

PARTICIPANT CORNER

Sarah's beautiful artwork. See more at ArtbySarawilson.com



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@hdsd.nm.gov

IN THIS ISSUE

- Participant Corner
- Shining Star Employee of the Month
- Service Highlight
- Positive Thoughts
- Stop Payment Request Process
- Just for Laughs
- Mi Via Advisory Committee Meeting
- Activities in Your Community
- Community Resources
- Circle of Support
- Fun Easy Recipes
- Dates to Remember

FMA-Conduent Contact Information:

Phone: 1-800-283-4465

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

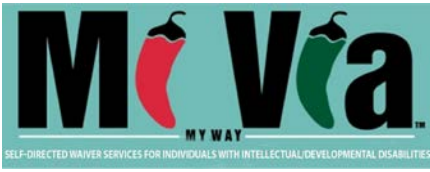
E-mail for Form Submission:

docprocessing@conduent.com

Physical Address:

1720-A Randolph Rd SE

Albuquerque, NM 87106



April 2024

Shining Star Employee of the Month:

I would like to recognize **Kimberly Moya**, my son, Joaquin's Mi Via Consultant (Direct Support Professional). Kimberly has been with us for almost 10 years now and we absolutely love working with her. Kimberly not only treats my son (and myself) with dignity and respect, but she is very knowledgeable with Mi Via issues and always communicates with us in a timely manner. If she is not sure of something, she will look into it and will always inform me of the outcome. I can contact her either by phone, email or text and she always responds in a timely manner. When our home visits are scheduled, she will always send a reminder, text if she is running late, etc. She always has a smile on her face and is always happy to help us. We consider Kimberly a part of our chosen family!

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@hsd.nm.gov

Service Highlight:

Extended Skilled Therapy for Eligible Recipients 21 years and older

Extended Skilled Therapy for Eligible Recipients 21 years and older can include:

- Physical Therapy to help with holding on to or gain movement and health.
- Occupational therapy to diagnose and create a plan to build skills for independence, function, and health.
- Speech and language pathology to help with communication, and safely eat and drink.
- Behavior support consultation to create a positive behavior support plan.
- Nutritional counseling to create a nutritional plan and counsel and provide technical assistance in applying a nutritional plan.
- Private duty nursing for adults 21 years or older to ensure physical, mental and nutritional needs are being met and cared for.

POSITIVE THOUGHTS

"Remember that the happiest people are not those getting more, but those giving more." — H. Jackson Brown Jr.

"The only thing that will make you happy is being happy with who you are, and not who people think you are." — Goldie Hawn

"The best way to cheer yourself is to try to cheer someone else up." — Mark Twain



April 2024

Stop Payment Request Process

When do I need to complete a Stop Payment Request Form (SPR):

- Check was issued but not received.
- Money Network Card (MNC) deposit was requested but check was received instead.
- Money Network Card was never received, and payment was issued to MNC
- Check was received but lost or stolen.

What you need to do when submitting a Stop Payment Form:

- Contact Consolidated Customer Support Center (CCSC) to request a SPR form be sent to you.
- You can also find the Stop Payment Request form on the Palco website and the Medicaid Portal.
- Ask CCSC for any information they need to complete the form that is not available to them.
 - Check Number
 - Check Date
 - Check Amount
 - Pay Period (if a payroll check)
- If you have the check and need to have it returned to the budget or receive it in a different format, mail the check to Conduent or drop it off at 1720A Randolph RD SE Albuquerque NM 87106.
 - You can submit the check with the completed SPR form and include a note about the request.
 - When the check is returned, Palco can have it reissued to your preferred method of payment for the following week's payments.
- If the check is lost/stolen, you will complete the SPR form and return it to Conduent for processing:

Fax: 866-302-6787

Email: docprocessing@conduent.com

**Drop off at: 1720A Randolph RD SE
Albuquerque, NM 8106**

- When the check is not provided to Conduent, you will need to allow a full 30 days for Palco to process the SPR. This is to allow time for the check to arrive if it is lost in the mail, etc.

Please do not destroy check if you will need to complete an SPR. This will prolong the process. When possible, always return the check to Conduent

JUST FOR LAUGHS

What month of the year has 28 days?
All of them.

How do pirates celebrate April Fool's Day?
They walk the plank.

What do you call a group of bunnies hopping away from you?
A receding hairline.

Why did the cookie go to the nurse?
Because he felt crumby.

What do you call a fake noodle?
An impasta.

What did Baby Corn say to Mama Corn?
Where is Pop Corn?



April 2024

Mi Via Advisory Committee Meeting (MVAC)

The MVAC is a subcommittee of the Advisory Council on Quality (ACQ) and supports the Mi Via Self-directed Waiver program in the following ways:

- To strengthen the Mi Via idea of self-direction.
- To be involved “on the ground floor” in giving feedback and suggestions on policy concerns.
- To assist the State Mi Via Waiver Program with the on-going review and improvement of the Mi Via program.
- To help find ways to simplify the Mi Via processes.

The next meeting will be held Thursday April 25, 2024, at 12:30pm-3:30pm via web conference.

If you would like to attend, please email Elaine Hill: elaine.hill@doh.nm.gov

Needing a form for Mi Via:

Palco:

<https://palcofirst.com/new-mexico/>

New Mexico Medicaid Portal:

<https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm#Self-DirectionForms>

Needing information for the Mi Via Program:

NMAC 8.314.6 Mi Via Home and Community-Based Services Waiver Policy:

<https://www.srca.nm.gov/parts/title08/08.314.0006.html>

Mi Via Service Standards:

<https://www.nmhealth.org/about/ddsd/pgsv/sdw/>

ACTIVITIES IN YOUR COMMUNITY

- Albuquerque’s Birthday Celebration April 20 @ 12pm, Old Town, 200 N Plaza St NW, Albuquerque
- Dog Day April 20 @10am, Railyard Park, 740 Cerrillos Rd, Santa Fe
- Gathering of Nations April 25-27, Tingley Coliseum, 300 San Pedro Dr NE, Albuquerque
- Socorro Comic Con@NM Tech April 26 @ 12pm, NM Tech Dining, 801 Leroy Pl, Socorro
- Earth Day 2024 April 20 @10am, SF Railyard Park, 740 Cerrillos Rd, Santa Fe
- 2024 La Vina Spring Festival April 27- April 28, La Vina Winery, 4201 NM 28, Anthony
- Tril Days Festival April 20 @9am, Silver City Blues Festival, 201 N Hudson St, Silver City
- BES Spring Festival April 20 @1pm, 3309 Pershing Ave SE, Albuquerque
- Red Rock 10 Theaters \$5 Tuesdays April 23, 3711 Church Rock St, Gallup
- Cultural Demonstration by Johnny Cruz- San Ildefonso Potter April 28 @ 10am, Bandelier National Monument, Bandelier
- Stargazing Program and Star Party April 27 @8pm, Chaco Culture National Historical Park, Chaco Canyon



April 2024

COMMUNITY RESOURCES

Legal resources

NM Legal Aid:

www.newmexicolegalaid.org

Domestic Violence, Sexual Assault and Stalking
Legal Helpline (NM Legal Aid)
877-974-3400

Safe to Be You Legal Helpline for LGBTQ
victims of violence (NM Legal Aid)
877-545-7270

NM Legal Aid Low Income Taxpayer Clinic
866-416-1922

Disability:

NM Developmental Disability Planning Council
(DDPC)

Provides adult guardianship legal services for
adults with limited capacity to make or
communicate decisions on the adult's behalf.
505-841-4549

Disability Rights NM
505-256-3100

Native American Disability Law Center
505-566-5880

Elderly:

Senior Citizens Law Office
Provide legal assistance and advice in civil
cases for seniors in Bernalillo, Valencia,
Torrence and Sandoval Counties
505-265-2300

Lawyer Referral for the Elderly Program
505-797-6005 or 800-876--6657

Law Clinics:

Free Civil Law Clinic for Veterans
505-797-6039

Free Civil Law Clinic- 2nd Judicial Court
Takes place the 1st Wednesday of each month
from 10am-1pm
505-841-8400

Free Monthly Clinic- Bernalillo County
Metropolitan Court
Free monthly legal clinic is held the 2nd Friday of
each month from 10am-1pm for the 1st 25
attendees.
505-841-8151

Legal Clinic at St. Elizabeth's Shelter and
Supportive Housing
505-982-6611

Other:

Volunteer Attorney Program
866-416-1922

State Bar of NM Lawyer Referral Service
505-797-6000

Client Attorney Assistance Program
505-797-6000

NM Center on Law and Poverty
505-255-2840

NM Christian Legal Aid
505-842-9460

American Civil Liberties Union of NM
505-266-5915

NM Environmental Law Center
505-989-9022

Family Law Clinic
877-266-9861

Modest Means Helpline
505-797-6013
888-857-9935

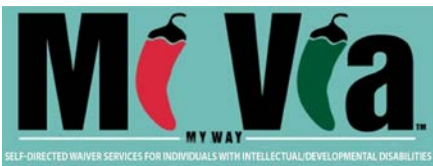


April 2024

Mi Via Circle of Support

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

Consultant Agency Name	Contact Name	Phone	E-mail	Regions(s)
Active Advocates of New Mexico	Alicia Sisneros	505-353-1778	AliciaS@ActiveAdvocatesNM.com	All of New Mexico
CNRAG, Inc. (Care Network Resource Assistance Group)	Fallon Vincell	575-621-3645	fvincell@cnragusa.com	Metro, SE & SW
Consumer Direct Personal Care (CDPC)	Jacqueline Mares	505-553-5695	jacquelinem@consumerdirectcare.com	All of New Mexico
Excel Case Management, Inc.	Jennifer Pennington	505-324-8660 ext 102	jPennington@excelcasemanagement.com	NW & SE Regions
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	Melinda Broussard	505-288-2889	mbroussard.merit@gmail.com	Metro
Peak Developmental Services	Sarah Martinez	505-281-9962	smartinez@nmddwcm.com	All of New Mexico
Self-Directed Choices	Sandy Skaar Jacob Patterson	505-508-1663	Sandy@sdchoices.com Jacob@sdchoices.com	All of New Mexico
UNM Center for Development and Disability (CDD)	Carrie Roberts Janelle Groover	505-280-6442 505-401-9328	CnRoberts@salud.unm.edu itorresgroover@salud.unm.edu	All of New Mexico
Visions Case Management	Charles Clayton	575-779-7419 888-588-9152	Charles@visionsnm.com	All of New Mexico



April 2024

Human Services Department / 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

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

Deanna DeHerrera	Mi Via & Medically Fragile Waivers Staff Manager Functions: Mi via & Medically Fragile Waiver Oversight	505-629-7260	Deanna.DeHerrera@hsd.nm.gov
Rachel Gonzales	Mi Via Social & Community Coordinator Functions: Conduent, Billing, Payment issues	505-490-3721	MVWaiverHSD@hsd.nm.gov
Jennifer Romero	Mi Via Social & Community Coordinator Functions: Participant Eligibility Issues and Technical Assistance	505-469-8522	MVWaiverHSD@hsd.nm.gov

Department of Health / Developmental Disabilities Supports Division
 5300 Homestead Rd. NE Suite 213, Albuquerque, NM 87110
 Phone: 1-800-283-5548

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



April 2024

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	https://www.bcbsnm.com/turquoise-care-welcome/
Presbyterian	800-356-2219	https://www.phs.org/health-plans/turquoise-care-medicaid
Western Sky	844-543-8996	http://www.westernskycommunitycare.com/
NEW MCO's Starting July 1, 2024		
Molina	844-862-4543	https://www.molinahealthcare.com/members/nm/en-us/mem/Medicaid.aspx
United Health Care	Coming Soon!	https://www.uhc.com/communityplan/new-mexico/plans

Fun easy recipes

No-Bake Peanut Butter Treats

Total time to make: 10 minutes

Makes 15 treats

Ingredients:

- 1/3 cup chunky peanut butter
- 1/4 cup honey
- 1/2 teaspoon vanilla extract
- 1/3 cup nonfat dry milk powder
- 1/3 quick cooking oats
- 2 tablespoons graham cracker crumbs

Directions:

1. In small bowl, combine the peanut butter, honey, and vanilla.
2. Stir in the milk powder, oats, and graham cracker crumbs.
3. Shape into 1-inch balls.
4. Cover and refrigerate until serving.

Send pictures of you making your treats and enjoying them!

Email to: Rachel.gonzales@hsd.nm.gov

Lemon-Apricot Fruit Pops

Total Time Prep: 15 minutes

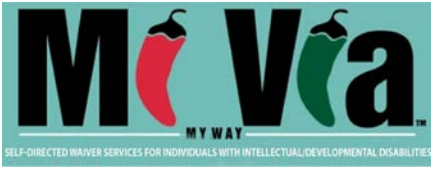
Makes 6 pops

Ingredients:

- 1/4 cup orange juice
- 1 teaspoon grated lemon zest
- 1/4 cup lemon juice
- 4 teaspoons sugar
- 1 cup sliced fresh apricots (4-5 med)
- 1/2 cup ice cubes
- 1 teaspoon minced fresh mint (optional)
- 6 freezer pop pouches, molds or 6 paper cups (3oz size) and wooden pop sticks

Directions:

1. In a blender add orange juice, lemon zest, lemon juice, sugar, sliced apricots, and ice cubes.
2. Blend.
3. Add mint if desired.
4. Pour into molds. If using cups cover with foil and insert popsicle sticks.
5. Freeze until firm.



April 2024

April 2024 Dates to Remember

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1 April Fool's Day	2 World Autism Awareness Day	3	4	5 Paychecks & vendor checks received or deposited, end of the pay period	6 Deadline for faxed timesheets & mileage for 4/19 payment & VPRs for vendor payments
7	8 National Empanada Day	9 National Unicorn Day	10 National Hug Your Dog Day	11	12 Vendor checks received or deposited	13 Deadline to submit PRFs for 4/26 vendor payment
14 National Look Up at the Sky Day	15	16 Good Deeds Day	17	18	19 Paychecks & vendor checks received or deposited, end of the pay period	20 Deadline for faxed timesheets & mileage for 5/3 payment & VPRs for vendor payments
21 National Tea Day	22 Earth Day	23	24	25	26 Vendor checks received or deposited	27 Deadline to submit PRFs for 5/10 vendor payment
28 National Pet Parents Day	29	30 National Oatmeal Cookie Day	May 1	May 2	May 3 Paychecks & vendor checks received or deposited, end of the pay period	May 4 Deadline for faxed timesheets & mileage for 5/17 payment & VPRs for vendor payments