

PARTICIPANT CORNER

Noah staying cool and enjoying one of his favorite activities, swimming.



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@hca.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



September 2024

Shining Stars

For the past two years, **Cintia Ibarra** has far surpassed our expectations as a caregiver. Her unparalleled compassion and empathy set her apart from any caregiver we've had before. My adult brother, who has cerebral palsy, intellectual developmental disability (IDD), and various behavioral challenges, has greatly benefited from her care. When no therapy pool would accept him, Cintia took it upon herself to help. Every week, she not only takes him to the Highland High School public pool in Albuquerque but also joins him in the water, assisting with his exercises and ensuring he feels secure. The aquatic therapy she provides soothes his mind, relaxes his body, and delivers an excellent workout.

In addition to pool therapy, Cintia supports my brother with all of his daily needs, including meal preparation, housekeeping, toileting, bathing, stretching, floor exercises, play activities, and mood regulation. Her patient and friendly demeanor helps her engage and motivate him creatively.

Cintia's extensive knowledge of my brother's condition and needs makes her an exceptional advocate for his care. She keeps us well-informed with regular updates on his progress and is always open to our feedback and concerns.

Cintia is an invaluable asset to both our family and the broader DSP community. Her dedication, compassion, and hard work are truly inspiring. We are deeply grateful for her presence in our lives and know my brother cherishes and respects her as well. Thank you for considering her for recognition in your newsletter.

Kindly,
Jacqueline Babbitt

My name is Anamaria, but I am known as Mia. **Ruby Quintana** has been my mi Via support person for a long time. She has been great, even when she was sick herself, she was here

for me at all times. She is the best help I have ever had. She always sends over the paperwork right when I need them or even early. I want to have her be Employee of the month in the newsletter.

Thank you,
Mia

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@hca.nm.gov

WWW.YESNM.COM Has Changed to YES.NM.GOV

New Mexico's online portal to apply for, renew and manage a variety of public assistance programs has changed to HCA YES.NM.GOV is the new web address now that Human Services (HSD) has changed to Health Care Authority (HCA).

POSITIVE THOUGHTS

If I am ok with myself, then I am ok.

How can you have a beautiful ending without making beautiful mistakes.

What others think of me is not my business.



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Waiver of Timely Filing Requests

- When a claim is denied due to timely filing the following steps need to be followed by the Employer of Record (EOR):
 - A letter will need to be submitted to Conduent requesting a Waiver of Timely Filing and include the following:
 - Participant name.
 - Participant date of birth or Medicaid ID
 - Dates of Service.
 - Service code or service name
 - Employee or vendor agency name.
 - Must include a reason timely filing was not met.
- Once this request is sent to Conduent they have five (5) business days to process and forward the Waiver of Timely Filing request to MAD/Mi Via to review and approve or deny the request.
- If after five (5) business days, you have not received a response from Conduent please contact the Consolidated Customer Service Center (CCSC) at 800-283-4465 for a status of request.
- Write down the ticket number you are provided by CCSC if applicable.
- Please allow 24 hours for Conduent to respond to the escalation.
- After a response from Conduent concern should be completed within five (5) business days.

Timely filing begins with the 1st date of service. For example:

Dates of service 3/1/24-3/15/23. Ninety (90) calendar days begin from 3/1/24. Timesheets or Vendor Payment Request (VPR) must be submitted no later than 5/26/24.

Resources:

NMAC 8.302.2.11 A (1) & B (1)-(4) Billing and claims filing limitations

Service Highlight:

Homemaker direct support services:

Homemaker direct support services are provided on a regular basis to help a participant with:

- Activities of daily living
- Completing general household tasks
- Help the participant to complete tasks he or she would normally do for themselves if the participant did not have a disability.
- Provide companionship to develop, retain or improve social interaction skills in the community.

Homemaker direct support services are provided in the participant's own home and in the community, depending on the participant's needs. Homemaker direct support services are not available for participants under the age of 21 because personal care services are covered under the EPSDT benefits for waiver participants under the age of 21.

COMMUNITY RESOURCES

Utilities

- [Need Help Paying Bills-Utility assistance](#)
- [HELP New Mexico Inc. \(helpnm.com\)](#)
- [LIHEAP](#)



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ACTIVITIES IN YOUR COMMUNITY

- Las Vegas Fall Fiestas 8/31-9/2, Plaza Park, Las Vegas
- The Yolo Music Festival 9/21 @12pm, Plaza Park, Las Vegas
- Four Corners Balloon Rally 9/27-9/29, Farmington
- Lantern-Lit Legacies 9/28 @7pm, Fort Union National Monument, 3115 SR 161, Watrous
- Music at the Museum Free Summer Concerts 2024 9/13 @7pm, Aztec Museum, 125 N. Main Ave, Aztec
- Indigenous Cultural Arts Festival 9/14 @10am, Aztec Ruins National Monument, 725 Ruins Rd., Aztec
- Harry Potter Quidditch Tournament 9/28-9/29 @10am, Church Street Market, 92 Church St. E, Edgewood
- Fiesta de Santa Fe 9/6-9/8, Santa Fe Plaza, 63 Lincoln Ave, Santa Fe
- Fiestas de Tome 2024 9/8 @11:30am, Immaculate Conception Catholic Church, 7 Church Loop, Tome
- Santa Fe Renaissance Faire 9/14-9/15, El Rancho de las Golondrinas, 334 Los Pinos Rd, Santa Fe
- Jets & Jalopies Fly-In at Sierra Blanca Regional Airport 9/7 @10am, 1000 State Highway 220, Ruidoso

JUST FOR LAUGHS

What vegetable is cool, but not that cool?
Rad-ish

I was wondering why the baseball kept getting bigger and bigger.
Then it hit me.

I broke my finger last week.
On the other hand, I am ok.

I tried to catch fog yesterday.
I mist.

Money Network Card (MNC)

If your MNC is lost or stolen immediately call 888-913-0900 to report.

If you have downloaded the MNC app you are able to log in and immediately freeze the card so that it cannot be used.

If you are charged a MNC replacement fee, please complete the MNC Reimbursement Request form to be reimbursed the fee.

Forms and FAQ's:

[MNC Reimbursement-Request-Form](#)

[EOR MNC-Request form](#)

[MNC FAQ Document \(palcofirst.com\)](#)



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Mi Via Circle of Support

MI VIA HCA 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) | Margarita Chavez-Sanchez | 505-344-8182 x3535 | margaritacs@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 | Jacob Patterson | 505-508-1663 | 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 Casie Reza | 575-779-7419 888-588-9152 | Charles@visionsnm.com casie@visionsnm.com | All of New Mexico |



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Health Care Authority/ 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

HCA 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@hca.nm.gov |
| Rachel Gonzales | Mi Via Social & Community Coordinator Functions: Conduent, Billing, Payment issues | 505-490-3721 | MVWaiverHSD@hca.nm.gov |
| Jennifer Romero | Mi Via Social & Community Coordinator Functions: Participant Eligibility Issues and Technical Assistance | 505-469-8522 | MVWaiverHSD@hca.nm.gov |

Health Care Authority / Developmental Disabilities Supports Division

5300 Homestead Rd. NE Suite 213, Albuquerque, NM 87110

Phone: 1-800-283-5548

DDSD 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@hca.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@hca.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@hca.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@hca.nm.gov Fax: 505-841-6523 |



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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 |
| 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:

S'more Pops

Total time to make: 20 minutes

Makes: 2 dozen

Ingredients:

- 4 whole graham crackers, coarsely crushed
- 24 lollipop sticks
- 24 large marshmallows
- 4 ounces milk chocolate candy coating, melted

Directions:

1. Place crushed crackers in a shallow bowl.
2. Insert 1 lollipop stick into each marshmallow.
3. Dip two-thirds of each marshmallow in melted candy coating; allow excess to drip off.
4. Dip in cracker crumbs, covering about half the chocolate.
5. Place each s'more pop on waxed paper.
6. Let stand until set.
7. Store in an airtight container.

Applesauce Oatmeal Bites

Total time to make: 20 minutes

Makes: 12 bites sized squares

Ingredients:

- Cooking spray
- 2 cups quick cooking oats
- 1 cup applesauce

Directions:

1. Preheat the oven to 350 degrees.
2. Lightly grease a baking dish with cooking spray.
3. Combine oats and applesauce in a medium bowl: mix until evenly moistened.
4. Spread mixture into the prepared baking dish.
5. Bake in the preheated oven until no longer sticky, about 10 minutes.
6. Flip baked oat mixture onto a work surface.
7. Cut into 12 bite sized squares and allow to cool.

Tip: applesauce can be substituted with any fruit puree.



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September 2024 Dates to Remember

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|---|---|---------|--------------------------------------|----------|--|---|
| 1 Ginger Cat Appreciation Day | 2 Labor Day State offices closed | 3 | 4 Eat an Extra Dessert Day | 5 | 6 Paychecks & vendor checks received or deposited, end of the pay period | 7 Deadline to fax timesheets & mileage for 9/20 payment & VPRs for vendor payments |
| 8 Grandparents Day | 9 Teddy Bear Day | 10 | 11 | 12 | 13 Vendor checks received or deposited | 14 Deadline to submit VPRs for 9/27 vendor payment |
| 15 National Double Cheeseburger Day | 16 | 17 | 18 U.S. Air Force Day | 19 | 20 Paychecks & vendor checks received or deposited, end of the pay period | 21 Deadline to fax timesheets & mileage for 10/4 payment & VPRs for vendor payments |
| 22 First Day of Fall | 23 National Family Day | 24 | 25 | 26 | 27 Vendor checks received or deposited | 28 Deadline to submit VPRs for 10/11 vendor payment |
| 29 World Heart Day | 30 National Love People Day | 10/1 | 10/2 | 10/3 | 10/4 Paychecks & vendor checks received or deposited, end of the pay period | 10/5 Deadline to fax timesheets & mileage for 10/18 payment & VPRs for vendor payments |