

## PARTICIPANT CORNER

An athlete in our midst! Teresa playing Bocce Ball



### 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@hsd.nm.gov](mailto:Rachel.gonzales@hsd.nm.gov)

### Shining Star Employees of the Month

Do you have a Direct Support Professional (DSP) that you would like to spotlight and allow to shine? DDS would like to recognize our DSPs who provide above and beyond support to Mi Via Participants. DDS 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: [Elaine.Hill@doh.nm.gov](mailto:Elaine.Hill@doh.nm.gov)

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## FMA-Conduent Contact Information:

Phone: 1-800-283-4465

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

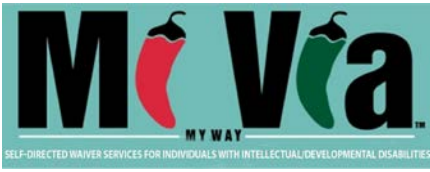
E-mail for Form Submission:

[docprocessing@conduent.com](mailto:docprocessing@conduent.com)

Physical Address:

1720-A Randolph Rd SE

Albuquerque, NM 87106



June 2023

## Friends and Relationships Class for Summer 2023

Friends and Relationship Class is a class that teaches about healthy relationships with friends, relatives, and intimacy for adults with intellectual disabilities. This course is created to show participants and supporters socialization skills. Classes are offered via 8 zoom classes.

Class sessions will include topics on:

- “Self-awareness and Self-esteem in Relationships”
- “Conversations”
- “Relationship Goals”
- “Consent”
- “Sexual Wellness”
- And more depending on student needs

Classes will be held every Thursdays June 15<sup>th</sup> - August 3rd, 2023, from 10 AM to 12PM. Classes are offered three times a year.

You can request this class under Individual Directed Goods and Services.

To register for this class contact:  
Louise la Plante at [louiselaplante@yahoo.com](mailto:louiselaplante@yahoo.com)

### POSITIVE THOUGHTS

Our greatest glory is not in never falling, but in rising every time we fall -Confucius

Asking for help is a sign of self-respect and self-awareness.

Changing my mind is a strength, not a weakness.

## In-Home Assessment - No Shows

In-home assessments (IHA) are required and must be completed in person. IHAs are required for Level of Care (LOC) approvals. Goodwill and Comagine Health are currently completing in person IHAs for LOCs which are ending in June and ongoing.

- Goodwill and Comagine Health provide a reminder call 1 week before the IHA to confirm the appointment.
- Reminder calls are going out to households 48 hours before the appointment.
- When assessors arrive at the participant’s house, they will call the number on file if there is no answer at the door.

There have been times where the assessors have traveled to the participant’s home and families are not answering the door. Calls from outside the door are not being answered either. It is extremely important to keep these appointments as this affects a participant’s eligibility for the Mi Via waiver.

If you have questions, concerns or need to reschedule, please contact: Comagine Health at 866-962-2180 or 505-217-7680

## Attend an Upcoming Mi Via Advisory Committee Meeting

The next Mi Via Advisory Committee (MVAC) is July 27, 2023. Meetings are held quarterly and are 3 hours in length. You do not need to be a member to attend. If you are interested in getting an invite, please email [elaine.hill@doh.nm.gov](mailto:elaine.hill@doh.nm.gov)



June 2023

## Guardianship

### What is guardianship?

*It is a type of assistance for a person who needs help to make decisions for themselves to keep themselves safe.*

### Who needs assistance?

*A person who can no longer make or communicate safe or sound decisions.*

### Who grants guardianship?

*The courts can appoint guardians to provide much-needed decision-making and other types of care such as mental health, medical and financial management.*

### Does it cost money and are there resources to help pay for it?

*The legal cost of getting guardianship can be about \$6000. The New Mexico Developmental Disabilities Council (NMDDC) has limited funding to help cover these costs for incapacitated individuals and recommended guardians who meet financial eligibility requirements.*

### What are the different types of guardianship?

- **Mental Health Treatment Guardian** - gives the guardian the ability to make decisions for mental health treatment for an individual.
- **Temporary Guardian** - petitions for guardianship when immediate and permanent harm will happen to an individual.
- **Limited Guardian** - has limited ability and decision making for the individual if

*the individual is unable to manage some but not all parts of their own personal care.*

- **Full or Plenary Guardian** - is court chosen to perform all legal rights and powers of a protected person who is unable to complete important tasks of self-care and property.
- **Successor Guardian** - is chosen to act as a guardian when the previous guardian has quit or passed away.

### Are there limits to the length of guardianship?

- **Mental Health Treatment Guardian** - cannot be longer than one year.
- **Temporary Guardian** - cannot be longer than (60) days.
- **Limited Guardian** - no limits to how long someone can have this.
- **Full or Plenary Guardian** - no limits to how long someone can have this.
- **Successor Guardian** - no limits to how long someone can have this.

*\*\*\*Do you as a participant or do you know a loved one that may need guardianship, please let your consultant know\*\*\**

### Guardianship Resources:

[https://www.nmddpc.com/resources\\_and\\_links](https://www.nmddpc.com/resources_and_links)

[https://www.nmddpc.com/guardianship\\_program](https://www.nmddpc.com/guardianship_program)

[https://www.nmddpc.com/helpful\\_documents](https://www.nmddpc.com/helpful_documents)

<https://adultguardianship.nmcourts.gov/>



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## Knowing Your Paycheck

Have you wondered what the difference between gross pay and net pay is?

- **Gross pay** is the amount before taxes, or any other deductions are taken out of your pay.
- **Net pay** is your take-home pay and is after taxes and any other deductions are taken out. It is good to think of net pay as what you will take home to rely on financially.

Your federal and state taxes are determined by what you fill out on your W4. If you are not sure what deductions you filled out, it is good to complete a new W4 and submit to ensure it is accurate to your personal situation. It is good practice to complete a new W4 each year.

If you claim too many dependents on your W4 or have the incorrect filing status you may have either too many taxes taken out or not enough. When you file taxes at the end of the year this can create the need for you to pay back federal and state taxes. It is also good practice to always review deduction on your check to ensure everything looks correct. If you have opted for direct deposit, you always have the right to view your check stubs. Ask your employer for details.

Federal and State W4:

<https://palcofirst.com/wp-content/uploads/2023/01/2023-Form-W-4.pdf>

[https://palcofirst.com/wp-content/uploads/2023/01/2023\\_NM-W-4.pdf](https://palcofirst.com/wp-content/uploads/2023/01/2023_NM-W-4.pdf)

IRS W4 FAQs:

<https://www.irs.gov/newsroom/faqs-on-the-2020-form-w-4>

Payroll Calculator:

<https://www.adp.com/resources/tools/calculator.s.aspx>

Other resources:

<https://www.forbes.com/advisor/business/what-is-pay-stub/>

<https://www.merriam-webster.com/dictionary/pay%20stub>

<https://palcofirst.com/wp-content/uploads/2023/01/2022-Payroll-Selection-Forms-MNC-NM-UPDATED.pdf>

## Mi Via Training Update

We are excited to announce that the Mi Via required training is ready. This has been a process and thank you for the feedback that we received. The training is identified for the role you provide in Mi Via. Training became available April 10<sup>th</sup>. Developmental Disabilities Supports Division (DDSD) is asking that all roles, including the Employer of Record, Direct Support Professionals, Consultants, etc. **The Training Hub compliance date has been extended to July 1, 2023.** If you have any questions, please reach out to [Elaine.Hill@doh.nm.gov](mailto:Elaine.Hill@doh.nm.gov).

Helpful links:

[Training Hub Link](#)

[Appendix G link: roles and required trainings](#)



June 2023

## Service Highlights:

### Specialized Therapies

Specialized therapies are non-experimental therapies or techniques that have been proven effective for certain conditions. Services must be related to the participant's disability or condition and ensure the participant's health and welfare in the community. This service will supplement (not replace) the participant's natural support and other community services for which the participant may be eligible.

Services in this category are:

- Acupuncture
- Biofeedback
- Chiropractic
- Cognitive rehabilitation therapy
- Hippotherapy
- Massage therapy
- Naprapathy
- Native American healers
- Play therapy

Experimental or investigational procedures, technologies or therapies and those services covered by the Medicaid state plan are excluded.

Helpful links:

NMAC 8.314.6.15 G (2):

<https://www.srca.nm.gov/parts/title08/08.314.006.html>

Mi Via Service Standards Appendix A page 57

<https://www.nmhealth.org/publication/view/policy/3381/>

## How to Update Your Contact Information

If you need to update any of your contact information, you will need to complete a Change of Information form and submit to [docprocessing@conduent.com](mailto:docprocessing@conduent.com).

What you can update with the Change of Information form:

- Name (with supporting documentation)
- Phone
- Email
- Physical address
- Mailing address

If your checks or taxes need to go to a different mailing address, it is important to complete the Change of Information form so that physical and mailing addresses match your needs. If mailing and physical addresses do not match what you previously have provided, Conduent will not update the new W4 addresses that you provide.

Change of Information form:

[https://palcofirst.com/wp-content/uploads/2021/06/Change\\_of\\_Information\\_NM\\_062021.pdf](https://palcofirst.com/wp-content/uploads/2021/06/Change_of_Information_NM_062021.pdf)

This form is available on Palco and the New Mexico Medicaid Portal also.

## Face-to-Face Visits

Consultants are doing monthly face-to-face visits with participants. Staff from the Developmental Disabilities Supports Division (DDSD) have been doing home visits with Mi Via participants and their families also.



June 2023

## Medicaid Portal Vendor Payment Request Form (VPR) Instruction

EORs can now submit Vendor Payment Requests (VPR) forms online in a few easy steps. The benefits of using this:

1. Complete in minutes, no faxing or emailing.
2. Once completed, immediately get a confirmation number that VPR was submitted.

To use this online VPR, you will need the following information:

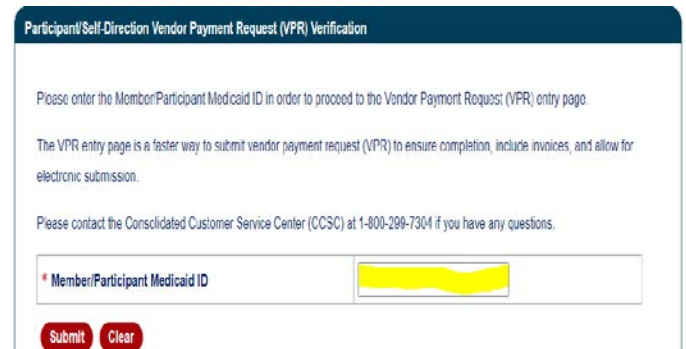
1. Participant's Medicaid ID
2. Electronic copy of vendor's invoice and amount requested for payment.
3. Vendor's address

To locate electronic VPR form go to the [New Mexico Medicaid Portal](#).

On the right-hand side of the webpage, under "Provider" tab scroll down to "Public Information" and click "Vendor Payment Request (VPR)"



This will bring you to Participant/Self-Direction Vendor Payment Request (VPR) Verification screen. Here you will enter the Participant Medicaid ID.

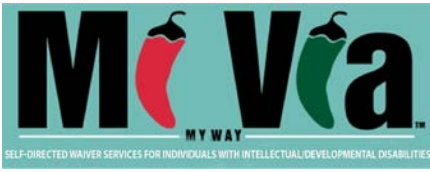


Once you enter and click submit you will be taken to the actual VPR form for the EOR to complete. Make sure you have any necessary document to upload once you have filled out the VPR form.



You will not be able to submit the VPR until the supporting attachments have been uploaded.

Once you have successfully completed the online VPR form you will get a Web Reference Number for your records. You are done! See example below. Please note that a new Web Reference Number will be issued for each VPR your submit.



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Article Continued:

Participant/Self-Direction Vendor Payment Request (VPR) Confirmation

Thank you for your submission. Your reference number is listed below. Please allow 24 hours before using this number to request status of your submission. If you have ANY questions at all or would like to confirm status, please do not hesitate to contact the Consolidated Customer Service Center (CCSC) at 1-800-298-7304.

The Submitted Date for your VPR form update is Thu Apr 13 16:19:11 EDT 2023

The Web Reference Number for your VPR form update is IUUTS15MBMOS

Print or Save Copy of VPR

IMPORTANT: If more than one date of service under an invoice, you do NOT have to submit a separate VPR for each date of service on the invoice. This is for paper and electronic web-based VPR. If you have more than one date of service, enter the last date of service.

\* Request Date (This date must match the invoice date. Future dated invoices will not be accepted. Request date must be within ninety (90) days from the date of service to meet timely filing requirements.)

04/10/2023

Community Resources

Mental Health Resources:

Help & Hope in New Mexico  
Call 988  
Text "TALK" to 988  
[988nm.org](http://988nm.org)

The New Mexico Peer-to-Peer Warmline  
7am-11:30pm or text 6pm-11pm everyday  
1-855-466-7100  
[nmcrisisline.com](http://nmcrisisline.com)

24/7 New Mexico Crisis & Access Line  
1-855-662-7474  
TTY 1-855-227-5485

711 for relay (hearing & speech impaired)  
<http://www.nmcrisisline.com/>

Suicide Prevention Lifeline  
1-800-273-8255

Find Help in a Crisis  
Text NAMI to 741-741  
NAMI Help Line  
1-800-950-6264

Veterans Crisis Line  
1-800-273-8255 Press 1  
[Chat Online](#)

National Youth Crisis Hotline  
800-442-4673

24-Hour Crisis Lines

UNM Mental Health 505-272-2800  
Alcoholics Anonymous 505-266-1900  
Albuquerque Rape Crisis 505-266-7711  
AGORA UNM Crisis Center 505-277-3013  
Child Abuse Hot Line 505-841-6100  
Elder Abuse 1-866-654-3219 or 505-476-4912

POSITIVE THOUGHTS

In case no one told you today, you are needed, you are stronger than you think, you are doing great, you deserve the best, you are here for a reason, don't give up.

"When you give joy to other people, you get more joy in return. You should give a good thought to happiness that you can give out."— Eleanor Roosevelt



June 2023

## ACTIVITIES IN YOUR COMMUNITY

Make Music Santa Fe, 6/21@1pm, SF Railyard Plaza 1612 Alcaldesa St, Santa Fe

Spokes on 66 Car Show, 6/3@11am, Fire and Ice Park, 700 W. Santa Fe Ave, Grants

UFO Festival 2023, 6/30-7/2, Roswell

Disney's Aladdin, 6/11 @6:30 Popejoy Hall, 203 Cornell Dr. Albuquerque

Downtown Maker's Market, Thursdays in June@4:30pm, Orchard & Main St, Farmington

Outdoor Music Series Thursdays in June@6pm, Los Poblanos Inn & Organic Farm, 4803 Rio Grande Blvd, Los Ranchos

Corrales Tractor Club Antique Tractor Show, 6/3@9am, Corrales Rec Center, 500 Jones Rd, Corrales

Red River Car Show, 6/3@9am, Brandenburg Park, Red River

Chama Western Heritage Days, 6/4@9am, Robert Gallegos Park, Chama

2023 Music at the Museum Summer Concert Series, 6/9@7pm, 125 N Main Ave, Aztec

Fort Union Day 6/10@10am, Fort Union National Monument, Watrous

## New Vendor Payment Request Form (VPR) Update

The HSD Medical Assistance Division has approved a delay for the start date of the new VPR form through June 30, 2023. Starting July 1, 2023, it will be mandatory that all vendors begin using the new VPR form which can be found on the Palco website and the Medicaid Portal website.

Conduent will use a Return for Information (RFI) process if the old VPR form is used after June 30, 2023. If you have any questions, please contact Deanna DeHerrera at [deanna.deherrera@hsd.nm.gov](mailto:deanna.deherrera@hsd.nm.gov) or Rachel Gonzales at [Rachel.gonzales@hsd.nm.gov](mailto:Rachel.gonzales@hsd.nm.gov).

Medicaid Portal:

<https://nmmedicaid.portal.conduent.com/static/index.htm>

Palco Website:

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

## JUST FOR LAUGHS

What do you call a sleeping cow?  
*A Bulldozer!*

What runs, but never walks?  
*A River!*

What is a knight's favorite fish?  
*A sword fish!*





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### 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)
<b>Active Advocates of New Mexico</b>	Alicia Sisneros	505-353-1778	<a href="mailto:AliciaS@ActiveAdvocatesNM.com">AliciaS@ActiveAdvocatesNM.com</a>	All of New Mexico
<b>CNRAG, Inc. (Care Network Resource Assistance Group)</b>	Fallon Vincell	575-621-3645	<a href="mailto:fvincell@cnragusa.com">fvincell@cnragusa.com</a>	Metro, SE & SW
<b>Consumer Direct Personal Care (CDPC)</b>	Jacqueline Mares	505-553-5695	<a href="mailto:jacquelinem@consumerdirectcare.com">jacquelinem@consumerdirectcare.com</a>	All of New Mexico
<b>Excel Case Management, Inc.</b>	Jennifer Pennington	505-324-8660 ext 102	<a href="mailto:jPennington@excelcasemanagement.com">jPennington@excelcasemanagement.com</a>	NW & SE Regions
<b>Innovative Self Direction</b>	Frank Aquila	505-850-7662	<a href="mailto:faquila@innovativeselfdirection.com">faquila@innovativeselfdirection.com</a>	All of New Mexico
<b>Los Amigos, LLC</b>	Michelle Rutt	505-920-4511	<a href="mailto:Michelle@losamigosnm.com">Michelle@losamigosnm.com</a>	All of New Mexico
<b>Me Town Enterprises, LLC</b>	Kimberly Riebsomer	505-310-9069	<a href="mailto:riebsomer@gmail.com">riebsomer@gmail.com</a>	Metro & NE
<b>Merit Consulting, LLC</b>	Melinda Broussard	505-288-2889	<a href="mailto:mbroussard.merit@gmail.com">mbroussard.merit@gmail.com</a>	Metro
<b>Peak Developmental Services</b>	Sarah Martinez	505-281-9962	<a href="mailto:smartinez@nmddwcm.com">smartinez@nmddwcm.com</a>	All of New Mexico
<b>Self-Directed Choices</b>	Sandy Skaar Jacob Patterson	505-508-1663	<a href="mailto:Sandy@sdchoices.com">Sandy@sdchoices.com</a> <a href="mailto:Jacob@sdchoices.com">Jacob@sdchoices.com</a>	All of New Mexico
<b>UNM Center for Development and Disability (CDD)</b>	Carrie Roberts Janelle Groover	505-280-6442 505-401-9328	<a href="mailto:CnRoberts@salud.unm.edu">CnRoberts@salud.unm.edu</a> <a href="mailto:jtorresgroover@salud.unm.edu">jtorresgroover@salud.unm.edu</a>	All of New Mexico
<b>Visions Case Management</b>	Charles Clayton	575-779-7419 888-588-9152	<a href="mailto:Charles@visionsnm.com">Charles@visionsnm.com</a>	All of New Mexico



June 2023

**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

<b>Deanna DeHerrera</b>	<b>Mi Via &amp; Medically Fragile Waivers</b> Staff Manager Functions: Mi via & Medically Fragile Waiver Oversight	505-629-7260	<a href="mailto:Deanna.DeHerrera@hsd.nm.gov">Deanna.DeHerrera@hsd.nm.gov</a>
<b>Rachel Gonzales</b>	<b>Mi Via Social &amp; Community Coordinator</b> Functions: Conduent, Billing, Payment issues	505-490-3721	<a href="mailto:Rachel.gonzales@hsd.nm.gov">Rachel.gonzales@hsd.nm.gov</a>
<b>Jennifer Romero</b>	<b>Mi Via Social &amp; Community Coordinator</b> Functions: Participant Eligibility Issues and Technical Assistance	505-469-8522	<a href="mailto:Jennifer.Romero3@hsd.nm.gov">Jennifer.Romero3@hsd.nm.gov</a>

**Department of Health / Developmental Disabilities Supports Division**

5301 Central NE, Suite 203, Albuquerque, NM 87108

Phone: 1-800-283-5548

DOH operates the Mi Via Program for Developmental Disability (DD) and Medically Fragile (MF) Populations Oversees consultant agency contracts

<b>Elaine Hill</b>	<b>Mi Via Waiver Program Manager</b> Functions: Participant/Consultant Issues and Technical Assistance, and statewide MF WCF & MF CACF	505-506-6103	<a href="mailto:elaine.hill@doh.nm.gov">elaine.hill@doh.nm.gov</a>  Fax: 505-841-6523
<b>Rudy Aguilera</b>	<b>Mi Via Waiver Project Coordination</b> Functions: Participant/Consultant Issues and Technical Assistance	505-239-7826	<a href="mailto:rudy.aguilera@doh.nm.gov">rudy.aguilera@doh.nm.gov</a>  Fax: 505-841-6523

**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	877-232-5518 Option 3	<a href="http://www.bcbsnm.com/community-centennial">www.bcbsnm.com/community-centennial</a>
Presbyterian	888-689-1523	<a href="http://www.phs.org/centennialcare">http://www.phs.org/centennialcare</a>
Western Sky	844-543-8996	<a href="http://www.westernskycommunitycare.com/">http://www.westernskycommunitycare.com/</a>



## June 2023

June Dates to Remember						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1 International Dinosaur Day	2 Paychecks & vendor checks received or deposited, end of the pay period	3 Deadline for faxed timesheets & mileage for 6/16 payment & PRFs for 6/16 vendor payments
4 Hug your Cat Day	5	6 World War II D-Day	7	8	9 Vendor checks received or deposited	10 Deadline to submit PRFs for 6/23 vendor payment
11 National Corn on the Cob Day	12	13	14 Flag Day National New Mexico Day	15	16 Paychecks & vendor checks received or deposited, end of the pay period	17 Deadline for faxed timesheets & mileage for 6/30 payment & PRFs for 6/30 vendor
18	19 Juneteenth	20	21 Summer Solstice	22	23 Vendor checks received or deposited	24 Deadline to submit PRFs for 7/7 vendor payment
25 Global Beatles Day	26	27	28	29 Hug Holiday	30 Paychecks & vendor checks received or deposited, end of the pay period	July 1 Deadline for faxed timesheets & mileage for 7/14 payment & PRFs for 7/14 vendor