

Participant Corner

Mike Adams is a 25-year-old male receiving NM Mi Via waiver services. Mike just completed his third year in the PhD program, advancing to candidacy, at the University of New Mexico in the Computer Science department, specializing in parallel processing. His work focuses on optimizations of communication algorithms used by modern supercomputers, such as those deployed at US DOE national laboratories.

He recently authored his first peer-reviewed paper with his advisor, Dr. Amanda Bienz, entitled "Optimizing Allreduce Operations for Modern Heterogeneous Architectures with Multiple Processes per GPU" (link to preprint: <https://arxiv.org/abs/2508.13397>). He presented this work to fellow researchers in his field in May 2026 at The Sixteenth International Workshop on Accelerators and Hybrid Emerging Systems at the 40th Institute of Electrical and Electronics Engineers International Parallel & Distributed Processing Symposium. After Mike graduates, he aspires to obtain a full-time research position at Sandia National Laboratories.

Mike is also an avid skier during the winter months in NM. As a fifth grader at McCollum Elementary School in Albuquerque, Mike began sit-skiing at age 11 at Sandia Peak ski area with Adaptive Sports Program New Mexico (link: <https://www.adaptivesportsprogram.org>). While most tethered adaptive skiers with Mike's upper body limitations use static outriggers affixed to the sides of the ski that prevent the ski from tipping too far over, Mike does not use fixed outriggers. Instead, he is able to use his core strength to maintain balance and hold turns during ski runs. Pioneered in New Mexico, this adaptation allows Mike and those with similar disabilities to learn more of the technique involved in sit skiing.

The Adaptive Sports Program New Mexico presented Mike with the 2025 Athlete of the Year award in April 2025 at the organization's annual Snow Ball fundraiser event, where Mike was the keynote speaker.

Mike in action:

https://www.youtube.com/watch?v=tkQ_RgsawPg&t=37s

<https://youtu.be/3U46U6OgC08?si=HrNWP9TopLpVf9bY>



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Your Talent is in Demand!

Are you a poet, storyteller, artist or just want to share a picture of yourself doing a favorite activity? Would you like to share some great news? Please submit pictures of your own artwork, short stories, or poems. Submissions to be shown in an upcoming Mi Via Newsletter. Submissions can be sent to:

rachel.gonzales@hca.nm.gov

Employment Tales



My name is Alicia.

I work two part-time jobs-at a military dining facility during the week and at IHOP on the weekends.

I enjoy earning my own income so I can reach my goals and save for my future in my ABLE account.

I am proud to be awarded Employee of the Month, showing my hard work and commitment as a New Mexican with IDD and Autism.

Employment Supports can help you:

- Find and keep a job in the community
- Learn job skills and work routines with individualized job coaching
- Get support that matches your goals, strengths, and interests
- Work in real jobs for meaningful pay
- Grow and succeed at work overtime, not just get hired.

Employment Supports are available under the Developmental Disabilities and Mi Via Waivers.

If you are interested in employment opportunities, speak to your Consultant.

You can find more information on the DDSD website:

<https://www.hca.nm.gov/employment-first/>

Employment Tales Submissions

If you have a job and would like to be featured in Employment Tales, send:

- A picture of you at work.
- The name of where you work.
- A statement about how you found your job.
- What do you like about your job.

Submissions and questions can be sent to

Lizette.Lujan@hca.nm.gov

Just for Laughs

What do you call guys who love math?

Algebros

How does the moon cut his hair?

Eclipse it.

What animal is always at a baseball game?

A bat.

Caregiver Support Groups

It is important to take care of yourself when you are a caregiver.

Support groups are compassionate spaces for family caregivers to voice their struggles. You are **not** alone. Caregiver support groups provide a safe space for caregivers to share fears, struggles and needs. Caregivers provide emotional support, resources and other information to each other. Here caregivers can create their own village of support to be their best self.

The Family Caregiver Center of New Mexico offers ongoing support groups in the Albuquerque area and online.

Register here to participate in a caregiver support group:

Email: info@familycaregivernm.org

Phone: 505-494-4021

Website: www.familycaregivernm.org

In-Person Albuquerque:

1st and 3rd Tuesday of the month

11:15am-12:45

Lomas Tramway Public Library

908 Eastridge Dr. NE, Albuquerque

2nd and 4th Wednesday of the month

2:30pm-3:30pm

Erna Fergusson Public Library

3700 San Mateo Blvd NE, Albuquerque

In-Person Farmington:

2nd and 4th Thursday of the month

10am-11am

Bonnie Dallas Senior Center 208 N Wall Ave,
Farmington

In-Person Santa Fe:

1st and 3rd Wednesday of the month

10:30am-11:30am

Santa Fe Public Library Southside Branch

6599 Jaguar Dr. Santa Fe

Virtual Options:

1st and 3rd Thursday of the month

1pm-2pm

RSVP for Zoom Link

2nd and 4th Thursday of the month

7pm-8:15pm

RSVP for Zoom Link



Positive Thoughts

"Be the reason someone believes in the goodness of people." Karen Salmassohn

"The greatest glory in living lies not in never falling, but in rising every time we fall." Nelson Mandela

If you see something beautiful in someone, speak it.



Service Highlight

Contributed by: Rachel Gonzales Senior Healthcare Program Coordinator

Homemaker Direct Support Services

Homemaker direct support services are provided on a periodic or continuing basis to assist an eligible participant 21 years and older with:

- Activities of daily living such as:
 - Grooming and personal care
 - Meal preparation
 - Money management
 - Health care needs
- Performance of general household tasks
- Maintain or improve social interaction skills in the community
- Enable the eligible participant to accomplish tasks he or she would normally do for themselves if they did not have a disability.

Homemaker direct support services are provided in the eligible recipient's own home and in the community, depending on the participants' needs and choice. Services are not intended to replace supports available from a primary caregiver. This service is not to be provided in homes or apartments owned or leased by provider agencies, unless the participant has a lease or other type of legal protection in place for that residence.

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[APPENDIX A: Service Descriptions in Detail](#)

Mi Via NMAC 8.314.6 E (1)

[8.314.6 NMAC](#)

Mi Via Advisory Committee (MVAC)

MVAC is an Advisory Council on Quality (ACQ) subcommittee. MVAC supports the Mi Via Self-Directed Waiver program in the following ways:

- To support the Mi Via idea of self-direction.
- To receive suggestions on policy issues.
- To help the Mi Via Waiver Program with ongoing review.
- To help improve the Mi Via program.
- To help find ways to make the Mi Via processes easier.

MVAC is now taking nominees for membership. If you are interested, please email Alicia Otolo for a nomination form or invitation to meetings at Alicia.Otolo@hca.com

Friendly Reminder: Documentation Submission Timeline

Contributed by Elaine Hill Mi Via Waiver Program Manager

To help maintain accurate records and ensure that billed services have the correct supporting documentation as required by Medicaid and the Centers for Medicare and Medicaid Services (CMS), we would like to remind all Mi Via participants, Employers of Record (EORs), and vendors all service documentation should be completed **within two (2) business days** of the service being provided.

Timely documentation is not only an audit/compliance issue; it supports quality of care and participant protections. The two-business day, 48-hour, requirement is intended to promote:

- Accuracy and completeness: Documenting close in time to the service delivery reduces errors, omissions, and inconsistencies that can occur when staff are relying on memory.
- Health, safety, and coordination of care: Up-to-date records help ensure that important changes in a participant's condition, supports, or risks are captured and can be acted on quickly. Current notes allow other vendors, consultants, Employers of Record (EORs), guardians, and natural supports to understand what has occurred and what changes to the participants' services or budget are required.
- Program integrity: Timely documentation supports correct billing and decreases the risk of duplicate, unsupported, or inappropriate claims.
- Audit readiness: Ensures that documentation is complete and available when requested by CMS, DHI/QMB, DDS.

We appreciate your partnership and your commitment to maintaining complete and timely documentation.

If you have any questions regarding documentation requirements or submission timelines, please contact your Mi Via Consultant, who will provide guidance and assistance

Summer Fun!!!

ABQ Bio Park Sensory-friendly Events

The ABQ BioPark is proud to be a Certified Autism Center™ (CAC). Our staff has completed training and certification in best practices when assisting autistic and sensory-sensitive guests.

The ABQ BioPark hosts low sensory events for families as well as adults-only events throughout the year. Check the current upcoming event schedule at [BioPark Events](#).

For the first Tuesday of the month at the Zoo and the third Tuesday at the Aquarium and Botanic Garden, a limited number of tickets will be available from 9 am to 10 am.

Neurodivergent Museum Nights

Every Thursday from 3pm-5pm

Enjoy a calmer, quieter museum experience with softer lighting and engaging activities for neurodivergent visitors and families. FREE, no registration is required.

Las Cruces Museum of Art & Museum of Nature and Sciences
411 N. Main St., Las Cruces
Phone: 575-541-2000
Website: [lascruces.gov](https://www.lascruces.gov)

Updates to the Mi Via Services and Support Plan

Contributor: Claudia Rice, Office of Constituent Support

In 2025, the Developmental Disabilities Supports Division (DDSD) began revising the Mi Via (MV) Waiver Services and Supports Plan (SSP) to make the plan more accessible and user-friendly. To guide the revision of SSP 2026, DDSD asked for feedback from:

- Consultants
- DDSD staff
- Stakeholder groups
- Waiver participants
- Participant family members

This input played a key role in making revisions and ensuring SSP 2026 reflects people's needs and experiences. The revisions included in SSP 2026 are intended to further strengthen and support the person-centered planning (PCP) process. PCP understands that people grow and change over time and emphasizes:

- Cultural considerations
- Informed choice
- Dignity of risk
- The use of plain language, when possible
 - To promote understanding
 - Meaningful participation

While SSP 2026 includes several changes, many parts of the original SSP remain in place and have been expanded or reformatted as part of the streamlined design of the updated document. Some updates include:

- An expanded risk assessment section
- New questions related to settings requirements
- Added sections to explore technology use
- Employment

SSP 2026 went live on Wednesday, July 15th. A copy of SSP 2026, and its accompanying instruction guide, are available to view on the new Health Care Authority website launching in July. Overall, SSP 2026 reflects DDSD's ongoing commitment to improving the planning process while promoting person-centered practices, accessibility, and meaningful engagement for waiver participants and their circles of support. The updated format supports communication and thorough planning in addressing each individual's unique goals, preferences, and support needs.

[Home – New Mexico Health Care Authority](#)

Shining Star Employees of the Month

Do you have a Direct Support Professional (DSP) that you would like to give a shout out to? DDSD would like to recognize our DSP's who go above and beyond for Mi Via Participants. Shining Stars will be featured in the Mi Via Newsletter monthly. Send a brief note of why you would like to recognize your staff. Submissions can be sent to: rachel.gonzales@hca.nm.gov

New Mexico Restores Division of Health Improvement (DHI) Hotline to Report Abuse of People with Disabilities

All New Mexicans can report suspected abuse, neglect or exploitation (ANE) of people with intellectual and developmental disabilities (IDD) beginning July 1, 2026, 1- 800-445-6242.

The hotline is available to report concerns involving participants in the following programs:

- Developmental Disabilities Waiver
- Mi Via Waiver
- Medically Fragile Waiver
- State General Fund Developmental Disability Programs

The restored hotline will help simplify reporting by:

- Speed up response times
- Improve follow up on critical incidents involving participants with IDD

The Incident Management Bureau investigates reports on ANE. IMB will then work with partner agencies and providers to ensure:

- Immediate safety measures are implemented
- Corrective action is taken
- Referrals to law enforcement are made when appropriate

Website to report ANE:

[Report Abuse, Neglect & Exploitation – New Mexico Health Care Authority](#)

Employer of Record (EOR) Guidebook Updates with Updated Comments Date

Submitted by Deanna DeHerrera, DDSD Waiver Systems Manager

The Developmental Disabilities Supports Division (DDSD) is preparing to update the Employer of Record (EOR) Guidebook. We are seeking suggestions, recommendations, and feedback pertaining to the Guidebook.

Please submit comments to Deanna DeHerrera by August 15, 2026, via email:

Deanna.DeHerrera@hca.nm.gov.

Link to the EOR Guidebook: [EMPLOYER OF RECORD GUIDEBOOK](#)



Participants with a Positive Influence

Contributed by: Rachel Gonzales Senior Healthcare Program Coordinator

In March of 2023 I received a submission from Maria “Lucy” for Participant Corner. Lucy enjoys creating diamond dot art. I had never heard of diamond dot art before her submission. I was intrigued by Lucy’s beautiful submissions and did a little research.

Lucy helped not only myself but my daughter to jump into our own diamond dot art adventure by sharing her art with the Mi Via community. Lucy helped me to find a way to relax and reroute my mind when I had anxiety or could not focus. It has also created a bonding experience for my daughter and I as we work individually on our own paintings together. Thank you, Lucy, for sharing and bringing brightness and creativity into my life.

If a participant has had a positive or inspiring impact on your life, please share a brief story of how they have had a positive or inspiring impact on your life. You can send your stories to:

Rachel.gonzales@hca.nm.gov



Community Events

Free or low cost

August

Every Thursday at 5pm
Bingo at Knights of Columbus
1400 Ruby St., Deming

March 20, 2026-February 15, 2027, 9am-5pm
50 for 50: Indian Pueblo Cultural Center, 1976-2026
Indian Pueblo Cultural Center, 240 12th St NW, Albuquerque

May 9-December 31 11am-5pm
Route 66 Centennial Traveling Exhibit Brings History to Life
Rex Museum, 300 W. Historic Highway 66, Gallup

August 28-30 11am-5pm
Route 66 Centennial Traveling Exhibit Brings History to Life
The New Mexico History Museum, 113 Lincoln Ave., Santa Fe

August 29th 10am-4pm
2026 Mountainair Sunflower Festival
Manzano Mountain Art Council, 101 E Broadway, Mountainair

September

September 4-6
Total Fine Arts Festival
Farmington Civic Center, 3041 E. Main St., Farmington

September 2-October 28 4pm-7pm
White Rock Evening Farmers Markets
118 NM-4, White Rock

September 11-12 3pm
Pinata Fest
Cultural Plaza, Roswell

September 26 10am-2pm
Science Fest
Fuller Lodge & Lawn, 2131 Central Ave, Los Alamos

September 26-27 9:30am-6pm
Renaissance Faire
Grants Rodeo Ground, 223 Beatty Dr., Grants

DDSD Allocation Office Hours



Virtual support for individuals and families navigating the waiver allocation process and DDSD waiver programs

We Can Help You

		
Get guidance and answers about the allocation process.	Learn about Developmental Disabilities (DD) and Mi Via Wavers	Better understand available services for you and your family.

Virtual Online Allocation Office Hours

12 - 1PM

Held on **2nd** and **4th** Tuesday of each month

How to Join

Participants can join online through Microsoft Teams.

SCAN



Scan the QR code to join the Office Hours.

If you are unable to join, please call **505-630-9555** for assistance.



Community Resources

Fire and Carbon Monoxide Safety

Fired Prevention and Safety Tips

[Fire Prevention & Safety Tips - NMDHSEM](#)

American Red Cross Arizona and New Mexico

Free smoke detectors for homes without smoke detectors

[Home Fire Campaign: Arizona & New Mexico | Red Cross](#)

Fire Adapted NM Learning Network

[Fire Adapted NM](#)

Fire Prevention Programs

[Fire Prevention Programs - Forestry](#)

[Fire prevention tips - Forestry](#)

Free Smoke Detector Project (Bernalillo County Only)

[Free Smoke Detector Project - Fire & Rescue](#)

OSHA Fire Extinguisher Training Video

<https://youtu.be/yodLMfOZNvA?si=bqo-ACsIL90tCrnE>

Carbon Monoxide Safety

[New Mexico Gas Company](#)

[FireCOFactSheet.pdf](#)

[Carbon monoxide and smoke alarm safety - NMDHSEM](#)

[Carbon Monoxide safety | NFPA](#)

Mi Via Circle of Support

MI VIA HCA Website: [Mi Via Self-Directed Waiver - New Mexico Health Care Authority](#)

Consultant Agency	Contact Person	Phone	E-Mail	Regions
Active Advocate of New Mexico	Alicia Sisneros	505-353-1778	AliciaS@ActiveAdvocatesNM.com	All of New Mexico
CNRAG, Inc. (Care Network Resource Assist. Group)	Fallon Vincell	575-621-3645	fvincell@cnragusa.com	Metro, SE & SW
Consumer Direct Personal Care (CDPC)	Pamela Acosta Jessica Jaramillo	505-344-8182 x3535	Pamelaa@consumerdirectcare.com Jessicaja@consumerdirectcare.com	All of New Mexico
Familia Services NM	Abigail Aguilar	505-420-1028	abby@familiaservicenm.com	Metro, NW & SW
Innovative Self Direction	Frank Aquila	505-850-7662	faquila@innovativeselfdirection.com	All of New Mexico
Los Amigos, LLC	Michelle Rutt	505-920-4511	Michelle@losamigosnm.com	All of New Mexico
Me Town Enterprises, LLC	Kimberly Riebsomer	505-310-9069	riebsomer@gmail.com	Metro & NE
Merit Consulting LLC	Dominique Facio	505-554-5494	dfacio.meritnm@gmail.com	Metro
Peak Developmental Services	Sarah Martinez	505-281-9962	smartinez@nmddwcm.com	All of New Mexico
Phoenix Supports	Raquel Guzman Vega	505-619-4473	intake@phoenix-supports.com	All of New Mexico
Professional Case Coordination Services	Daniel Romero	505-715-3708	danielpccs1@gmail.com	Metro & SE
Self-Directed Choices	Jacob Patterson	505-508-1663	Jacob@sdchoices.com	All of New Mexico
UNM Center for Development and Disability (CDD)	Cassandra DeCamp	505-274-1319	cdecamp@salud.unm.edu	All of New Mexico
Visions Case Management	Charles Clayton Evan Anderson	575-779-7419 888-588-9152	Charles@visionsnm.com evananderson@visionsnm.com	All of New Mexico

Reminder!!!

Don't forget to recognize your favorite Direct Support Professional (DSP)
Share your artwork, fun activities or just a picture of you. Shining Star Employees and Participant Corner submissions can be sent to Rachel Gonzales at Rachel.gonzales@hca.nm.gov Your submissions make my day!!!

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

Elaine Hill	Mi Via Waiver Program Manager	505-506-6103	Elaine.hill@hca.nm.gov
Krystal Armijo	Mi Via Waiver Program Coordinator	505-252-3087	krystal.armijo@hca.nm.gov
Alicia Otoló	Mi Via Waiver Program Coordinator	505-218-1119	Alicia.otolo@hca.nm.gov
Inez Dominguez	Mi Via Waiver Program Coordinator	505-538-5506	Inez.Dominguez@hca.nm.gov
Ana Orona	Mi Via Waiver Program Coordinator	505-627-4258	Ana.Orona@hca.nm.gov
Deanna DeHerrera	Mi Via Systems Program Manager		Deanna.DeHerrera@hca.nm.gov
Rachel Gonzales	Mi Via Billing Coordinator	505-490-3721	rachel.gonzales@hca.nm.gov

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)

Conduent

1720-A Randolph Road, SE, Albuquerque, NM 87106

Phone: 1-800-283-4465

Mailing Address:

Conduent

PO Box 630, Bernalillo, NM 87004

Fax 866-302-6787

Email: docprocessing@conduent.com

Conduent is the Financial Management Agent (FMA) for the Mi Via Waiver Program.

Managed Care Organization (MCO)

Blue Cross Blue Shield	866-689-1523	BCBSNM Turquoise Care Medicaid Plans Blue Cross and Blue Shield of New Mexico
Presbyterian	800-356-2219	Turquoise Care Medicaid Presbyterian Health Plan, Inc.
Molina	844-862-4543	Medicaid Members Molina Healthcare New Mexico
United Health Care	877-236-0826	New Mexico Turquoise Care UnitedHealthcare Community Plan

July 2026
Dates to Remember

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1 International Chicken Wing Day	2	3 Vendor checks received or deposited	4 Deadline to submit VPRs for 7/17 vendor payment
5 Build a Scarecrow Day	6	7 National Strawberry Sunday Day	8	9	10 Paychecks & vendor checks received or deposited, end of the pay period	11 Fax deadline: timesheets & mileage for 7/24 payment & VPRs for vendor payments
12	13	14 Cow Appreciation Day	15	16 World Snake Day	17 Vendor checks received or deposited	18 Deadline to submit VPRs for 7/31 vendor payment
19 Stick Out Your Tongue Day	20 Ice Cream Soda Day	21	22	23 Mi Via Advisory Committee (MVAC) Meeting 12:30pm-3:30pm	24 Paychecks & vendor checks received or deposited, end of the pay period	25 Fax deadline: timesheets & mileage for 8/7 payment & VPRs for vendor payments
26 Parent's Day	27 National Love is Kind Day	28	29	30 International Day of Friendship	31 Vendor checks received or deposited	8/1 Deadline to submit VPRs for 8/14 vendor payment

Palco Information

Email: customersupport@palcofirst.com

Phone: 866-710-0456 Monday – Friday 7:00am CST – 6:00pm CST

[Forms - Palco](#)

August 2026
Dates to Remember

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					7/31 Vendor checks received or deposited	1 Deadline to submit VPRs for 8/14 vendor payment payments
2 National Coloring Book Day	3 National Watermelon Day	4	5	6	7 Paychecks & vendor checks received or deposited, end of the pay period	8 Fax deadline: timesheets & mileage for 8/21 payment & VPRs for vendor payments
9 Smokey Bear Day	10 National S'mores Day	11	12	13	14 Vendor checks received or deposited	15 Deadline to submit VPRs for 8/28 vendor payment
16 Tell a Joke Day	17	18	19 Aviation Day	20	21 Paychecks & vendor checks received or deposited, end of the pay period	22 Fax deadline: timesheets & mileage for 9/4 payment & VPRs for vendor payments
23	24 National Waffle Day	25	26 National Dog Day	27	28 Vendor checks received or deposited	29 Fax deadline: submit VPRs for 9/11 vendor payment
30 Frankenstein Day	31 National Eat Outside Day	9/1	9/2	9/3	9/4 Paychecks & vendor checks received or deposited, end of the pay period	9/5 Fax deadline: timesheets & mileage for 9/18 payment & VPRs for vendor payments

September 2026

Dates to Remember

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1 Ginger Cat Appreciation Day	2 World Coconut Day	3	4 Paychecks & vendor checks received or deposited, end of the pay period	5 Fax deadline: timesheets & mileage for 9/18 payment & VPRs for vendor payments
6 National Pet Rock Day	7 Labor Day	8 Star Trek Day	9	10	11 Vendor checks received or deposited	12 Deadline to submit VPRs for 9/25 vendor payment
13 Grandparents Day	14 National Cream Filled Donut Day	15	16	17 Constitution Day	18 Paychecks & vendor checks received or deposited, end of the pay period	19 Fax deadline: timesheets & mileage for 10/2 payment & VPRs for vendor payments
20 National Pepperoni Pizza Day	21 International Day of Peace	22 Hobbit Day	23	24	25 Vendor checks received or deposited	26 Deadline to submit VPRs for 10/9 vendor payment
27 National Chocolate Milk Day	28 National Strawberry Cream Pie Day	29 National Police Remembrance Day	30	10/1	10/2 Paychecks & vendor checks received or deposited, end of the pay period	10/3 Fax deadline: timesheets & mileage for 10/16 pmt & VPRs for vendor pmts

