

## ACS Contact Information:

Toll-free: 1-866-916-0310

8:00 am to 5:00 pm • Mon. – Fri.

Toll-free Fax: 1-866-302-6787

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

Web: <http://www.MiViaNM.org>

## Enrollment Forms Workshop

Wednesdays 1pm – 3pm at ACS  
1720-A Randolph Rd SE, ABQ, NM

**If you would like to sign up for training to use GCESonline to review/approve timesheets and check your budget, call ACS at 1-866-916-0310**

## Updates to the Mi Via Regulations Have Been Proposed by the Human Services Department (HSD)

A public hearing to receive testimony on these proposed regulations will be held on 2/9/12 at 9:00 am in the ASD conference room of Plaza San Miguel, 729 St. Michael's Drive, Santa Fe, NM. The proposed regulation changes will be contained in the 8.314.6 NMAC of the Medical Assistance Program Policy Manual. This register (Vol. 34, No. 44) and the proposed changes are available on the Medical Assistance Division website at [www.hsd.state.nm.us/mad/register/2011](http://www.hsd.state.nm.us/mad/register/2011). If you do not have internet access, you may request a copy of the

regulations by contacting the Medical Assistance Division (MAD) at 827-3157.

Interested persons may address written or recorded comments to: Sidonie Squier, Secretary, Human Services Department, PO Box 2348, Santa Fe, NM 87504-2348. Comments must be received no later than 5:00 pm on 2/9/12.

## Important Notice Regarding the I-9 Form

Effective immediately, the State of New Mexico is no longer requiring that the I-9 Form be submitted to ACS for processing as part of the Employee Packet. As indicated on the Federal I-9 Form, the employer (EOR) is responsible for examining the documents (for example, driver's license, Social Security Card, Passport) to make sure they are correct and that they contain the employee's name and show that the employee is authorized to work in the United States. It is the EOR's responsibility to keep the completed I-9 form for three years after the date of hire or one year after the date employment ends, whichever is later. **The I-9 form must be kept by the employer (EOR)** and made available for inspection by authorized officials if necessary. Please note, ACS is available to assist the employer or employee in completing the I-9 form (if needed) but **it is the responsibility of the EOR to keep the I-9 in their personal files.** In other words, the I-9 Form is the responsibility of the EOR and **the I-9 Form should no longer be sent to ACS.** Please contact ACS if you have any questions about this change or to request a copy of the I-9 Toolkit.



## Are you on GCESonline ?

GCES*online* is the system that you can use on the internet to:

- **View your plan** (if you are the Participant, Employer of Record or Participant Support Person)
- **View your budget** (if you are the Participant, Employer of Record or Participant Support Person)
- **Run Spending Reports** (if you are the Participant, Employer of Record or Participant Support Person)
- **Enter timesheets** (if you are the employee or the Employer of Record)
- **Approve timesheets** (if you are the Employer of Record)
- **Check on payments** to your vendors and employees (if you are the Participant, Employer of Record or Participant Support Person)

GCES*online* is easy to use but you need to go through a training class before you can begin to use the system. These training classes are web-based (on the internet) so you can take the class in the comfort of your home. After taking the online training and completing the necessary security form, a Participant, Employer of Record (EOR) or Participant Support Person (PSP) can view their budget and monitor spending. If you are the EOR, you can enter/approve timesheets. If your employees also have access, they can enter their timesheets online. **If you and your employees enter and approve timesheets online, you will no longer need to fax them to ACS.**

**There are still openings available for the March GCESonline training on March 19, 2012 from 2:30 pm – 4:30 pm. Call now to get signed up!**

If you would like to sign up for a training class, just contact the ACS Call Center at 1-866-916-0310. If you took the class in the past and you would like to take it again, please call the ACS Call Center so we can arrange it for you.

## Notices

Please be on the lookout for the updated Mi Via Program Standards effective 2/1/12. The Program Standards will be posted under the “*What’s New*” section of the Mi Via website (<http://www.MiViaNM.org>) during the first week of February. If participants would like to receive a paper copy of the Standards, please contact ACS customer service and a copy will be sent via standard mail.

Your employee’s W-2 will be mailed to them by 1/31/12. **Please allow standard mailing time for these to be received.** If your employee has not received their W-2 by the end of the second week of February, please contact ACS (1-866-916-0310) for assistance. If your employee has recently moved or has had any problem receiving their paychecks, please call ACS as soon as possible so we can help them get their address corrected. **In order for an employee to change**

their address, they need to complete an Employee Change Form as well as an updated W-4. ACS is not able to change an employee's address without this necessary paperwork.

## Frequently Asked Questions

**Q: How long does it usually take for my employee's and vendor's enrollment paperwork to be processed?**

**A: If ACS receives all the necessary paperwork and it has been completed correctly, it usually takes between two and five business days to finish processing so we can get your employee and vendor set up to be paid (see below).**

Pre-Hire Packet: 2-3 Business Days

Employee Packet: 3-5 Business Days

Vendor Packet: 3-5 Business Days

In order for ACS to get your employees and vendors set up quickly, all the enrollment paperwork needs to be filled out correctly. For example, if the photo copy of the ID is not clear or the participant, employee or vendor's name is written in the wrong place, we will not be able to process the paperwork and it may cause a delay in getting your employee or vendor paid. If you receive a phone message or letter from ACS, please make sure to call or visit us as soon as possible so we may assist you in getting the corrected paperwork completed so your employee or vendor will be paid. Enrollment Workshops are also available every Wednesday from 1:00 pm – 3:00 pm at ACS in Albuquerque.

### Upcoming Dates to Remember for FEBRUARY:

FEBRUARY 2012	SUN	MON	TUES	WED	THURS	FRIDAY	SATURDAY
	Jan 29	Jan 30	Jan 31	1	2	3	4
						Vendor checks received or deposited	Deadline to submit PRFs for Payment on 2/17.
	5	6	7	8	9	10	11
						Paychecks and vendor checks received or deposited Pay period ends	Deadline to submit timesheets and Mileage to ACS for Payment 2/24. New pay period begins Deadline to submit PRFs for Payment on 2/24.
	12	13	14	15	16	17	18
			GCESonline Training (10 am–12 pm)		Vendor checks received or deposited	Deadline to submit PRFs for Payment on 3/2.	
19	20	21	22	23	24	25	
					Paychecks and vendor checks received or deposited Pay period ends Spending Reports mailed out!	Deadline to submit timesheets and Mileage to ACS for Payment 3/9. New pay period begins Deadline to submit PRFs for Payment on 3/9.	
26	27	28	29	Mar 1	Mar 2	Mar 3	
					Vendor checks received or deposited	Deadline to submit PRFs for Payment on 3/16.	

## Mi Via Provides Participants with a Circle of Support.

[The Mi Via Advisory Committee](#) works with the State to share information and help with communication among all Mi Via Participants.

[Molina Healthcare](#) is the Third Party Assessor (TPA) for Mi Via. They are responsible for reviewing and approving the Service and Support Plans (SSP).

<b>CONSULTANT AGENCIES</b>				
<b>Agency Name</b>	<b>Contact Name</b>	<b>Phone</b>	<b>E-mail</b>	<b>Region(s)</b>
AAA Participant Direction	Dave Murley	505-508-5524	<a href="mailto:aaapd4@gmail.com">aaapd4@gmail.com</a>	All of New Mexico
CNRAG, Inc. (Care Network Resource Assistance Group)	Gale Idstein	575-650-0053	<a href="mailto:gidstein@cnragusa.com">gidstein@cnragusa.com</a>	Metro, SE and SW
Consumer Direct Personal Care (CDPC)	Lucas O'Connell	1-866-786-4999	<a href="mailto:Lucaso@consumerdirectonline.net">Lucaso@consumerdirectonline.net</a>	All of New Mexico
Self-Directed Choices	Don Skaar	505-301-2098	<a href="mailto:don@sdchoices.com">don@sdchoices.com</a>	Metro, NE and NW
<b>STATE OF NEW MEXICO</b>				
<b>Human Services Department / Medical Assistance Division – Long Term Services and Support Bureau</b> PO Box 2348, Santa Fe, NM 87504-2348, Toll-free Phone: 1-888-997-2583, Fax: 505-827-7277				
<ul style="list-style-type: none"> <li>Operates the Mi Via Program for CoLTS C (formerly D&amp;E) and Brain Injury</li> <li>Manages the FMA /ACS contract and the TPA/Molina contract</li> </ul>				
<b>Tallie Tolen</b>	<b>Mi Via Waiver Program Staff Manager</b> Functions: All Mi Via Issues		505-827-3176	<a href="mailto:Tallie.tolen@state.nm.us">Tallie.tolen@state.nm.us</a>
<b>Orlando Vasquez</b>	<b>Mi Via Program Manager</b> Functions: Fair Hearings, Consultant Issues, Molina Issues		505-827-6264	<a href="mailto:Orlando.vasquez@state.nm.us">Orlando.vasquez@state.nm.us</a>
<b>Gina Gallardo</b>	<b>ACS/Financial Management Agency (FMA) Contract Manager</b> Functions: ACS Issues		505-476-7254	<a href="mailto:gina.gallardo@state.nm.us">gina.gallardo@state.nm.us</a>
<b>Teresa Garcia</b>	<b>Participant Eligibility (D&amp;E and BI only)</b> Functions: Consultant Agency Change forms, Allocation issues, HSD/ISD issues		505-476-7256	<a href="mailto:Teresajo.garcia@state.nm.us">Teresajo.garcia@state.nm.us</a>
<b>Betty Sangre</b>	<b>Participant Issues Resolution ( D&amp;E and BI)</b> Functions: Environmental Modifications (E-mods), LRI approval, Waiver Change Forms (Mi Via to CoLTS Waiver)		505-476-7255	<a href="mailto:Betty.sangre@state.nm.us">Betty.sangre@state.nm.us</a>
<b>Department of Health / Developmental Disabilities Supports Division and Public Health</b> 5301 Central NE, Suite 203, Albuquerque, NM 87108. Phone: 1-800-283-5548				
<ul style="list-style-type: none"> <li>Operates the Mi Via Program for Developmental Disability (DD), Medically Fragile (MF) and AIDS Waiver Populations</li> <li>Oversees consultant agency contracts</li> </ul>				
<b>Pat Syme</b>	<b>Mi Via Program Manager (DD and MF)</b> Functions: Consultant Agency oversight, all issues for DD and MF Mi Via Participants		505-841-5511	<a href="mailto:Pat.Syme@state.nm.us">Pat.Syme@state.nm.us</a> Fax: 505-841-6523
<b>Genevieve Rel</b>	<b>AIDS Waiver Coordinator</b> Functions: All Issues for AIDS Mi Via Participants		505-476-3618	<a href="mailto:Genevieve.rel@state.nm.us">Genevieve.rel@state.nm.us</a> Fax: 505-827-0561