

## **PARTICIPANT CORNER**

Hezekiah and his friend John took this stunning picture of the Milky Way at El Malpais National Park



### **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](mailto:rachel.gonzales@hca.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: [rachel.gonzales@hca.nm.gov](mailto: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](mailto:docprocessing@conduent.com)

### **Physical Address:**

1720-A Randolph Rd SE  
Albuquerque, NM 87106



December 2024

## Shining Star of the Month

My family and my uncle would like to recognize **Melissa Ortiz** who is a Consultant/Support Broker at Self-Directed Choices. I honestly don't know what I would do without her! Melissa regularly visits with my uncle, and he looks forward to her visits. He loves to talk about his love of the Santa Rosa Lions and the San Francisco 49ers. Melissa has probably heard his stories numerous times, but she is always so patient and shows interest in everything he is sharing with her. As my uncle's EOR she has also been so helpful to me in explaining everything and always being available for any questions I have. We are so lucky that my uncle was assigned to her caseload and would like to let her and everyone else know what a gem she is. Melissa is passionate about her work, and it shows!

Thank you, Melissa, for everything you do!

Reyna Griego, Martin Montano and Montano Family

## W-2 tax information for 2024

- All 2024 W-2 forms must be mailed to employees by January 31, 2025
- Call the Consolidated Customer Service Center (CCSC) at 1-800-283-4465 if you have not received your 2024 W-2 by February 15, 2025
- Make sure Conduent has your current mailing address
- Updates to your address must be made by **12/31/2024**
- To update any of your information:
  - Complete a [Change of Information Form](#)
  - Submit this form to [docprocesing@conduent.com](mailto:docprocesing@conduent.com)

### POSITIVE THOUGHTS

"Believe you can and you're halfway there." Theodore Roosevelt

"If the problem is fear, the answer is knowledge." Joe Biden

"You can't change what you don't acknowledge." – Phil McGraw

"Beauty is power; a smile is its sword."  
John Ray

"The sign of a beautiful person is that they always see beauty in others." Omar Suleiman





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## See Something Say Something

If you or anyone else is suffering 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 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/>



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## Coming soon:

- Electronic Visit Verification (EVV) E-Codes have been updated in the EVV system.
- The go live date is January 25, 2025
- Trainings scheduled:
  - January 15, 2025- January 17, 2025
  - January 1, 2025-January 17, 2025
- Training links will be sent out soon.

### JUST FOR LAUGHS

What's Frosty's favorite dessert?

*Ice Krispie Treats*

What do reindeer say before they tell you a joke?

*This one's gonna sleigh you!*

What do you call an old snowman?

*Water*

Why was the math book sad?

*Because it had too many problems.*

What do you call guys who love math?

*Algebros.*

## Service Highlight

### Individual Directed Goods and Services

Individual Directed Goods and Services allows a Mi Via participant to buy a good or service that they need.

Such as:

- Equipment.
- Supplies.
- Services.

Goods or service asked for must be:

- Tied to the participant's disability.
- Help with participant's own safety and health.
- Helps the participant gain more freedom.
- Helps participants with activities of daily living.

Items a person without a disability would have to pay for are not covered by Mi Via.

Such as but not limited to:

- Female hygiene products.
- Gaming computer.
- A cell phone for another person.

Your consultant will help you make this goal to choose the goods and services allowed through Mi Via.

Resources:

[NMAC 8.314.6.15 H \(4\)](#)



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## Resources:

### Utility Resources:

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

### Mi Via Forms:

- [New Mexico - PALCO](#)
- [New Mexico Medicaid Portal](#)

### Important Websites:

- [New Mexico Medicaid Portal](#)
- [Home - New Mexico Health Care Authority](#)
- [New Mexico Department of Health](#)
- [Developmental Disabilities Supports Division - New Mexico Health Care Authority](#)
- [Home | NM Aging & Long-Term Services](#)
- [Medicaid Waiver | NM Aging & Long-Term Services](#)

## ACTIVITIES IN YOUR COMMUNITY

- A Retro Nutcracker 12/20-12/22, Taos Community Auditorium, 145 Paseo Del Pueblo Norte, Taos
- Live Play: Charlie and the Chocolate Factory 12/6 -12/22, Las Cruces Community Theater, 313 N Main St, Las Cruces
- Santa Fe Farolito Walk 12/24 @6pm, Canyon Road, Santa Fe
- Annual Pueblo Gingerbread House Contest 12/19-1/5, Indian Pueblo Cultural Center, 2401 12th St. NW Albuquerque
- Christmas in the Mountains 12/21-12/22 @10am, 101 W River St., Red River
- Farolitos and Falling Mercury, 12/21 @10am & 1pm, Fort Union National Monument, 3115 SR 161 Watrous
- Holiday Lighted Bike Ride of Old Mesilla and Mesilla Park! 12/21@6p, 251 West Amador St., Las Cruces
- \$5 Tuesday 12/31, Red Rock 10 Theaters, 3711 Church Rock St, Gallup
- Oso Productions Presents: Clue: On Stage at ENMU 12/20-12/22 @7pm, ENMU Ruidoso, 709 Mechem Dr, Ruidoso



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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)
<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>	Margarita Chavez-Sanchez	505-344-8182 x3535	<a href="mailto:margaritacs@consumerdirectcare.com">margaritacs@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>	Jacob Patterson	505-508-1663	<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:itorresgroover@salud.unm.edu">itorresgroover@salud.unm.edu</a>	All of New Mexico
<b>Visions Case Management</b>	Charles Clayton Casie Reza	575-779-7419 888-588-9152	<a href="mailto:Charles@visionsnm.com">Charles@visionsnm.com</a> <a href="mailto:casie@visionsnm.com">casie@visionsnm.com</a>	All of New Mexico



**December 2024**

**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

<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@hca.nm.gov">Deanna.DeHerrera@hca.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:MVWaiverHSD@hca.nm.gov">MVWaiverHSD@hca.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:MVWaiverHSD@hca.nm.gov">MVWaiverHSD@hca.nm.gov</a>

**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

<b>Elaine Hill</b>	<b>Mi Via Waiver Program Manager</b> Functions: Participant/Consultant Issues & Technical Assistance, & statewide MF WCF & MF CACF Contact for: Consumer Direct Personal Care	505-506-6103	<a href="mailto:elaine.hill@hca.nm.gov">elaine.hill@hca.nm.gov</a>  Fax: 505-841-6523
<b>Krystal Armijo</b>	<b>Mi Via Waiver Program Coordination</b> Functions: Participant/Consultant Issues & Technical Assistance Contact for: Peak, Visions & CNRAG	505-252-3087	<a href="mailto:krystal.armijo@hca.nm.gov">krystal.armijo@hca.nm.gov</a>  Fax: 505-841-6523
<b>Anthony Bonarrigo</b>	<b>Mi Via Waiver Program Coordination</b> Functions: Participant/Consultant Issues & Technical Assistance Contact for: UNM-CDD, Innovative Self Direction, Merit & Active Advocates	505-709-7410	<a href="mailto:anthony.bonarrigo@hca.nm.gov">anthony.bonarrigo@hca.nm.gov</a>  Fax: 505-841-6523
<b>Alicia Otoló</b>	<b>Mi Via Waiver Program Coordination</b> Functions: Participant/Consultant Issues & Technical Assistance Contact for: Me Town, Self-Directed Choices & Los Amigos	505-218-1119	<a href="mailto:Alicia.otolo@hca.nm.gov">Alicia.otolo@hca.nm.gov</a>  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	<a href="https://www.bcbsnm.com/turquoise-care-welcome/">https://www.bcbsnm.com/turquoise-care-welcome/</a>
Presbyterian	800-356-2219	<a href="https://www.phs.org/health-plans/turquoise-care-medicaid">https://www.phs.org/health-plans/turquoise-care-medicaid</a>
Molina	844-862-4543	<a href="https://www.molinahealthcare.com/members/nm/en-us/mem/Medicaid.aspx">https://www.molinahealthcare.com/members/nm/en-us/mem/Medicaid.aspx</a>
United Health Care	877-236-0826	<a href="https://www.uhc.com/communityplan/new-mexico/plans">https://www.uhc.com/communityplan/new-mexico/plans</a>

### Fun easy recipes:

#### Homemade Applesauce

Makes about 3 cups

#### Ingredients:

- 7 medium apples
- ½ cup apple juice or water
- ¼ cup sugar or honey, optional
- ½ teaspoon ground cinnamon, optional

#### Directions:

1. Peel apples.
2. Remove the middle of the apple where the apple seeds are.
3. Cut the apples into bite-sized chunks.
4. Put the apples into a medium saucepan.
5. Add the juice or water, sugar or honey and cinnamon.
6. Bring to a boil over medium-high heat.
7. Reduce heat to low.
8. Cover and simmer for 15 to 20 minutes.
9. Stir often, until the apples are tender.

#### White Chocolate Chex Mix

Total time to make: 30 minutes.

#### Ingredients:

- 5 cups of Cheerios
- 5 cups of Corn Chex
- 2 cups salted peanuts
- 1 pound chocolate M&M's
- 1 package (10 ounces) mini pretzels
- 2 packages (12 ounces each) white baking chips
- 3 tablespoons canola oil

#### Directions:

1. In a large bowl, combine Cheerios, Corn Chex, peanuts, M&M's and mini pretzels.
2. In a microwave safe bowl combine white backing chips and canola oil.
3. Place bowl of white baking chip and oil in the microwave for 1 minute.
4. Stir and microwave on high for 5 seconds.
5. Pour white chocolate mixture over the cereal mixture.
6. Mix well.
7. Spread the mixture onto 3 waxed paper lined backing sheets.
8. Let cool.
9. Break apart and store in an airtight container.





## December 2024

December 2024 Dates to Remember						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1 <b>Christmas Book Day</b>	2 <b>National Build Joy Day</b>	3 <b>Make a Gift Day</b>	4	5	6 Vendor checks received or deposited	7 Deadline to submit VPRs for 12/20 vendor payment
8 <b>National Brownie Day</b>	9 <b>National Llama Day</b>	10	11 <b>Holiday Food Drive for Needy Animals Day</b>	12	13 Paychecks & vendor checks received or deposited, end of the pay period	14 Deadline to fax timesheets & mileage for 12/27 payment & VPRs for vendor payments
15	16 <b>National Chocolate Covered Anything Day</b>	17	18 <b>Answer the Telephone Like Buddy the Elf Day</b>	19	20 Vendor checks received or deposited	21 Deadline to submit VPRs for 1/3 vendor payment
22 <b>National Short Person Day</b>	23 <b>National Christmas Movie Marathon Day</b>	24	25 <b>Christmas Day</b>  State Offices Closed	26	27 Paychecks & vendor checks received or deposited, end of the pay period	28 Deadline to fax timesheets & mileage for 1/10 payment & VPRs for vendor payments
29	30 <b>National Bacon Day</b>	31 <b>New Year's Eve</b>	1/1 <b>New Years Day</b>  State Offices Closed	1/2	1/3 Vendor checks received or deposited	1/4 Deadline to submit VPRs for 1/17 vendor payment