

PARTICIPANT CORNER

Beautiful and talented Lucy with her diamond dot artwork



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

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

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FMA-Conduent Contact Information:

Phone: 1-800-283-4465

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

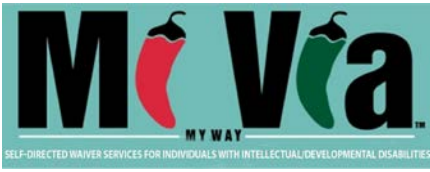
E-mail for Form Submission:

docprocessing@conduent.com

Physical Address:

1720-A Randolph Rd SE

Albuquerque, NM 87106



May 2023

See Something Say Something

If you or anyone else is experiencing abuse, neglect, or exploitation (ANE) please say something. You, friends, or family **do not** have to live a life of abuse. Know what abuse is and who to report it to. In most cases you may remain anonymous.

“**Abuse**” including **verbal abuse** is knowingly, on purpose, and without basis causing:

- Physical pain
- Injury
- Mental hurt
- Sexual abuse

“**Neglect**” means the failure of the caretaker to provide basic needs of a person such as:

- Clothing
- Food
- Shelter
- Supervision
- Care for the physical
- Mental health of that person

Neglect causes or is likely to cause harm to a person.

“**Exploitation**” means an unfair or unacceptable use of a person's money or property for another person's profit or gain, financial, or otherwise.

Some people are hesitant to report suspected abuse because they are:

- Afraid they are wrong.
- They might be causing trouble.
- That it's none of their business.

In New Mexico, the law requires you to report abuse ANY TIME you suspect or know about any kind of abuse. Most importantly, always do the right thing. Be your own hero or a loved one's hero.

If you are not sure where to report abuse call Division of Health Improvement (DHI):
800-445-6242

Health Facility Complaints Hotline:
800-752-8649

Adult Protective Services:
866-654-3219
Children, Youth and Families Department (CYFD)
800-797-3260

Links:

Warning signs of ANE

<https://www.nmhealth.org/publication/view/training/2198/>

NMAC 7.1.14

<https://www.srca.nm.gov/parts/title07/07.001.0014.html>

ANE reporting guide:

<https://www.nmhealth.org/publication/view/guide/2188/>

Reporting ANE:

<https://www.nmhealth.org/about/dhi/ane/>

Face-to-Face Visits

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



May 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)”



PUBLIC INFORMATION

View valuable information about the New Mexico Medicaid program, including:

- [Provider Online Application](#)
- [Provider Update Form](#)
- [Provider Update Instructions](#)
- [Training Presentations and Webinars](#)
- [Fee Schedules](#)
- [New Mexico Medicaid E-News](#)
- [Provider Information](#)
- [Electronic Visit Verification \(EVV\)](#)
- [Self-Direction FMA Forms \(Mi Via, Supports Waiver & Self-Directed Community Benefit\)](#)
- [Centennial Care 2.0 FAQ](#)
- [Provider Search](#)
- [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.

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

Please enter the Member/Participant Medicaid ID in order to proceed to the Vendor Payment Request (VPR) entry page.

The VPR entry page is a faster way to submit vendor payment request (VPR) to ensure completion, include invoices, and allow for electronic submission.

Please contact the Consolidated Customer Service Center (CCSC) at 1-800-299-7304 if you have any questions.

* Member/Participant Medicaid ID

Submit **Clear**

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.

Upload Attachments

Submit **Reset** **Cancel**

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.

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 1-800-299-7304.

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



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ARTICLE CONTINUED:

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
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Be a Part of the Mi Via Advisory Committee!

The Mi Via Advisory Committee (MVAC) is now accepting nominations for membership. If you are interested, please email: Elaine.Hill@doh.nm.gov for a nomination form. This is a wonderful opportunity to have your voice heard, advocate for change and improvements to the Mi Via Waiver and to work together in making important decisions that can impact your services and support. The MVAC meets every 4 months for about 3 hours. The next MVAC is scheduled for April 27, 2023. You do not need to be a member to attend.

Mi Via Training Update

We are excited to announce that the Mi Via required training is available. This has been a process and again thank you for the feedback that we received. The training will be ready for use on Monday April 10th. DDSD is asking that all roles, including the Employer of Record, Direct Support Professionals, Consultants, etc. comply by May 31, 2023. If you have any questions, please reach out to Elaine.Hill@doh.nm.gov.

Positive Thoughts

I have made mistakes, but I will not let them define me.

Note to self: I am going to make you so proud.

What I have done today was the best I was able to do today. And for that, I am thankful.



May 2023

Service Highlights:

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.

Therapy services provided to adults in the Mi Via program are focused on long term habilitative/health upkeep not covered by Medicaid. Therapy services center on health upkeep, improving independence, community socialization, and helping better family relationships.

Community Resources

State of New Mexico Aging & Long-Term Services Department
Phone: 505-476-4799

<https://newmexico.networkofcare.org/aging/index.aspx>

Aging & Disability Resource Center (ADRC)
Phone: 800-432-2080 505-476-4937 TTY
<https://aging.nm.gov/services/aging-disability-resource-center-adrc>

The Arc New Mexico
Phone: 800-358-6493
Email frontdesk@arcnm.org
Web address: <https://www.arcnm.org/>

Adaptive Sports Program New Mexico
Phone: 505-570-5710
Email: info@AdaptiveSportsProgram.org
Web address: <https://www.adaptivesportsprogram.org/>

Special Olympics New Mexico
Phone: 505-856-0342
Web address: <https://sonm.org/>

Adult Protective Services Intake
Phone: 866-654-3217

American Association on Health & Disability (AAHD)
Web address: <https://aahd.us/2012/03/new-mexico-health-disability-programs/>



May 2023

JUST FOR LAUGHS

Why aren't koalas considered bears?

They don't have the right koala-fications.

Why do teddy bears never want to eat anything?

Because they are always stuffed.

How do mountains stay warm in the winter?

Snowcaps

Remember you're the one who can fill the world with sunshine!

Hope is seeing light despite being surrounded by darkness.

The best way to get things done is to simply begin.

Be the change you wish to see in the world.

ACTIVITIES IN YOUR COMMUNITY

Truth or Consequences Fiesta 5/5-5/7, Downtown Truth or Consequences

New York Avenue Street Festival with DJ Majic, 5/5@5pm, 928 New York Avenue, Alamogordo

Turquoise Trail Pack Burro Race, 5/5@10am, First St., Cerrillos

Dennis Hopper Day, 5/17-5/27, 120 Veterans Hwy., 992 Hail Creek Rd, Taos

41st Annual Red River Memorial Motorcycle Rally, 5/26-5/29@10am, 101 W. River St., Red River

La Cueva Spring Craft Show, 5/6@9am, 8001 Wyoming Blvd NE, Albuquerque

Rio Grande Valley Celtic Festival, 5/6-5/7@11am, 9401 Balloon Fiesta Pkwy NE, Albuquerque

Mesilla Cinco de Mayo Celebration, 5/6-5/7@12pm, 2118 Calle de Parian, Mesilla

Riverfest, 5/26-5/28, 400 Scott Avenue, Farmington

Cloudcroft's Mayfair, 5/27-5/28@10am, 1001 James Canyon Hwy, Cloudcroft

Silver City Blues Festival, 5/26-5/28, 1201 N. Pope St, Silver City

Cinco de Mayo Car show and carnival, 5/6@12pm, 4250 Cerrillos Rd, Santa Fe

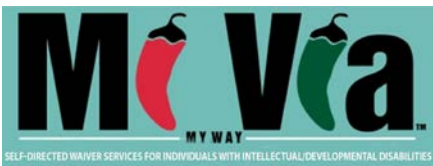


May 2023

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 jtorresgroover@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



May 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			
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	Rachel.gonzales@hsd.nm.gov
Jennifer Romero	Mi Via Social & Community Coordinator Functions: Participant Eligibility Issues and Technical Assistance	505-469-8522	Jennifer.Romero3@hsd.nm.gov
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			
Elaine Hill	Mi Via Waiver Program Manager Functions: Participant/Consultant Issues and Technical Assistance, and statewide MF WCF & MF CACF	505-506-6103	elaine.hill@doh.nm.gov Fax: 505-841-6523
Rudy Aguilera	Mi Via Waiver Project Coordination Functions: Participant/Consultant Issues and Technical Assistance	505-239-7826	rudy.aguilera@doh.nm.gov 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	www.bcbsnm.com/community-centennial	
Presbyterian	888-689-1523	http://www.phs.org/centennialcare	
Western Sky	844-543-8996	http://www.westernskycommunitycare.com/	



May 2023

May Dates to Remember

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2	3	4	5 Paychecks & vendor checks received or deposited, end of the pay period	6 Deadline for faxed timesheets & mileage for 5/19 payment & PRFs for 5/19 vendor payments
7	8	9	10	11	12 Vendor checks received or deposited	13 Deadline to submit PRFs for 5/26 vendor payment
14	15	16	17	18	19 Paychecks & vendor checks received or deposited, end of the pay period	20 Deadline for faxed timesheets & mileage for 6/2 payment & PRFs for 6/2 vendor payments
21	22	23	24	25	26 Vendor checks received or deposited	27 Deadline to submit PRFs for 6/9 vendor payment
28	29	30	31	June 1	June 2 Paychecks & vendor checks received or deposited, end of the pay period	July 3 Deadline for faxed timesheets & mileage for 6/16 payment & PRFs for 6/16 vendor payments