

# CORONAVIRUS PANDEMIC

## **NOTICE: REGARDING LOBBY ACCESS**

Due to the Coronavirus pandemic precautions must be taken to protect our employees and public.

Effective Monday 4/6/2020 and until further notice we will no longer accept any walk-in lobby assistance. Please use the following methods to submit any paperwork:

1. Fax: 1-866-302-6787
2. Mail or Drop Off: 1720A Randolph Rd SE  
Albuquerque, NM 87106

*\*Staffing will be immediately available to review your documents while you wait outside.*

3. The Member/Participant can work with your Consultant/Support Broker for assistance with completing and/or faxing your packet to Conduent.
4. Conduent can walk you through the paperwork over the phone.
5. You can use your smartphone to scan your documents and send them to [mi.via@conduent.com](mailto:mi.via@conduent.com)

If you choose to drop off your Mi Via/Self Direction paperwork please contact 505-246-9988 and we will have someone take your documents at the door. Your documents will be reviewed and if any errors are identified the Employer of Record will be notified.

We apologize for any inconvenience and appreciate your support during this challenging time.

Thank you,

Conduent Management.