

## NEW MEXICO'S SELF-DIRECTED WAIVER PROGRAM

### Who we are:

For over 15 years **ACS** has worked with the Human Services Department (HSD) in New Mexico. We manage the system that pays Medicaid claims and we support other HSD programs.

Now, with our partners, **TNT** and **Greystone Consumer Empowerment Services (GCES)**, we are working as the Fiscal Management Agency (FMA) to provide services for Mi Via. Here's how it works:

- ACS runs the Call Center that is ready to answer all your questions
- GCES provides the web-based system for Mi Via
- ACS processes your timesheets and invoices
- TNT pays employees and vendors

### It is easy to contact ACS!

Please call us, toll-free, at:

**1-866-916-0310**

8:00 am to 5:00 pm • Mon. – Fri.

### Or you can send email to:

[mi.via@acs-inc.com](mailto:mi.via@acs-inc.com)

**If you need to fax us something, our toll-free fax number is:**

**1-866-302-6787**

### Working for YOU!

On July 1<sup>st</sup> of this year Mi Via's Fiscal Management Agency changed to Affiliated Computer Services (ACS). During the transition to ACS, problems with delayed payments to participants' employees and long-wait times with the Mi Via Call Center were identified. We are very sorry for these problems.

Working together with the State's partners (Aging and Long-Term Services Department, the Human Services Department and the Department of Health), ACS responded to these issues by:

- ▶ Adding call center staff so we're ready for your call
- ▶ Providing additional training for ACS staff
- ▶ Monitoring operations to make sure calls and e-mails are handled quickly
- ▶ Creating an Issues Resolution Team to work with the State, as needed, to respond to payment issues quickly

ACS is dedicated to providing you with excellent customer service. Call us toll-free at 1-866-916-0310

### We are ready for your call!

### GCESonline – Important Information

Soon you will be receiving your login information for the GCESonline system. Here are some things to keep in mind as you review your plan and budget:

- Are there any services missing that were on your approved service plan?
- Are there any services added that were not on your approved service plan?
- Does the dollar amount listed in your budget seem right to you?

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**Mi Via**, New Mexico's Self-Directed Waiver program, is jointly administered by the New Mexico Human Services Department, the Department of Health, and the Aging and Long-Term Services Department

## **GCESonline Important Information** - continued

*Note: We did not move the exact dollar amount that was in your original budget. When we moved your budget from the old fiscal management agent to our new system – we only transferred what was left in your budget. Also, this may not include payments that were made by the old FMA right before your information was moved to the new system.*

- Are there any current employees that are not listed in the system?
- Are there any current vendors that are not listed in the system?
- Do the rates look right for your employees and vendors?

If you think there are any changes that need to be made, like the ones listed above, please contact your consultant. ACS will work with you and your consultant to answer questions and make sure your information is right. If you or your employee has a question or concern regarding pay or payroll, please call ACS.

Thank you very much for your help and your patience.

### **Meet the Mi Via Staff: Mina Reynaga, Mi Via Participant Liaison**



Mina Reynaga first joined the Mi Via team in Spring 2010 as a volunteer at Mi Via Enrollment Meetings. Her commitment to the program grew and in June ACS hired her as a Mi Via Participant Liaison.

To our Participants, Mina is the face of Mi Via. She works directly with participants on the phone, the community or in our office. Responding to their individual concerns, Mina helps them to:

- Solve problems with paperwork and payment issues
- Understand the responsibilities of being an employer
- Identify the documentation requirements
- Learn how to use Mi Via system (mail, fax or online)

Before joining Mi Via, Mina worked for five years in customer service and training for the ACS Medicaid Fiscal Agent contract. Her prior experience with Medicaid is invaluable and supports her work with Mi Via Participants. Away from work, Mina loves the outdoors, spending time with her two children (she's a soccer Mom). And when time allows, she confesses to being a bit of a CSI nerd, if time allows.

When asked what she likes best about her job, Mina replied quickly, "I love being able to help people. To be able to send Mi Via Participants home with all their issues resolved is why I'm here." And we know all the Mi Via Participants you've helped are glad you're here, too, Mina.

**Questions, please call us toll-free at 1-866-916-0310**

# FAQ: Frequently Asked Questions

**Q: Can I get a copy of my budget for Mi Via?**

**A:** Yes. Just contact the Call Center, 1-866-916-0310, and ask that a copy be sent to you.

**Q: Should an employee who has two separate timesheets for the pay period, have one total for both timesheets, or have a separate total for each timesheet?**

**A:** Please put a total on each timesheet – do NOT add the totals together.

**Q: Should an employee put a total of hours for each service code on each timesheet?**

**A:** Yes. Please put the total for each service code on each timesheet.

**Q: Do I need to do anything about the letter I received from NM Tax & Revenue, regarding unpaid Mi Via worker's compensation taxes?**

**A:** No. You can throw away the letter. It was sent by mistake from NM Tax & Revenue.

## Helpful Reminders



- If you're re-faxing something, be sure to write on the cover sheet "re-fax" or check the box on the paperwork that you are re-faxing
- Please be sure to make an appointment BEFORE you come to the office - we want to be ready for you. Just call us at 1-866-916-0310 to make an appointment.
- Make sure that your employee timesheets are filled out correctly and that all of the Payment Request Forms are submitted with invoices. If you need help filling out these forms, call us at 1-866-916-0310.
- Upcoming dates to remember:

Pay Period Start	Pay Period End	ACS Receives Timesheets	Checks Mailed or Deposited
9/11/2010	9/24/2010	9/25/2010	10/8/2010
9/25/2010	10/8/2010	10/9/2010	10/22/2010
10/9/2010	10/22/2010	10/23/2010	11/5/2010
10/23/2010	11/5/2010	11/6/2010	11/19/1010

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# Mi Via provides Participants with a circle of support.

## Mi Via Task Force

The Task Force works with the state to share information and help with communication among all Mi Via participants. How often the Task Force meets depends on the activities that they are working on. It also depends on what is going on within Mi Via. We will keep you updated on important developments with the Task Force in this newsletter.



The Department's Mission is to promote the independence and dignity of adults and persons living with disabilities, and their families, by offering services that support autonomy, health, safety, economic well-being, cultural diversity, community involvement, and personal responsibility, thereby enabling them to live on their own terms in their own communities.



The Human Services Department's Mission is to reduce the impact of poverty on people living in New Mexico and to assure low-income and individuals with disabilities in New Mexico equal participation in the life of their communities.



The Mission of the New Mexico Department of Health is to promote health and sound health policy, prevent disease and disability, improve health services systems and assure that essential public health functions and safety net services are available to New Mexicans.



Molina Healthcare has contracted with the New Mexico Human Services Department to serve as the Third Party Assessor (TPA) for Mi Via. They are responsible for reviewing and approving the Service and Support Plans.



Consumer Direct Personal Care (Consumer Direct) established self-directed care services in New Mexico in 2002. The services are specifically intended to allow individuals with health care needs to remain in their homes and communities and to avoid entering a long-term care facility.

Questions, please call us toll-free at 1-866-916-0310