

Mi Via Newsletter

December 2025



Snowflakes



Participant Corner: Jill

Jill is a dishwasher at Lily & Liam Bistro a few days a week. Jill also attends Moxie Day Center and rides horses at Loving Thunder Therapeutic Riding Center. Jill really enjoys working on jigsaw puzzles in her spare time.

Image description: Jill holding up a large jigsaw puzzle she put together. The jigsaw picture of her and Santa!

Your Talent is in Demand! Are you a poet, storyteller, artist or just want to share a picture of yourself doing a favorite activity. Would you like to share some great news? Please submit pictures of your own artwork, short stories, or poems. Submissions to be shown in an upcoming Mi Via Newsletter. Submissions can be sent to:

rachel.gonzales@hca.nm.gov

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Penguins with Winter Hats

W-2 2025 Tax Information for Employees

Contributed by Rachel Gonzales, Mi Via Billing Specialist

- Conduent will mail W-2 forms to employees by January 31, 2026
- Make sure Conduent has your current mailing address
- Updates to your address must be made by **12/31/2025**
- To update any of your information:
 - Complete a [Change of Information Form](#)
 - Submit this form to docprocesing@conduent.com
- Call the Consolidated Customer Service Center (CCSC) at 1-800-283-4465 if you have not received your 2025 W-2 by February 15, 2026



Shining Star of the Month

Derek McKenna has really been supportive and helpful with anything we need or if we have questions. He recently had a major life-changing event and was out for a while but still made sure we were taken care of.

- Elizabeth and Diana Rodriguez

Shining Star Employees of the Month

Do you have a Direct Support Professional (DSP) that you would like to give a shout out to? DDSD would like to recognize our DSP's who go above and beyond for Mi Via Participants. Shining Stars will be featured in the Mi Via Newsletter monthly. Send a brief note of why you would like to recognize your staff. Submissions can be sent to: rachel.gonzales@hca.nm.gov



Snowman with Hat & Scarf



Albuquerque Old Town

Just for Laughs

How are false teeth like stars?

They come out at night.

What building in your town has the most stories?

The public library.

What's worse than finding a worm in your apple?

Finding half a worm.

House Bill (HB) 357: Mi Via Provider Gross Receipts Update

Contributed by Melanie Buenviaje, Deputy Director DDSD

Under HB 357 Gross Receipts Tax (GRT) will no longer be subtracted from a Mi Via Waiver participant's Approved Annual Budget (AAB). This change allows Mi Via participants to fully access their Approved Annual Budget (AAB) for services and supports. The following guidelines have been established:

The following guidelines have been established:

- Existing vendor agreements remain valid and do not need to be reestablished.
- Vendor payment processes will continue as usual.
- All invoices must include a separate line for GRT to ensure transparency and accurate tracking.
- System changes will not be fully until March 2026.
- GRT should remain included in the cost of each approved service or goal.
- Budget revisions are not required to implement this change however to access funds allowed to GRT, a revision will be needed and approved by the Third-Party Assessor.
- Participants and Consultants should wait for further direction from DDSD before removing GRT from service goals or submitting revisions that modify service budget amounts.

Additional information was shared by the Developmental Disabilities Supports Division (DDSD) through a Conduent blast on December 5, 2025.

You can view the information under the Memos Section on the DDSD Communications website at: [DDSD Communications and Information – New Mexico Health Care Authority](https://www.hca.nm.gov/ddsd-communications) (<https://www.hca.nm.gov/ddsd-communications>)

For questions, please contact Melanie Buenviaje at melanie.buenviaje@hca.nm.gov



Employment Spotlight

My name is Sarah.

I work at Dion's.

At work, I clean tables and help customers with drinks.

I work a few days a week.

I enjoy my coworkers and have a great boss.

Coworker Mat states: Sarah *"has a great attitude and always wants to help."*

Image description: Two employees stand in front of the Dion's service counter. On the left is Mat, Sarah's coworker. He is wearing a black Dion's hat and glasses. Sarah is wearing a red Dion's visor. She has a big smile on her face.

Employment Spotlight Submissions

If you have a job and would like to be featured in Employment Spotlight, send:

- A picture of you at work.
- The name of where you work.
- A statement about how you found your job.
- What do you like.

Submissions and questions can be sent to Lizette Lujan at Lizette.Lujan@hca.nm.gov 505-470-0279



Hot Chocolate with Snowman
Marshmallow

Positive Thoughts

"When you undervalue
what you do, the world will
undervalue who you are." Oprah Winfrey

"For beautiful eyes, look for
the good in others; for
beautiful lips, speak only
words of kindness; and for
poise, walk with the
knowledge that you are
never alone." Audrey
Hepburn

Service Highlight: Non-Medical Transportation - Uber and Lyft

Contributed by Rachel Gonzales, Mi Via Billing Specialist

On August 1, 2025, Uber and Lyft were made available as options for Non-Medical Transportation. Here are some helpful reminders for participants who want to start accessing these options.

Uber

- Participants can buy Uber gift cards with the Money Network Card (MNC).
- Uber gift cards can then be used to pay for transportation services through the Uber App.
- Rides can be scheduled through the Uber app or Uber website.
- Website: [Uber](https://www.uber.com)

Lyft

- Rides can be scheduled through the Lyft app or Lyft website.
- MNC can then be used to pay for transportation services.
- Website: [Lyft](https://www.lyft.com)

Uber and Lyft cannot be used for food delivery services including grocery or goods delivery. Mi Via does not pay for Uber Eats.

- Additional Funding will not be allowed for Non-Medical Transportation Services.
- Uber gift cards are only allowed for participant transportation use.
- Other types of gift cards are not allowed to be bought with the MNC.



River of Lights, Albuquerque Bio Park

Empowerment in Action: The Supported Decision-Making Act

Contributed by Claudia Rice
DDSD Constituent Support Manager

The Supported Decision-Making Act was signed into law this spring with the passing of Senate Bill 535.

What does this mean for Mi Via participants?

The Act ensures:

- The right of individuals to receive support in making important life decisions.
- Making sure their choices are respected.

For people with intellectual and developmental disabilities (IDD) and others who need decision-making support, Supported Decision-Making ensures and advances:

- Your rights
- Your dignity
- Your self-determination

How does this help Mi Via participants?

Supported Decision Making is a different option to guardianship or other directives. It allows people with IDD to make their own choices and decisions with help from trusted supports. An individual with IDD will make their own choices with input and guidance from their chosen support person.

Mi Via participants may benefit from having a support person to help with life's important or difficult choices. Mi Via participants can choose anyone to be a support person such as:

- Family members
- Friends
- Other trusted individuals

The Supported Decision-Making Act will be enacted in the coming months. The Supported Decision-Making Act will be carried out by the Developmental Disabilities Council.

For questions, please reach out to Claudia Rice, Office of Constituent Supports Manager at Claudia.Rice@hca.nm.gov or 505-546-9428



Snowman with Hat & Scarf

Expanding the Workforce: Promoting Careers in the Intellectual and Developmental Disabilities (IDD) Field

Contributed by Claudia Rice
DDSD Constituent Support Manager

There is a shortage of Direct Support Professionals (DSPs) and other needed employees who provide services to people with IDD.

One way to help address this shortage is to educate the public on the rewarding career opportunities available in the IDD field through job fairs. Many job fairs are hosted by universities and colleges across New Mexico. These events provide a place to highlight jobs in the IDD field and invite new employees to this important workforce.

Learn More About Careers in IDD

To learn more about upcoming job fairs at universities in your area you can visit their websites or contact Claudia Rice, Office of Constituent Support Manager, at Claudia.Rice@hca.nm.gov, or at 505-546-9428.

Mi Via Waiver Amendment 2026: Expanding Supports and Updating Rates

Contributed by Melanie Buenviaje, Deputy Director DDSD

The Mi Via waiver will be amended in 2026 to add:

- Employer of Record as a Paid Service
- Socialization and Sexuality Education under the new service name, Friends and Relationship Course
- Rate Adjustments from the 2025 Rate Study

Participants, families, and stakeholders will have the opportunity to review and comment on the amendment during Public Comment Period.

Additional information to come.

For questions, please contact Elaine Hill, Mi Via Program Manager at Elaine.Hill@hca.nm.gov, or at 505-506-6103

arc Thrift Store

Contributed by Rachel Gonzales, Mi Via Billing Specialist

The arc Thrift Store's mission is to enhance the lives of individuals with intellectual and developmental disabilities and their families by:

- Giving employment opportunities that raise independence and success.
- Providing enriching educational programs.
- A positive impact by celebrating:
 - Diversity
 - Individuality
 - Equity
 - Inclusion for participants to reach their full potential

Drop off donations

- arc Thrift Stores accepts MOST items at the Albuquerque store located at 3301 Coors Blvd. NW. Acceptable items include clothing, shoes, furniture, toys, toys, small appliances, small electronics (excluding televisions), computers (excluding monitors), kitchen and household items, and books.
- When you donate you are helping people in your community access opportunities to live independently or have jobs, supporting training and education for individuals with disabilities and their families, and helping the environment by reducing waste.
- It's simple and easy to donate; just drop off your gently loved items at the store!

Would you love to work with arc Thrift Store?

Apply here:

Job Opportunities

(<https://www.paycomonline.net/v4/ats/web.php/portal/BC426F8456A153CD7E1228E2F3CF3171/career-page>)

arc Thrift Store Location:

3301 Coors Blvd. NW, Suite 2 Albuquerque, 87120 In the Ladera Shopping Center
Phone 505-831-4430
<https://arcthrift.com/albuquerque>

Community Events

Free or Low Cost Community Events

December 12

Truth or Consequence, NM 6:00 pm
Truth or Consequence Old-Fashioned Christmas
Evelyn Renfro Park, 301 S. Foch, Truth or Consequences

December 13

Grants, NM 12:00 pm
Annual Mainstreet Cookie & Holiday Light Parade,
523 Santa Fe Ave, Grants

Elephant Butte, 5 pm
Luminaria Beachwalk & Lighted Boat, Elephant Butte Lake
State Park, Hwy 195, 101 NM Hwy 195, Elephant Butte

December 25- January 1

Native American Pueblo Dances
Various Pueblos including Taos, Ohkay, Owingeh and Santo
Domingo

December 31

Raton, 9:00 pm
Aquatic New Year's Eve Party
Raton Regional Aquatic Center, 100 Memorial Ln, Raton



Snowman with Winter Berries

Community Resources

Food Supplemental Programs

USDA Commodities

Senior Food Program

English

[CSFP Senior Food Box Program](#)

Espanol

[CSFP El Programa de Cajas de Alimentos para Personas Mayores](#)

Temporary Food Assistance Program

[TEFAP Distribution sites & Contact information](#)

[TFAP Income Guidelines](#)

SNAP

[yes.nm.gov](https://www.nm.gov/yes.nm.gov)

Farmers Market Assistance

[Double Up Food Bucks](#)

[FreshRX](#)

[Senior Farmers Market Nutrition Program](#)

Food Banks

[New Mexico Association of Food Banks](#)

[Road Runner Food Bank](#)

[The Food Depot](#)

[Albuquerque Food Pantries](#)

[The Store House](#)

Women Infants and Children (WIC)

<https://www.nmwic.org/>



Mi Via Circle of Support

MI VIA HCA Website: [Mi Via Self-Directed Waiver - New Mexico Health Care Authority](#)

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 Assist. Group)	Fallon Vincell	575-621-3645	fvincell@cnragusa.com	Metro, SE & SW
Consumer Direct Personal Care (CDPC)	Pamela Acosta Jessica Jaramillo	505-344-8182 x3535	Pamelaa@consumerdirectcare.com Jessicaja@consumerdirectcare.com	All of New Mexico
Familia Services NM	Abigail Aguilar	505-420-1028	abby@familiaservicenm.com	Metro, NW & SW
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	Dominique Facio	505-554-5494	dfacio.meritnm@gmail.com	Metro
Peak Developmental Services	Sarah Martinez	505-281-9962	smartinez@nmddwcm.com	All of New Mexico
Phoenix Supports	Raquel Guzman Vega	505-353-2061 505-619-4473	intake@phoenix-supports.com	All of New Mexico
Professional Case Coordination Services	Daniel Romero	505-715-3708	danielpccs1@gmail.com	Metro & SE
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 itorresgroover@salud.unm.edu	All of New Mexico
Visions Case Management	Charles Clayton Evan Anderson	575-779-7419 888-588-9152	Charles@visionsnm.com evananderson@visionsnm.com	All of New Mexico

DDSD Office of Constituent Support

The Office of Constituent Support (OCS) provides community and referral resources, responds to emergent constituent grievances, questions and concerns, facilitates and mediates interdisciplinary team disputes, and conducts community outreach and education on the services and supports offered by the Developmental Disabilities Supports Division.

Claudia Rice	Office of Constituents Supports Manager	505-546-9428	Hca-ddsd.constituents@hca.nm.gov
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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 for Professional Case Coordination Services, Phoenix & Unidas	505-506-6103	elaine.hill@hca.nm.gov Fax: 505-841-6523
Krystal Armijo	Mi Via Waiver Program Coordinator Functions: Participant/Consultant Issues & Technical Assistance Contact for: Active Advocates, CNRAG & Peak	505-252-3087	krystal.armijo@hca.nm.gov Fax: 505-841-6523
Anthony Bonarrigo	Mi Via Waiver Program Coordinator Functions: Participant/Consultant Issues & Technical Assistance Contact for: UNM-CDD, Consumer Direct Personal Care & Visions	505-709-7410	anthony.bonarrigo@hca.nm.gov Fax: 505-841-6523
Alicia Otoló	Mi Via Waiver Program Coordinator Functions: Participant/Consultant Issues & Technical Assistance Contact for: Los Amigos, Self Directed Choices & Familia Services NM	505-218-1119	alicia.otolo@hca.nm.gov Fax: 505-841-6523
Inez Dominguez	Mi Via Waiver Program Coordinator Functions: Participant/Consultant Issues & Technical Assistance Contact for: Me Town & Innovative Self-Direction, & statewide MF WCF & MF CACF	505-538-5506	inez.Dominguez@hca.nm.gov Fax: 505-841-6523
Ana Orona	Mi Via Waiver Program Coordinator Functions: Participant/Consultant Issues & Technical Assistance Contact for: Merit & Familia Services NM	505-627-4258	ana.Orona@hca.nm.gov Fax: 505-841-6523
Rachel Gonzales	Mi Via Billing Specialist Coordinator Functions: Conduent, Billing, Payment Issues & Technical Assistance		rachel.gonzales@hca.nm.gov
Jennifer Romero	Mi Via Eligibility Coordinator Functions: Participant Eligibility Issues		jennifer.romero3@hca.nm.gov

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/
Molina	844-862-4543	https://www.molinahealthcare.com/members/nm/en-us/mem/Medicaid.aspx
Presbyterian	800-356-2219	https://www.phs.org/health-plans/turquoise-care-medicaid
United Health Care	877-236-0826	https://www.uhc.com/communityplan/new-mexico/plans
Conduent Conduent is the Financial Management Agent for the Mi Via Waiver program. They are responsible for background checks, payroll and tax management, Employee and Vendor Agreements, Worker's Compensation. 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		

Dates to Remember December 2025

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1 Walt Disney Day	2 Special Education Day	3	4	5 Vendor checks received or deposited	6 Deadline to submit VPRs for 12/19 vendor payment payments
7 National Slime Day	8	9 National Llama Day	10	11	12 Paychecks & vendor checks received or deposited, end of the pay period	13 Deadline to fax timesheets & mileage for 12/26 payment & VPRs for vendor payments
14 1 st Day of Hanukkah	15	16	17	18 Answer the Telephone Like Buddy the Elf Day	19 Vendor checks received or deposited	20 Deadline to submit VPRs for 1/2 vendor payment
21 Winter Solstice	22 End of Hanukkah	23	24	25 Christmas Day NM State Offices Closed	26 Paychecks & vendor checks received or deposited, end of the pay period	27 Deadline to fax timesheets & mileage for 1/9 payment & VPRs for vendor payments
28 National Call a Friend Day	29	30	31	1/1/26 New Years Day Last Day of Kwanzaa NM State Offices Closed	1/2/26 Vendor checks received or deposited	1/3/26 Deadline to submit VPRs for 1/16 vendor payment

Dates to Remember **January 2026**

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1 New Year's Day NM State Offices Closed	2 Vendor checks received or deposited	3 Deadline to submit VPRs for 1/16 vendor payment payments
4	5	6 Cuddle Up Day	7	8 Bubble Bath Day	9 Paychecks & vendor checks received or deposited, end of the pay period	10 Deadline to fax timesheets & mileage for 1/23 payment & VPRs for vendor payments
11 Step in a Puddle and Splash Your Friend's Day	12	13 National Rubber Duckie Day	14	15 National Bagel Day	16 Vendor checks received or deposited	17 Deadline to submit VPRs for 1/30 vendor payment
18 Winnie the Pooh Day	19 Martin Luther King Jr's Day NM State Offices Closed	20	21	22	23 Paychecks & vendor checks received or deposited, end of the pay period	24 Deadline to fax timesheets & mileage for 2/6 payment & VPRs for vendor payments
25 Opposite Day	26	27 Chocolate Cake Day	28	29	30 Vendor checks received or deposited	31 Deadline to submit VPRs for 2/13 vendor payment