



Brain Injury Association of New Mexico

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Important Mi Via Information For Brain Injury Guides (BIGs)

Initial Steps (this process should be completed before you begin working with the applicant):

The individual/family/support person must call the Aging and Long-Term Services/Resource Center (ALTSD/RC) to apply for Mi Via.

- The individual will receive a “Letter of Interest” letter with an introduction letter, a Primary Freedom of Choice (PFOC); Form A (choosing Mi Via) and Form B (declining Mi Via). See example of the PFOC in the first section of the BIG training manual.
- The individual must send back the Letter of Interest- Form A (Primary Freedom of Choice) to ALTSD/RC.

First Milestone:

- The individual will receive an “Allocation Packet” in the mail from the ALTSD/RC.
- The allocation packet includes: Medical and Financial Eligibility checklist sheets, an ICD-9 Code form, a Level of Care Assessment Abstract (ISD 379), the History and Physical form and the blue Income Support Division (ISD) Application for Medicaid Assistance (MAD 381).

ACTION

- Medical Documents (LOCA, ISD 379, History and Physical) go to Molina.
- Financial Documents (MAD 381) go to their local Income Support Division (ISD) office.

Your Role:

Your role is to only assist the applicant with the steps for applying for Mi Via.

This includes:

- Help the applicant organize paperwork to apply for Mi Via (financial and medical)
- Help the applicant make appointment(s) to see their doctor to have the medical documents completed
- Help the applicant with the ISD process, to include attendance at the appointment(s), if requested by the applicant
- Help the applicant obtain medical documents (this may include requesting documents from a hospital, center, or medical office).
- Remind the applicant of scheduled medical appointments and if requested, attend the appointment(s) with the applicant.
- Provide BIANM copies of all documents to be submitted to Molina and ISD. BIANM will make copies and send to the appropriate entity.

Second Milestone: Nursing Assessment

Your Role:

- Participate in Molina’s Nursing Assessment visit (if the applicant agrees). **If agreed, make sure that you keep in contact with the applicant to find out if the assessment time/date. The Nurse Assessor will not contact you directly.**

Third Milestone:

Service and Support Plan/ Budget

Assist the applicant with filling out the Service and Support plan worksheets (www.mivia.org Click on the Link "Publications & Forms" then scroll down to "Service & Support Plan, Budget and Worksheets" or <http://www.mivianm.org/docs/pdf/S&SPlan.pdf>).

Assist the applicant with filling out Public Partnership's "Employer Information Packet". After the applicant has attended the CDPC enrollment meeting (or the initial meeting with the Consultant), the applicant will be mailed their own "Employer Information Packet" from Public Partnership, LLC. To see an example of the Employer information packet, visit <http://www.publicpartnerships.com>. You will need to select NM (the state) and afterwards enter in the username: nmclient and passcode: PCGNM49

Your Role:

- Attend up to two Service and Support Plan meetings with the applicant's Consultant.
- Assist the applicant with filling out the "Service and Support Plan, Budget and Worksheets".
- Assist the applicant with filling out the Public Partnership's "Employer Information Packet".

Important Information To Be Aware of:

ISD Closure

When the Primary Freedom of Choice has been received by the ALTSD/RC, this starts the 90 day clock process for the person to be determined medically and financially eligible.

Medical Process

- Molina requires the ICD-9 form before a nurse is sent to the home to complete the assessment.
- The Level of Care (LOC) Abstract needs to be completed by the applicant's physician and should correspond with the History and Physical.
- The BIG or someone who knows the applicant well should be highly encouraged to be at the Nursing Assessment meeting. At the meeting, the nurse assessor will assess the applicant's needs by utilizing the Mi Via Universal Assessment tool.

History and Physical:

The applicant will need a physical that is no more than 6 months old. If possible, it is helpful to obtain a Neuropsychological evaluation (which should document the assistance the applicant needs).

If someone is denied Mi Via:

Re-Review Process:

This process needs to be initiated by the applicant within 10 days of the date on the denial letter. The applicant can either write a letter to inform Molina of their decision, or they can call them directly. If submitting by letter, Molina will review the file and give them an answer within 15 days. If an appeal is requested by phone, Molina will reply within 5 days.

Reconsideration:

This process gives the person 30 days to submit supporting documentation from medical doctors and people that interact with the person (life skills coaches/ personal care attendants) identifying and demonstrating why the person needs.

Request for reconsideration must include the following:

1. Reference to the challenged decision or action;
2. Basis for the challenge;
3. Copies of any document(s) pertinent to the challenged decision or action;
4. Copies of claim form(s) if the challenge involves a claim for payment which is denied due to a utilization review decision; and
5. Statement that a reconsideration of the re-review decision is requested.

Please review the Activities of Daily Living sheet which is used to justify Medicaid waiver services. Molina will inform the person of their decision within 30 days.

Fair Hearing

This process is initiated when the applicant is denied either by Molina or the Income Support Division Office for Mi Via. The applicant has 90 days from notice of denial to request a Fair Hearing. This is a legal process which the applicant is entitled to, if they are not approved for Medicaid services. The applicant's file will be requested for review. The applicant's case will be heard in front of a panel of people and the applicant. The applicant can have someone sit in on this process, just to take notes and not comment. For legal reasons, please do not say that you are representing the person. Before you engage in this process please notify BIANM.

Important Contacts You will need throughout this process:

HSD/ISD offices

1-888 473-3676

1-505- 827-7250

www.hsd.state.nm/isd

Aging and Long-Term Services/Resource Center

2500 Cerrillos Rd.

Santa Fe, NM 87505

1-800-432-2080

www.nmaging.state.nm.us

Molina-Third Party Assessor

P.O. Box 3909

Albuquerque, NM 87190

Phone:1- 866-916-3250

Fax to: 1-866-553-9268

1-866-553-9272

1-866-553-9359

Consumer Direct Personal Care (Main/Alb office)

3311 Candelaria NE, Suite 1

Alb. NM 87107

Phone: 1-866-786-4999

505-884-3116

Mi Via Website:

www.mivianm.org

BIANM website for BIG documents:

www.braininjurynm.org

Click: Direct Services Click: Mi Via - scroll down to BIG forms