meetings.** (Angelique gave the dates for the next meetings)
  - Is there an option to receive an electronic deposit advice rather than the one that comes in the mail? **Guadalupe said she will take this question back to her team and find out.** But, as far as the paper submissions, the deposit advice will continue to come in the mail. FOCOS pays out all billing submissions in real time.
  - Alta Mira has been experiencing issues with our billing submission when submitting via docprocessing.com even though we do receive the confirmation email reply that our submission has been received. **Guadalupe will take this information back to her team.**
  - When the pilot program is completed, is this another option to submitting billing? Yes.
  - We would like to see a List of Mi Via Vendors, so all options are out there for families. **Guadalupe will take this to her manager to see if this can be completed.**
- Ryan Sherman –

- Does each EOR get their own unique login? Yes, Vendor Agency does not have anything to do with the EORs access, this is between the EOR, Conduent and the Consultant. However, the Vendor Agency does need to train EOR on how to approve the VPR.
- Do we get a notification when an EOR has not signed the VPR? No, but the EOR receives a notification when invoices/VPR are ready to be reviewed and approved. Also, there is a report that can be run for the Invoices that have not been approved yet.
- When the EOR needs a password reset, who is responsible for this? This will be done in FOCOS using the “forgot password” link, there is also a customer service phone number.
- If we want to test this out, can we choose to only submit one or two at first? Vendor Agencies can test out 1 to 2 at a time.
- Guadalupe mentioned earlier that Consultants forget to link a new budget to the Vendor Agency, do we need to ask/remind the Consultant to upload/connect the budget each time? The budget gets uploaded automatically, the main issue is when a Vendor is not linked to the new budget, Consultant forgets to link Vendor Agency to the new budget, and this is the Consultant’s responsibility.
- Note: From the division standpoint – It would be a poor investment to not accept CSV file. For example, Ryan’s agency will have 265 data entries every day of the year, this is not practical. It is very important for FOCOS to support a CSV file.
- Guadalupe also mentioned earlier that payouts will still be completed even if there are errors. How will we know of any errors? And how will a mistake get voided out? -The Consultant and EOR will be informed of any billing errors. For any voided claims, all funds/payouts will need to be returned, and this is a longer process.
- Debbie – If we use FOCOS, is the payout time frame still 2 weeks? -When entries are entered into FOCUS, Monday through Friday, FOCOS takes submissions on Fridays, and pays out the following Friday. Pay out is within a week.
- Tracy – Can a CSV file be submitted rather than manual data entry? A CSV file will eliminate data entry errors. - **Guadalupe will take this back to the FOCOS team.**
- Cassandra – informed us that Conduent is the one that needs to link any additional fundings to current budget. (And updated signed Vendor Agreement with any rate increase is required and needs to be submitted to Conduent).

List of concerns and requests for the ACQ:

- Palco Spending Report – automatically and weekly
- Budget inquiry - Cassandra

Next Meeting: January 14<sup>th</sup> 2025

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