



A **xerox**  Company

June 21, 2010

Dear Mi Via Participant:

We have some important updates and additional information regarding the transition from Public Partnerships Limited (PPL) to Affiliated Computer Systems (ACS). Included with this letter is a copy of the most current version of the Frequently Asked Questions (FAQs) document, some information that explains the new paycheck/payment style, and a new Mi Via Timesheet and Vendor Invoice form.

Here are some important reminders regarding your participation in the Mi Via program:

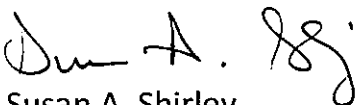
1. Make sure you have completed your Employer packet and have submitted it to ACS.
 - a. Any incomplete employer packets will cause a delay in vendor and employee payments.
2. Make sure all of your active employees and vendors have completed their packets and sent them to ACS. Employees and vendors will not be paid until ACS has their complete packets.
3. Vendor agreements and Employee agreements can be mailed to you by contacting the ACS Help Desk. Missing vendor and employee agreements will not affect the first payments on July 2, 2010 but could affect future delay in payments.
4. The State has instructed ACS to make sure that all Mi Via vendors, contractors and employees have submitted the qualifying documentation required by the program. Over the next few weeks, ACS will be gathering information to determine if any credentialing documents are missing. ACS will notify you later if any of your vendors, contractors or employees have missing documents or do not have the required qualifications.
5. As you know, all employees in the Mi Via Program are required to pass a criminal background check. They also must **not** be on the Consolidated Online Registry (COR abuse

registry) at the time they begin work for you. If any of your employees are found to have not passed the criminal background check, ACS will notify you.

6. A paper process for submitting timesheets and payment requests will be used unless participants and employees choose to use the *GCESonline* system. If participants and employees choose to use *GCESonline*, then required training will be provided, beginning in August and will be provided at locations throughout the state. More information about these trainings will be provided in July.
7. The Mi Via website is updated with the most current copy of the FAQ's: <http://mivianm.org> Copies of the most current FAQ's can also be received by contacting your consultant or the ACS Help Desk.
8. Please use the new timesheet and vendor invoice forms (dated 6-18-2010) attached with this letter. Any old timesheet and vendor invoice forms will not be accepted after August 14, 2010.
9. Please make sure that all employee and vendor invoice forms are completed according to the instructions listed on the forms. Effective August 14, 2010, inaccurate or incomplete timesheets or vendor invoice forms will not be accepted. This could cause a delay in payment.
10. This is the contact information for ACS:
 - a. ACS Help Desk toll-free phone number: 866-916-0310
 - b. ACS Help Desk Albuquerque phone number: 505-924-2010
 - c. ACS Help Desk email address: mi.via@acs-inc.com
 - d. ACS toll-free fax number: 866-302-6787
 - e. ACS mailing address: P.O. Box 27460, Albuquerque, NM 87125

Please watch for important training information and other FMA transition information that will be coming soon in future letters. We appreciate your patience as we continue to improve the Mi Via program.

Sincerely,



Susan A. Shirley

Executive Account Manager
ACS Government Healthcare