

June 16, 2021

Critical Updates

Mi Via and Supports Waiver Participant-Directed

Developmental Disabilities and Supports Waiver Agency Based

Weekly Communication Update

We received feedback expressing concern that all articles in the EVV Weekly Communication do not always contain EVV-specific information. Based on this input, we'll now be referring to the newsletter as the **EVV and Transition Newsletter**. Thanks for sharing your feedback!

Mi Via and Supports Waiver Participant-Directed

Developmental Disabilities and Supports Waiver Agency Based

Mobile App Training Dates

Palco is excited to help guide the implementation of phase 2 of Electronic Visit Verification (EVV) along with Fiserv by adding the mobile application, AuthentiCare 2.0!

The application will have a go-live date in New Mexico the week of August 2nd, 2021. We will be hosting trainings to provide guidance on this new application. These trainings will cover how to download, log in, and record time entries for the employees.

You should plan on attending one of the following trainings provided by Palco. Each training will last approximately 1 hour. All times provided are in Mountain Standard Time.

Dial-in number (US): (605) 313-5625

Access code: 673022#

Online meeting ID: palco

Join the online meeting: <https://join.freeconferencecall.com/palco>

Wednesday June 30th - 3:00pm

Thursday July 1st - 10:00am and 3:00pm

Wednesday July 7th - 10:00am and 3:00pm

Training will be recorded and posted to Palco's website for reference.

It is the agency's responsibility to register and manage workers in AuthentiCare as well as to train their workers and ensure compliance with EVV.

Mi Via and Supports Waiver Participant-Directed

Reminder - Employer Transition Packet

If you are an EOR that started in a self-directed program BEFORE January 1, 2021, you will transition from TNT to Palco. This means that you are authorizing Palco to be the fiscal/employer agent. This means that Palco will make sure all required employer paperwork and taxes are submitted on your behalf to the Internal Revenue Service (IRS) and other federal and state tax authorities. Some of these federal and state agencies include the IRS, NM Taxation and Revenue Department, and NM Department of Workforce Solutions.

All EORs who began before January 1, 2021 will receive a pre-filled EOR Transition Packet from Palco. **These packets are required to be completed and returned by July 31, 2021.** Completing this packet will transition responsibilities from TNT to Palco, and will designate Palco as the Fiscal Intermediary. Complete the required information, including the highlighted areas and return the packet to Conduent via fax (1-866-302-6787), e-mail (docprocessing@conduent.com) or mail (Conduent, 1720A Randolph Rd SE, Albuquerque, NM 87103).

Part of the services Palco provides as the fiscal/employer agent is to follow all requirements of taxes and accounts on the EOR's behalf. You may have received notices mentioning taxes due from the NM Tax and Revenue Department, these notices should have been sent directly to Palco and not to the EOR. In order for the state and federal tax agencies to know that they need to follow up with Palco, the EOR Transition Packet needs to be completed and returned to Conduent via fax, e-mail or mail.

When you submit the EOR Transition Packet, it means you are giving Palco the permission to take care of the taxes and other requirements from the state and federal agencies. The transition packets will be mailed on 6/15/2021 to all transition employers or can be downloaded here: https://palcofirst.com/wp-content/uploads/2021/02/NM_Transition-Employer-Packet_09032020-FINAL.pdf.