

**Mi Via Advisory Committee (MVAC) Quarterly Meeting Minutes**  
**July 24, 2025, 12:30-3:30 PM**  
**Meeting Location: Teleconference**

**1-Attendance and Introductions, Trish Gull 12:30-12:35**

- ♦ Members are asked to state their name and role in Mi Via. Keep in mind each person will only have approximately 20 seconds to do this.
  - The meeting was officially brought to attention by Committee Chair Patricia “Trish” G. at 12:33 PM.

<b>Member</b>	<b>State Staff</b>	<b>Absent</b>	<b>Presenter/Guest</b>
Judy Sena	Elaine Hill, DDSD Mi Via Waiver Program Manager	Allison Salazar	Cassandra DeCamp, Public Comment
Patricia Gull	Krystal Armijo, DDSD Mi Via Program Coordinator	Manuel Lardizabal	
Shannon Eckert	Anthony Bonarrigo, DDSD Mi Via Program Coordinator	Deanna DeHerrera, DDSD Mi Via Waiver Manager	
Chinda Lacoski	Alicia Otodo, DDSD Mi Via Program Coordinator		
Yvette Griego	Inez Dominguez, DDSD Mi Via Program Coordinator		
Stevie B. Bass	Ana Orona, DDSD Mi Via Program Coordinator		
Tim Gardner	Selina Leyba, DDSD Bureau Chief		
Donna B. Brooks	Rachel Gonzales, DDSD Mi Via Billing Specialist		
Charles C. Clayton			
Denise Balderas			

Elaine Palma			
Leon K. Revel			

## 2-Review Agenda & Previous Meeting Minutes, Trish 12:35-12:40

- ◆ Members will amend or approve agenda as needed and vote.

**Stevie B. motioned to approve the 07/24/25 agenda as written.**

**Donna B. seconded.**

**All voted in favor.**

**No further discussion or opposition.**

**Motion passed.**

- ◆ Members will amend meeting minutes as previously submitted prior to meeting as needed and vote on changes.

**The Committee recommended the following amendments to the minutes of 04/24/25:**

- Addition of a Presenter/Guest Column on page 1, agenda item #1. Stevie B. asked if Adrienne Smith and Valencia Largie were state staff. Elaine H. clarified they are not HCA/DDSD staff and stated Adrienne S. was a presenter from the NM Caregivers Coalition and Valencia L. was a guest from the provider agency Active Solutions.
- Donna B. requested for specific language to be used on page 3, agenda item #4. Donna B. stated the motion should list the names of the five people approved for MVAC memberships and state all five people were approved for 3-year terms. Elaine H. confirmed this change would be made.
- Stevie B. noted the last bullet point on page 4, agenda item #7 used vague language. Stevie B. asked if “staff bandwidth” referred to staffing shortages or lack of staff training. Elaine H. stated this would be reviewed and revised.
- Stevie B. asked for bullet point #1 on page 6, agenda item # 7, to state fraudulent claims need to go from NM Workforce Solutions to the Employer of Record (EOR) in two days and not four days as previously written.
- Elaine H. confirmed the meeting minutes will be updated to state “two days.”

**Stevie B. motioned to approve the minutes with the changes above.**

**Donna B. seconded.**

All voted in favor.  
No discussion or opposition.  
Motion passed.

### **3-Housekeeping, Trish 12:40-12:45**

- ◆ Public comment sign-up
  - Cassandra DeCamp

### **4-Membership Committee Updates, Donna 12:45-1:00**

- ◆ Vote on new members
  - MVAC Membership Applications
    - Donna B. thanked MVAC members Stevie Bass, Judy Sena, Shannon Eckert, Allison Salazar, and Patricia "Trish" Gull for helping review new membership applications.
    - Donna B. presented four candidates for MVAC membership approval:
      1. Chinda Lucoski – returning member; recommended for a 3-year term.
      2. Charles Clayton (Visions Case Management) – returning member, recommended for a 2-year term (as a Mi Via consultant).
      3. Manuel Lardizabal – new applicant (application was submitted in February), recommended for a 2-year term.
      4. Leon Revel – new applicant (application submitted in July), in attendance at the meeting, recommended for a 2-year term.
    - Donna B. stated that the shorter membership terms are designed to help stagger term expirations, as several are ending in 2028.

Denise B. motioned to approve the memberships for Chinda Lucoski for a 3-year term, and Charles C. Clayton, Leon K. Revel, and Manuel Lardizabal for 2-year terms.  
Stevie B. seconded.  
All voted in favor.  
No discussion or opposition.  
Motion passed.

## 5-Member Response to Updates from HCA/DDSD, Trish 1:00-1:30

- ◆ Members will have a chance to provide their feedback on prepared summaries sent by HCA/DDSD
  - Elaine H. reviewed the HCA/DDSD updates provided to the MVAC on 7/18/2025. The HCA/DDSD updates included information on Mi Via Waiver renewal, Employer of Record (EOR) as a waiver service, Uber/Rideshare as a transportation option, revision of the Mi Via Service and Support Plan (SSP), and gross-receipts tax (GRT).
  - Elaine H. stated the Centers for Medicare & Medicaid Services (CMS) recommended DDSD develop a way to share SSP details with providers to improve consistency and coordination. Elaine H. stated DDSD is seeking MVAC input on what parts of the SSP should be shared, how to protect privacy, and whether there are best practices from other programs.
  - Selina L. stated there's not a specific deadline for feedback to be provided yet, as DDSD is still in the development phase. Selina L. stated a timeline will be shared in the coming weeks.
  - Donna B. suggested the MVAC hold a special meeting to review and submit a collective response on SSP sharing.
  - Donna B. asked for an update on Palco pay stubs and forms.
  - Elaine H. stated MVAC suggestions for clearer pay stubs have been captured in previous MVAC meetings minutes and are being addressed.

## 6-Current/Upcoming Issues facing Mi Via, Trish 1:30-2:00

- ◆ Members will have a chance to ask questions and provide feedback
  - Medicaid Waiver cuts
    - Elaine H. read a statement from DDSD leadership. Elaine H. stated clear communications will be provided soon via a memo, email blast, or newsletter.
    - Tim G. shared that while national concerns about Medicaid Waiver cuts are valid there is currently no indication that the Intellectual and Developmental Disabilities (IDD) population or people with significant disabilities under the Mi Via Waiver are being specifically targeted.
    - Denise B. raised some questions regarding the change

from a 3-year to an annual requalification process for additional Mi Via funding. Denise B. stated, “There’s some type of rubric being utilized by Comagine for families to qualify for additional funding now on an annual basis and it’s being kept private.” Denise B. also stated she’d like transparency from Comagine or HCA on how this is being determined or measured.

- Elaine H. asked Denise B. to email her questions, so they can be forwarded to DDSD leadership.
- Charles C. expressed concerns regarding changes to the criteria for additional Mi Via funding. Charles C. stated families are experiencing different outcomes in practice and emphasized that the decisions appear to be based on “subjective value judgments” by reviewers and not medical necessity.
- Elaine H. stated concerns will be sent to DDSD leadership for review.
- Tim G. asked whether the reported change in requalification for additional Mi Via funding—from every three years to annually—is formally documented or if a new practice is being implemented without written policy.
- Elaine H. explained the original requalification process required participants to provide justification for additional funding every three years, with recertification needed after the third year. Elaine H. stated follow-up will be completed about changes made to the additional funding process.
- Denise B. asked if HCA has a contract with Comagine or any other intermediary on an annual or multi-year basis and asked how the contract process works. Denise B. expressed concern and confusion over families being impacted by individuals making difficult judgment calls on continued services.
- Elaine H. stated she will seek answers to Denise B.’s questions.
- Donna B. asked if Comagine works under the umbrella of Goodwill Industries.
- Elaine H. stated Comagine contracts with Goodwill Industries and Goodwill Industries are responsible for completing in-home assessments.

## 7-Member Recommendations for Mi Via 2:00-2:15

- ◆ Members will have the opportunity to share ways they have identified that Mi Via might be improved and/or simplified. Members are asked to make sure their suggestions are framed in a positive way, and to include potential solutions. Members are asked to make sure their improvements address issues affected by multiple participants, and not just one individual.
  - Stevie B. expressed frustrations about MVAC member suggestions—especially those under agenda item #7 (“Member Recommendations for Mi Via”)—being consistently “ignored.” Stevie B. stated she’s repeatedly raised concerns about Palco pay stubs and NM Workforce Solutions. Stevie B. questioned the value of having a recommendation section if nothing results from it and emphasized that MVAC members, who are deeply involved in these programs, should be triggering meaningful change.
  - Elaine H. stated issues related to the Third-Party Assessor (TPA) and Fiscal Management Agency (FMA) would be followed up on by the appropriate parties.
  - Charles C. requested attendance from Conduent or Comagine at MVAC meetings. Charles C. reiterated recurring frustrations from the MVAC and suggested each meeting end with a clear to-do list and action plan for the next quarter to track progress and prevent items from falling through the cracks.
  - Donna B. emphasized the importance of keeping the issues of unemployment claims on the to-do list. Donna B. offered to help work on a solution, noting that the issue is complex and often misunderstood by those unfamiliar with managing large numbers of employees.
  - Stevie B. strongly recommended that Conduent and Palco adopt a clear internal policy requiring that all claim notices from NM Workforce Solutions be forwarded to EORs within 24–48 hours using multiple methods: phone call, text, email, and mail. Stevie B. stated EORs cannot respond or defend against potentially fraudulent claims without timely notice.

## 8-ACQ Liaison Update, Tim Gardner 2:15-2:30

- ◆ Members will hear about topics at recent ACQ meetings that are of interest to Mi Via participants
- ◆ Members will have the opportunity to propose topics that the ACQ liaison will share on behalf of the MVAC at the next

## meeting of the ACQ

- Tim G. shared concerns about the draft submission for Mi Via Waiver renewal to CMS. Tim G. stated the draft included rollbacks in self-direction, making the program worse.
- Tim G. criticized the allotted Environmental Modification (EMOD) fund amount for every 5 years. Tim G. stated the \$5,000 amount is "absurd" and possibly illegal, limiting people's ability to access services needed.
- Tim G. stated Jennifer Rodriguez, DDSD Director, announced that the waiver waiting list will now be handled on a "rolling basis" rather than in large, unpredictable batches. Tim G. stated this is expected to eliminate long wait times and better serve people when needs emerge.
- Tim G. stated the ACQ (Advisory Council on Quality Supports) bylaws suggest MVAC members are entitled to stipends for participation in an MVAC meeting, but there's confusion and delay around implementation. Tim G. offered to work with Trish G. and Scott Doan, DDSD Deputy Director, to compile a list of eligible members for stipend requests.
- Tracy Perry, ACQ Co-Chair, wrote in the meeting chat that a typical stipend amount is \$95 for a full day (hours), \$47.50 for a half-day (four hours).
- Tim G. asked members of the MVAC if anyone would be interested in being the official ACQ Liaison for the MVAC. Tim G. stated due to some conflicts with his day job, he's looking for someone to take over the role.

## 9-Public Comment, Elaine Hill 2:30-2:45

- ♦ Nonmembers who have signed up for comment at the beginning of the meeting will have an opportunity to speak
  - Cassandra D. highlighted concerns with the new additional funding process, stating repeated requests for the same information causes delays that hurt participants and staff. Cassandra D. also spoke to concerns related to inconsistent approval requests and called for a review of subjective decision-making.
  - Cassandra D. welcomed the end of the waitlist but urged efforts to grow and support the provider network due to a shortage of providers.
  - Leon R. expressed that rural and tribal families face unique challenges, such as long travel times for services, and

stated families may fear asking questions about the waiver program. Leon R. also noted that official letters can feel intimidating to families, causing worry about being targeted.

- Denise B. explained Comagine uses Vineland scores to justify additional funding but emphasized the scoring must reflect an individual's independent abilities not skills done with assistance—since this affects funding decisions.
- Elaine P. reiterated that the Vineland assessment should be based on independent skills only, not on assistance.
- Denise B. raised a question for Comagine and asked why individuals can't use Medicaid insurance for services (e.g., SLP, OT, PT) instead of additional funding.
- Elaine H. explained that the Individual Budget Allotment (IBA) often isn't enough to cover needed care and services, so she advises families to request additional funding with proper documentation.
- Tim G. clarified that medical insurance typically covers rehab and recovery from injury, while the waiver system is designed for ongoing maintenance therapy for people with lifelong needs.
- Tim G. also spoke to the misinformation and fear among rural families who hesitate to ask questions for fear of losing services. Tim G. suggested Comagine might benefit from more training on the waiver system.

## 10-Proposed New Business, Trish 2:45-3:00

- ♦ Members will have an opportunity to suggest topics of interest for future MVAC meetings to include special guests, trainings, areas of concern or celebration, etc.
  - Leon R. asked if a simple resource guide explaining important processes, such as additional funding and guardianship, can be made available to families to help them better understand and navigate the waiver system.
  - Charles C. shared that Palco recently introduced a new electronic enrollment process for EORs and employees.
  - Charles C. also raised concern that Conduent has recently started requiring I-9 forms with employee packets. Charles C. stated some employer paperwork is being delayed or rejected without the I-9 with no clear explanation from Conduent.
  - Stevie B. asked if there is a place where people can look for information related to Mi Via.

- Elaine H. stated there are Frequently Asked Questions (FAQs), and forms and on the HCA/DDSD website.
- Elaine H. stated the MVAC may send requests for information via email, and they will be forwarded to the appropriate party or point of contact.

## **11-Final Comments and meeting adjourned, Trish 3:00-3:30**

- ◆ **Members will have an opportunity to say any last comments not already addressed in the meeting**
  - China L. thanked the MVAC for her renomination.
  - Chinda L. expressed concern of possible Medicaid Waiver cuts for paid family caregivers and encouraged the MVAC to participate in a call-a-thon to Congress lawmakers asking for protection of Medicaid programs.
  - Elaine P. asked where to find past MVAC meeting minutes.
  - Elaine H. explained meeting minutes are available on the HCA/DDSD website under the Mi Via tab but shared due to a software transition in July 2024 only 2024 meeting minutes are accessible at this time. Elaine H. also stated she will request past meeting minutes (2021–2023) be posted online.
- ◆ **Members will vote to adjourn meeting**

Denise B. motioned to adjourn the meeting.

Yvette G. seconded the motion.

No discussion or opposition.

Meeting adjourned at 2:50 pm