

Developmental Disabilities Support Division

Mi Via Waiver Newsletter

March/April 2026

Participant Corner

Elizabeth Rodriguez showing her tough wrestling moves!!



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

What's In This Issue

- Participant Corner
- Shining Star of the Month
- Employment Spotlight
- Service Highlight
- Just for Laughs
- Positive Thoughts
- What is EVV
- What Your MCO Care Coordinator Can Do for You
- Understanding Comagine's Role in Mi Via
- Fun Easy Recipes
- Mi Via Billing & Documentation Requirements
- Community Resources
- Community Events
- Circle of Support
- Dates to Remember

Shining Star of the Month & Employment Spotlight

Evonne Romero

I want to give a shout out to **Evonne Romero** with Self Directed Choices!

Evonne is so responsive and caring. It is comfortable to have her in our home, and she always connects with Clara. She definitely goes above and beyond the job description, and I feel fortunate we have her helping us through this process.

Alicia Ubada-Harvey

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



Michael at work

Employee Spotlight

Since getting my job at the church, I feel happier in my daily life. One of the things I love about my job is that I get to use my computer skills, which have gotten better over the years through classes at CNM or just by using my computer every day. Some new skills I have learned are working with Google Sheets, Google forms, and inputting pictures into Google Drive. I also like being able to establish connections with co-workers and provide assistance with whatever they need. As I advance in my career path, I hope to find a job that has room for advancement.

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 or 505-470-0279

Service Highlight

Community Direct Support

Contributed by Rachel Gonzales Senior Healthcare Program Coordinator with DDSD

Community Direct Support (CDS) is a service that helps participants do the things they want in their communities and surrounding areas.

Community Direct Support services can be used for the following:

- Finding, growing, supporting, and maintaining community connections and contributions.
- Accessing social, educational, recreational and leisure options.
- Building and strengthening networks and friendships and building a feeling of belonging within their community.
- Promoting self-determination by participants, building flexible, social and self-help skills. This fosters confidence and independence in accessing their community and everyday life.

CDS **must** be provided in the community and **not** the participant's home.

For more information:

Mi Via Service Standards Appendix A page 29 of 78

[APPENDIX A: Service Descriptions in Detail](#)

NMAC 8.314.6.11

[8.314.6 NMAC](#)

Just For Laughs

What is brown, hairy and wears sunglasses?

A coconut on vacation.

What do cakes and baseball teams have in common?

They both need a good batter.

What did the tiger say to her cub on his birthday?

It's roar birthday.

Positive Thoughts

"If you are always trying to be normal you will never know how amazing you can be."
Maya Angelou

"Beauty is not in the face; beauty is a light in the heart." Khalil Gibran

A beautiful heart will bring things into your life that all the money in the world couldn't get you.

What is Electronic Visit Verification (EVV)

Contributed by Rachel Gonzales Senior Healthcare Program Coordinator with DDSD

Electronic Visit Verification (EVV) is a system used to verify when and where services were provided.

EVV captures 6 points of data:

- Type of service performed
- Individual receiving the service
- Date of the service
- Location of the service
- Individual providing the service
- Time the service begins and ends

EVV is easy to use. Employees or vendors use a land line to clock in and clock out. This information is captured and transferred to Focos online where a timesheet is created. The Employer of Record (EOR) approves the timesheet in Focos online and payment is issued to the employee.

EVV is required for the following Mi Via services:

- Homemaker (99509, 99509 E & 99509 AC)
- Respite Standard (T1005 SD, T1005 SD E & T1005 AC)

If an employee forgets to clock in or out, the EOR can access Focos online to add times worked that was missed. EOR must include any reasons why a shift was not captured.

If you have questions, please contact the Consolidated Customer Service Center (CCSC) at 800-283-4465, choose the language, next prompt zero and press 5 for assistance. CCSC hours are 7am-5pm

Additional EVV information on the Palco website:

- [New Mexico Telephony EVV Guide- Mi Via Direct Hire Employees](#)
- [PalcoNMAuthentiCareIVRSheet MiVia-E-Codes.pdf](#)
- [Mi Via Apoyo a la excencion de empleados de empleados directos](#)
- [NM EVV WORKSTREAMS](#)
- [Flujos de Trabajo de EVV](#)
- [New Mexico EVV FAQ UPDATED](#)
- [EVV-FAQ NM SPANISH 062021.pdf](#)



What Your Medicaid Care Coordinator Can Do for You

Contributed by Margaret Bost Quality Bureau Care Coordinator Staff Manager with MAD

Your care coordinator will be your main point of contact for information about services covered by your Medicaid insurance company, also called a Managed Care Organization (MCO). The MCOs are Blue Cross Blue Shield, Presbyterian Health Plan, Molina, and United Healthcare. They provide services such as medications, doctor's appointments, physical therapy, medical equipment, and hospital visits.

1. Your care coordinator will complete an assessment with you so that you can let them know what services you need.
2. Your care coordinator will work with your Consultant to ensure your physical and behavioral health care needs are covered.
3. Your care coordinator can explain in plain terms what services you may get from your MCO.
4. Your care coordinator will help you find extra care and services from providers or community programs that are not covered by your MCO.
5. Your care coordinator can help make appointments and set up services that are covered by your MCO.
6. Your care coordinator will check in with you every month or every few months by telephone or in person.
7. Your care coordinator will visit you in your home at least once a year.
8. Your care coordinator will work with you and those who care for you to create a care plan. A care plan can help you meet your health goals.
9. Your care coordinator will work with all the people on your care team to help you meet your goals. Your team might include your family, consultant, doctor, or someone else you choose.
10. Your care coordinator will work with your care team to co-ordinate in-home or telehealth visits.

MCO Care Coordinator Contact Information & Additional Information:

Blue Cross Blue Shield Care Coordination

[BCBSNM Turquoise Care: Member Care Coordination | Blue Cross and Blue Shield of New Mexico](#)

1-877-232-5518

Presbyterian Care Coordination

[Care Coordination | Turquoise Care | Presbyterian Health Plan, Inc.](#)

1-866-672-1242

Molina Care Coordination

[Molina Medicare Members | Care Coordination Service](#)

United HealthCare Coordination

[Welcome to the community](#)

1-877-236-0826

Understanding Comagine's Role in the Mi Via Program

Contributed by Christina Lucero, TPA Staff Manager with MAD

Comagine is contracted by the Health Care Authority, Medical Assistance Division (HCA/MAD). Comagine serves as a Third-Party Assessor (TPA). The TPA completes the following:

- Reviews medical eligibility documents to see if an individual meets level of care for the waiver
- Completes In Home Assessments
- Reviews and approves the Service and Support Plan (SSP) and budget, ensuring requested services, goods, and supports, meet participant's needs

A Consultant will submit documents for review by the TPA. Documents could be for an initial Level of Care (LOC), a new budget or budget revision or a Service and Support Plan (SSP). Once the complete packet of documents is submitted to the TPA they will review the documents. The TPA may request additional information from the Consultant if needed.

Comagine has a call center to answer any questions. Generally, Consultants call when they have questions about documents or to clarify what is needed to get approval for requested services. Families may have questions about or have a need to reschedule an In-Home Assessment for a participant. Please feel free to contact the call center with your questions at 1-866-962-2180.

Fun Easy Recipe

Yellow Rice Cakes

Makes 4 servings

Total time to make: 20 minutes

Ingredients:

- 2 large eggs
- 1 package of yellow rice mix
- ½ cup of grated mozzarella cheese
- ¼ teaspoon of kosher salt
- Olive oil

Instructions:

1. Prepare rice as directed on package
2. Let rice cool
3. In a medium mixing bowl, whisk the eggs.
4. Add:
 - a. Rice
 - b. Cheese
 - c. Salt
5. Mix well
6. Heat 2 tablespoons of olive oil in a large sauté pan
7. Carefully place 1/3 cups of the rice mixture into the hot oil
8. Use a spatula to flatten rice into a patty
9. Sauté on each side for 3 to 4 minutes



Mi Via Billing and Documentation Requirements

Contributed by Melanie Buenviaje Deputy Director with DDSD

It is requirement under the Mi Via Waiver that Employers of Record (EORs), vendors, and employees and vendors maintain complete, accurate, and timely records that document the services provided to Mi Via participants. Records including:

- Daily Contact
- Progress notes, or copies of receipts for goods purchased. The Health Care Authority (HCA) can ask for these documents at any time.

Vendor and EOR Responsibilities:

- Vendor Agencies: Vendors and their employees and sub-contractors must maintain documentation for every date of service billed. Documentation must clearly show what service was provided, when, and scope or number of services provided.
- Employers of Record: Prior to approval of timesheets and Vendor Payment Request Forms (VPR), the EOR is responsible for making sure that all documentation related to employees, vendors, services, and expenditures is complete, accurate, and compliant with program rules. This includes:
 - Making sure daily progress notes for services received are completed
 - Saving receipts for goods or services purchased with the Money Network Card.

These records must be completed on the date service occurs or within 48 hours of service delivery. This makes sure that documentation is completed while the information is fresh in vendors or employees' minds and ensures:

- Accuracy
- Reliability
- Reflects the services provided

Important reminders:

Billing which occurs before documentation is completed is subject to recoupment.

It is required that records are kept for 6 years from the first date of service.

It is required to have these records for program audits. It is required that records are kept for 6 years from the first date of service.

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March & April Community Events

Free or Low Cost

March

March 5, 2026, 6:00 pm

Yoga Class

Farmington Rec Center, 1101 Fairgrounds Rd.,
Farmington

March 5, 2026, 9:00 pm

Karaoke with The Wizard

The Alley Cantina, 121 Teresina Ln., Taos

Every Thursday, 5:00 pm

Bingo at Knights of Columbus

Columbus Club Bingo, 1400 S. Ruby St.,
Deming

March 5, 2026, 12:00 pm

Otero County Adoption with Otero County Animal Shelter

Home2 Suites, 3450 Mesa Village Dr.,
Alamogordo

March 7-8, 2026, 9:00am

Truth or Consequences Rock & Gem Show

Sierra County Fair Barn, 1321 Hyde Ave in
Truth or Consequence

March 11, 2026, 6:00pm

The Spongebob Movie: Search for Squarepants

UNM Student Union Building, 1 University of
NM, Albuquerque

March 13-15, 2026, 10am

34th Rio Grande Arts & Crafts Spring Fest

Rio Grande Festivals, 300 San Pedro Dr. NE,
Albuquerque

March 21, 2026, 1:00pm

Gallup Cultural Center Student Art Show

George Galanis Multicultural Center, 201 E.
Historic Highway 66, Gallup

March 22, 2026, 2:00pm

Landmark Musicals Presents Mary Poppins

Rodey Theater, 1 University of NM,
Albuquerque

March 28, 2026, 7:30pm

Moongaze Public Telescope Observing

Plaza de Las Cruces, 100 N Main St., Las
Cruces

Community Resources

Bookmobiles:

[East Bookmobile | New Mexico State Library
\(nmstatelibrary.org\)](https://nmstatelibrary.org)

[West Bookmobile | New Mexico State Library
\(nmstatelibrary.org\)](https://nmstatelibrary.org)

[Northeast Bookmobile | New Mexico State
Library \(nmstatelibrary.org\)](https://nmstatelibrary.org)

Library services for vision impaired:

[Library for the Blind and Print Disabled | New
Mexico State Library \(nmstatelibrary.org\)](https://nmstatelibrary.org)

Books by mail:

[Books By Mail | New Mexico State Library
\(nmstatelibrary.org\)](https://nmstatelibrary.org)

April

Every Monday, 5:30pm

Bingo at the Elks Lodge #2750

3401 Raymond Reed Blvd, Deming

Every Saturday, 8:30am

Indoor Farmers and Vendors Market

117 E 2nd St, Roswell

Every Monday and Wednesday, 6:00pm

VFW Zumba classes

VFW Post 1547, 148 Mills Ave., Las Vegas

April 11, 2026

Gallup Arts Crawl

Coal Ave and Second St., Gallup

April 18-19, 2026, 9:00am

Legacy of Liberty Airshow 2026

Holloman Air Force Base, 750 First St.,
Alamogordo

April 25, 2026, 2:00pm

¡mira! Las Cruces Festival 2026

Plaza de Las Cruces, 100 N. Main St., Las
Cruces

April 25-July 25, 2026, Monday-Saturday,
10:00am

Corazón y Vida: Lowrider Culture in the United States

Farmington Museum & Visitor Center, 3041 E
Main St., Farmington

April 25, 2026, 9:00am

ACES Open House

Gerald Thomas Hall, 940 College Dr., Las
Cruces

April 24-25, 2026

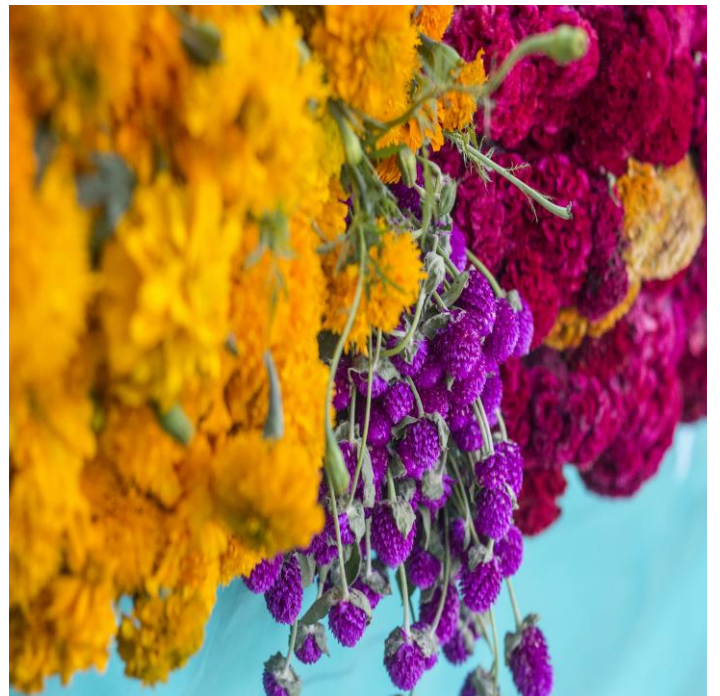
Earth Day: Earth, Water and Sky Celebration

Whitfield Wildlife Conservation Area, 2424 Hwy
47, Belen

April 29, 2026, 6:00pm

Scream 7

UNM Student Union Building, 1 University of
NM, Albuquerque



SPRING MERRYMAKERS

MARCH 2026

- 6** • CRAZY HAIR AND HAIR BAND NIGHT
- 13** • SAINT PADDY DAY- WEAR YOUR GREEN
- 20** • MLK MOTOWN NIGHT
- 27** • REG DANCE

APRIL 2026

- 3** • SPRING DANCE FLASHBACK NIGHT
- 10** • SALSA DANCE PARTY
PUT YOUR REQUEST IN FOR APRIL 17TH
- 17** • MERRYMAKERS PICKS
- 24** • PROM AT THE ABQ MUSEUM

Event Details: Dances are at the Loma Linda Community Center
1700 Yale Blvd SE, 87108
Friday nights, 7pm-9pm

Merry Makers is not a drop off program. If you are accompanying a participant at an event, please stay with them for the duration of the evening.

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ALBUQUE
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For More Information: cabq.gov/inclusion 505-764-1525



Mi Via Circle of Support

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

Consultant Agency	Contact Person	Phone	E-Mail	Regions
Active Advocate 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 Walter Cassandra DeCamp	505-235-7837 505-274-1319	CnWalter@salud.unm.edu cdecamp@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

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	505-506-6103	Elaine.hill@hca.nm.gov
Krystal Armijo	Mi Via Waiver Program Coordinator	505-252-3087	krystal.armijo@hca.nm.gov
Alicia Otoló	Mi Via Waiver Program Coordinator	505-218-1119	Alicia.otolo@hca.nm.gov
Inez Dominguez	Mi Via Waiver Program Coordinator	505-538-5506	Inez.Dominguez@hca.nm.gov
Ana Orona	Mi Via Waiver Program Coordinator	505-627-4258	Ana.Orona@hca.nm.gov
Deanna DeHerrera	Mi Via Systems Program Manager		Deanna.DeHerrera@hca.nm.gov
Rachel Gonzales	Mi Via Billing Coordinator	505-490-3721	rachel.gonzales@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)

Conduent

1720-A Randolph Road, SE, Albuquerque, NM 87106

Phone: 1-800-283-4465

Mailing Address:

Conduent

PO Box 27460, Albuquerque, NM 87125

Conduent is the Financial Management Agent (FMA) for the Mi Via Waiver Program.

Managed Care Organization (MCO)

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	877-236-0826	https://www.uhc.com/communityplan/new-mexico/plans

March 2026

Dates to Remember

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1 Peanut Butter Lovers' Day	2	3 Caregiver Appreciation Day	4 Mardi Gras	5 Ash Wednesday	6 Paychecks & vendor checks received or deposited, end of the pay period	7 Deadline to fax timesheets & mileage for 3/20 payment & VPRs for vendor payments
8 Daylight Savings-Spring Forward	9	10 International Day of Awesomeness	11	12	13 Vendor checks received or deposited	14 Deadline to submit VPRs for 3/27 vendor payment
15	16 Giant Panda Bear Day	17 Saint Patrick's Day	18	19	20 Paychecks & vendor checks received or deposited, end of the pay period	21 Deadline to fax timesheets & mileage for 4/3 payment & VPRs for vendor payments
22	23 National Puppy Day	24	25 International Waffle Day	26	27 Vendor checks received or deposited	28 Deadline to submit VPRs for 4/10 vendor payment
29 World Piano Day	30 Take a Walk in the Park Day	31	4/1	4/2	4/3 Paychecks & vendor checks received or deposited, end of the pay period	4/4 Deadline to fax timesheets & mileage for 4/17 payment & VPRs for vendor payments

April 2026

Dates to Remember

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1 Passover Begins April Fool's Day	2 National Burrito Day	3 Vendor checks received or deposited	4 Deadline to submit VPRs for 4/17 vendor payment
5 Easter	6	7	8 National Zoo Lovers Day	9	10 Paychecks & vendor checks received or deposited, end of the pay period	11 Deadline to fax timesheets & mileage for 4/24 payment & VPRs for vendor payments
12 National Grilled Cheese Day	13	14	15	16 National High Five Day	17 Vendor checks received or deposited	18 Deadline to submit VPRs for 5/1 vendor payment
19 National Cat Lady Day	20	21	22 Earth Day	23 Mi Via Advisory Committee Meeting 12:30pm-3:30pm	24 Paychecks & vendor checks received or deposited, end of the pay period	25 Deadline to fax timesheets & mileage for 5/8 payment & VPRs for vendor payments
26	27	28 National Superhero Day	29 International Dance Day	30	5/1 Vendor checks received or deposited	5/2 Deadline to submit VPRs for 5/15 vendor payment