

# MI VIA VENDOR STAKEHOLDER COMMITTEE

## MINUTES

1/14/2025

Attendees: Maria Castellano, Karen Garcia, Veronica Gomez, Rachel Gonzales (HCA), Debbie Kenny, Ermanda King-Begay, Andrea Perea, Tracy Perry, Kathy Rosales, Lisa Sisneros Brow, Angelique Tafoya, Steven Wrigley

### Discussion

#### Agenda Items:

- Updates from December 10<sup>th</sup> 2024 meeting - Conduent
- Update to the email to HCA/MAD
- Authorization Forms from Coimage
- Other topics

#### Discussion:

Rachel Gonzales from HCA joined us today. List of follow-ups requested:

- Vendor Agency list that Stakeholder Group requested - Rachel sent the request, but she has not received anything yet. Rachel will follow up.
- CSV file – Per Rachel this is still pending.
- Is it possible for the check detail Reports (RA) to be sent to Provider Agencies electronically and not through snail mail – Per Rachel, this is also still pending. Lisa suggested they could be emailed.
- Billing issues – Email ([docprocessing@conduent.com](mailto:docprocessing@conduent.com)) submissions, Alta Mira received reply confirmation saying our submission was received. Then we find out a few weeks later that our billing was not processed. This issue can cause timely filing issues and possible payment denial.

Lisa said the only billing issue she is currently having is when there is a billing error, and she is not always notified by the EOR right away. She ends up needing to talk with Conduent to get billing issues fixed and it becomes time consuming. Rachel suggested that the EOR can sign a “waiver of timely filing” but there needs to be a reason documented as to why billing was not submitted on time. Lisa said she had one EOR who refused to sign this “waiver of timely filing” form.

- Lisa said the main issue she is having is when it comes to denials, EORs do not pass on that information and she finds out later, this causes a denial for late submission.
- Lisa suggested receiving a copy of budgets electronically as it would be ideal to upload directly into the provider agency systems, rather than receiving a paper/PDF copy.

Eric from Advocacy Partners (sent Angelique an email): Authorization Forms from Coimage - Eric was not present at the meeting but his agenda item was discussed by the group. Committee asked if we could get this form beforehand? Currently, therapists do not know how many units they are approved for or their rate. Having a copy of the budget will always be helpful beforehand. Rachel will look into whether we can have access to our service portion of the budget.

Tracy Perry – any update for the GRT to be outside of the budget? Per Rachel, they are searching for funds that would be able to take care of that but at the moment, it is a no go; this is tabled right now. Rachel will work on getting more information and will email Angelique an update.

Other Billing Concerns: Kathy stated that the process is longer when there are billing issues that require a refund, and when there is a need to re-bill.

Updates on the Pilot program – Tracy wants to avoid billing errors from data entry. CSV file would be much faster.

Mi Via and EVV - Debbie asked if IHLS was being required to do EVV, based on the recent Mi Via newsletter?. Rachel confirmed that IHLS will NOT be a part of EVV requirement, the “E codes” added and now included. The go live date is on 1/25/25. Homemaker and Respite services will be required to use the EVV codes.

Tracy/Lisa – AuthentiCare contract has been renewed with iTherapy. It would be helpful if the two programs could communicate, and the time entries could be downloaded.

Eblast information – Committee stated that it would be helpful if it also came from Tammy Barth because Provider Agencies provide different services. We are a part of the SSP, and we should be included in all communication. Rachel asked if we could send her our email so she can include us in the Mi Via newsletter so we can be added to the distribution list.

Angelique will ask Guadalupe if Conduent can attend these meetings. (John Padilla – responsible for contracts)

Items still pending from 12/10/2024 meeting:

- Is it possible to have Guadalupe (or a Conduent representative) attend our monthly? **Guadalupe will take this back and ask if someone from her team can attend our monthly 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.**
- 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.**
- 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.**

Next Meeting: February 11<sup>th</sup> 2025

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