

Past newsletters are available on the NM Medicaid Portal at the bottom of the Provider Information section (scroll down to EVV) at: <https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm>

April 13, 2022

Training News

Developmental Disabilities and Supports Waiver Agency Based

NM Medicaid – Agency Billing Changes for EVV Services for DD Waiver (DDW) and Supports Waiver Agency Based Fee-for-Service Claims

*****THIS DOES NOT PERTAIN TO MI VIA AND SW PARTICIPANT-DIRECTED**

As part of the Electronic Visit Verification (EVV) Phase 2 Implementation, New Mexico Medicaid will implement changes to how Fee-for-Service (FFS) EVV claims are billed. Beginning April 21st, 2022, AuthentiCare will submit claims for payment for all Fee-for-Service (FFS) EVV DD waiver (DDW) and Supports Waiver agency-based services. Claims with services listed below submitted by agency providers through Electronic Data Exchange (EDI) or the Medicaid portal will deny. For example, if an Agency provider bills via the Medicaid portal or EDI with multiple lines on one claim where one line is an EVV service and other lines are not an EVV service the EVV service line will deny, and the remaining lines will process. The EVV service will need to be submitted through AuthentiCare.

Impacted EVV services as part of the new billing process:

Agency Service Codes		
Name	Description	Procedure Code / Modifier(s)
DDW Respite	DD Waiver Respite	DDWVT1005HB
DDW Respite-GP	DD Waiver Respite-Group	DDWVT1005HBHQ
DDW CIHS-F/N	DD Waiver Customized in Home Supports - Family Natural Supports	DDWVS5125HB
DDW CIHS-IND	DD Waiver Customized in Home Supports - Independent Living	DDWVS5125HBUA
SW Agency PC	Supports Waiver Agency Based Personal Care	SUWV99509
SW Agency Respite	Supports Waiver Agency Based Respite	SUWVT1005

The 21st Century Cures Act mandates that states implement EVV for all Medicaid Personal Care Services (PCS). New Mexico Human Services Department notified PCS providers in December 2020 that they had selected Fiserv as the State's EVV vendor. All providers are expected to be using the AuthentiCare system for EVV mandated services.

Updated rate sheets will be issued by end of April 2022.

Training for AuthentiCare will commence on March 29th, 2022. The schedule below will provide the dates, audience, offered language and start time:

Audience	Language	Date	Time	Link to Training
Provider	English	March 29 th	10am MST	https://attendee.gotowebinar.com/register/6871695207408850960
Provider	English	April 5 th	2pm MST	https://attendee.gotowebinar.com/register/2520674808624952078
Provider	Spanish	April 12 th	10am MST	https://attendee.gotowebinar.com/register/3526550926667954700
Vendor Provider	English	April 14 th	10am MST	https://attendee.gotowebinar.com/register/6181758258049383183

- The recording of the March 29th Provider Training session (English) is available here:
<https://attendee.gotowebinar.com/recording/7825085038938917123>
- The recording of the April 5th Provider Training session (English) is available here:
<https://register.gotowebinar.com/recording/6254211676982220047>

If you have any questions, please contact Heydi Correa Encarnacion at heydi.correaencarnacion@fiserv.com

Steps for FFS EVV Claim Submission by AuthentiCare and Provider Payment :

- 1) The worker checks in and out using the Interactive Voice Response (IVR) via the client's home or cell phone or AuthentiCare 2.0 mobile application using the worker's smart phone or tablet which will trigger the creation of a visit in AuthentiCare.
 - a. Check in/outs can be done via a tablet under certain circumstances:
 - i. Workers can use a VOIP application (e.g., google voice) on the tablet to check in on the IVR. Fiserv will register the phone number supplied by the VOIP provider.
 - ii. Workers can use GPS-enabled tablets to check in/out on the mobile application, however the tablet will only update the visit data when it's connected to wifi.
 - b. Workers can use a decommissioned cell phone to check in/out. If the cell phone is offline the data will not be uploaded to AuthentiCare until a connection can be established via wifi.
- 2) After the visit has been reviewed by the provider for critical exceptions, the visit/claim will need to be confirmed by the provider for billing on the AuthentiCare portal.
- 3) At the end of each day, AuthentiCare will generate claims for all confirmed EVV service and send the claims, via 837P transactions, to the MMIS for payment.
- 4) The MMIS will adjudicate the received claims each day.
- 5) Providers can check in AuthentiCare to ensure that their confirmed claims were submitted.
- 6) Providers can check the paid/denied status of their claims through the Claim Inquiry functionality in the NM Medicaid Web Portal (<https://nmmedicaid.portal.conduent.com>)
- 7) The MMIS payment and financial cycle will remain unchanged, running on Friday evenings.
- 8) After the MMIS payment and financial cycle, providers will see these claims reported on their electronic 835 or on their Remittance Advice (RA) report posted to the NM Medicaid web portal.

- 9) The method in which providers are paid is not changing and the EVV claim amounts will be reflected in the weekly claim payment, as they are today.
- 10) AuthentiCare will also receive an 835 Electronic Remittance Advice for the EVV service claims they submitted.
- 11) AuthentiCare portal users have the option to run (either on-demand or through automatic scheduling) the **AuthentiCare Remittance Advice Report**. This report provides remittance advice reporting so that Providers can examine paid and denied claims.
- 12) Denied claims can be resubmitted through the AuthentiCare portal, if needed.

Mi Via and Supports Waiver Participant-Directed

*****THIS DOES NOT PERTAIN TO DEVELOPMENTAL DISABILITIES WAIVER AND SUPPORTS WAIVER AGENCY BASED SERVICES. GO-LIVE PLANS FOR THESE GROUPS WILL BE PROVIDED LATER*****

Phase 2: Training Announcement

We are excited to share a Phase 2 Go-Live update with all stakeholders!

As part of Phase 2 of this project, we will:

- Transition from FOCOnline to the Palco web portal
- Offer an online enrollment option using Palco Intake to enroll new waiver participants, employees, and Employers of Record
- Offer an online resource, Palco Connect, for electronic timesheet review and approval for Employers and Workers
- Offer an online administrative resource, Palco Case Management Portal, for professional users like State staff, Consultants, Community Supports Coordinators, Third-Party Assessors, and CCSC.
- Offer an Electronic Visit Verification (EVV) solution for Employers and Workers called AuthentiCare

Throughout the months of February – May, Palco will offer numerous training opportunities for State staff, Consultants, Community Supports Coordinators, Third-Party Assessors, CCSC as well as Participants/Employers and Workers. The same training topics will be repeated on multiple dates and times so you can select the best option for your schedule. To access training session recordings, go to www.palcofirst.com/new-mexico-training-announcement. Scroll down to "Training Video Recordings" and click on the training session recording of your choice.

We have recently posted trainings for self-directing Employers and Workers on our Palco you tube page that allow the individual viewing the trainings to turn on the Closed Caption feature.

Self-directing Employers can access these resources at the following links:

- New Mexico Employer Connect/EVV Training – Spanish (3/22) - <https://www.youtube.com/watch?v=GsoSN66LeEY>
- New Mexico Employer Connect/EVV Training – English (3/22) - <https://www.youtube.com/watch?v=R7c3P956auU> ,

Self-directing Workers can access these resources at the following links:

- New Mexico Worker Connect/EVV Training – Spanish (3/22) - <https://www.youtube.com/watch?v=686hMlIGs1Y>
- New Mexico Worker Connect/EVV Training – English (3/22) - <https://www.youtube.com/watch?v=Y0Xklc-dOMQ>

In addition to training opportunities, Palco staff will offer live Question and Answer (Q&A) sessions specific to each of the groups listed above. This will give you an opportunity to call in and ask questions about a recent training session you attended and get clarification on specific areas of interest. Be on the lookout for emails and announcements for our upcoming training and Q&A sessions!

****If no one has joined a training session, after 10 minutes, Palco will end the session.**

To register for an upcoming training session:

1. Visit this link:
<https://www.gotostage.com/channel/9046a0fa9a4e45838bcc1fec441e64ae>
2. Find the group that best describes your role.
 - a. Under this group, you will see each training session being offered.
 - b. The training sessions look like colorful blue/green squares with a calendar date.
3. When you click on a training session square, you will find basic information about that training session including date, time, agenda/training topics, and a short registration form at the bottom.
4. Fill in the registration form with your first name, last name, and your email address. Then click Register. **ONLY** register for the sessions listed under the group that best describes your role.
5. Once you click Register, you will receive an email reminder for that session.

NOTE: If you register for multiple training sessions, you will receive an email reminder for each session for which you registered.

Below are the upcoming trainings scheduled for the month of April.

Month	Training Topics
April	<p>Training sessions for HSD and DOH staff. Trainings will cover Palco's administrative Case Management Portal (CMP), including features of the budget application, viewing budget utilization, generating, and viewing reports, etc.</p> <p>Training sessions for Consultants, Community Supports Coordinators, and Third-Party Assessors. Trainings will cover Palco's administrative Case Management Portal (CMP), including features of the budget application, viewing budget utilization, generating, and viewing reports, etc.</p> <p>Training sessions for Participants/Employers. Trainings will cover Palco's online timesheet system (Connect) and the AuthentiCare mobile app. Specific topics include:</p>

Month	Training Topics
	<ul style="list-style-type: none"> How Workers will use AuthentiCare to clock in and clock out for EVV services How Workers will use Palco Connect to capture shifts for non-EVV services How Participants/Employers and Workers will review and approve timesheets in Palco Connect How Participants/Employers will view paystubs and review budget utilization in Palco Connect Reports available to Participants/Employers in Palco Connect General payroll process, payroll deadlines, and timeframes <p>Training sessions for Workers. Trainings will cover Palco's online timesheet system (Connect) and the AuthentiCare mobile app. Specific topics include:</p> <ul style="list-style-type: none"> How Workers will use AuthentiCare to clock in and clock out for EVV services How Workers will use Palco Connect to capture shifts for non-EVV services How Participants/Employers and Workers will review and approve timesheets in Palco Connect How Workers will view paystubs in Palco Connect General payroll process, payroll deadlines, and timeframes

Major Issues & Resolutions

Mi Via and Supports Waiver Participant-Directed

Consultants & CSCs - Data Transition Open Forums

HSD is hosting Data Transition Open Forums every Tuesday and Thursday from 9:00-10:00 am MST. The Forums are an opportunity for consultants and CSCs to ask for technical assistance on budgets they have in the system that need to be finalized by May 3, 2022. Attendance is not mandatory.

Tuesday Forum:

[Click here to join the meeting](#)

Thursday Forum:

[Click here to join the meeting](#)

Critical Updates

Mi Via and Supports Waiver Participant-Directed

IMPORTANT TIMESHEET UPDATE

May 20, 2022: FOCosOnline time entry ends on 5/20/22. All time entries for service dates through May 20th must be entered in FOCosOnline, **no later than 11:59 PM (MST) on 5/20/22**. Time entered by the deadline will be paid in the regular pay cycle. **These payments will be issued June 3, 2022.**

Any time NOT entered by the 5/20/22 11:59 PM (MST) deadline must be submitted to Conduent as a paper timesheet. **Payment for these paper timesheet submissions will be made on the following pay period. These payments will be issued June 17, 2022.**

The table below presents a schedule for the two weeks leading up to the transition to Palco Connect and the two weeks after the transition to Palco. Important dates are identified in the table including the deadline for the last timesheet submission in FOCOnline and the first pay period using Palco Connect system.

Date	Day of the Week	Timesheets and PRFs in FOCOnline	Timesheets and PRFs in Palco
5/7/2022	Saturday	Last Pay Period using FOCOnline Begins (5/7/22 - 5/20/22)	
5/13/2022	Friday	Vendor Pay Date for previous week	
5/20/2022	Friday	Last Pay Period using FOCOnline Ends (5/7/22 - 5/20/22), online timesheets must be entered by 11:59PM in FOCOnline. Vendor Pay Date for previous week	
5/21/2022	Saturday	Online timesheets that miss the 5/20/22 11:59PM timesheet submission deadline, covering service dates through 5/20/22, must be submitted to Conduent as a paper timesheet for processing. PRFs for dates of service through 5/20/2022 must be submitted to Conduent for processing.	1st Pay Period using Palco Connect Begins (5/21/22 - 6/3/22)
5/27/2022	Friday	Vendor Pay Date for previous week	
5/30/2022	Monday		Conduent enters Vendor Invoices for dates of service beginning with 5/21/22 in Palco CMP for processing
6/3/2022	Friday	Vendor Pay Date for previous week Pay Date for Last Pay Period using FOCOnline (5/7/22 - 5/20/22)	1st Pay Period using Palco Connect Ends (5/21/22 - 6/3/22)

Date	Day of the Week	Timesheets and PRFs in FOCOnline	Timesheets and PRFs in Palco
6/4/2022	Saturday		Paper Timesheets due to Conduent for Pay Period 5/21/22 - 6/3/22 Vendor Invoices due to Conduent for dates of service 5/28/22 - 6/3/22
6/6/2022	Monday		Conduent enters Paper Timesheets and Vendor Invoices in Palco CMP
6/10/2022	Friday		Vendor Pay Date for previous week
6/11/2022	Saturday		Vendor Invoices due to Conduent for dates of service 6/4/22 - 6/10/22
6/13/2022	Monday		Conduent enters Paper Timesheets and Vendor Invoices in Palco CMP
6/17/2022	Friday		Vendor Pay Date for previous week Payroll Pay Date for Pay Period 5/21/22 -6/3/22

Mi Via and Supports Waiver Participant-Directed

EVV PHASE 2: DATA MIGRATION

Phase 2 implementation of the EVV/Palco transition is almost upon us. The major change for the Mi Via and Supports Waiver Participant Directed Service Models will be the transition from FocosOnline to Palco's CMP (Case Management Portal) system. As discussed during Operations meetings, there will be a timeframe when data must be migrated from the FocosOnline system to Palco CMP. This will require both systems to be shut down. The dates for data migration will be May 9 through May 20, 2022, with Palco CMP go-live scheduled for May 21, 2022.

The final date that SSP, ISP, budget revisions, initials, and renewal budgets can be submitted in the FocosOnline system will be **5:00 pm on April 8, 2022**. This date ensures that there is adequate time for submissions to be reviewed and more importantly, for participants, consultants, CSCs to respond to RFIs or RFAs. Consultants/CSC Agencies should plan to monitor submissions closely for RFI/RFA after a budget has been submitted and respond as quickly as possible. To ensure smooth data migration, the state has directed the TPA to issue a technical denial for any services that were issued an RFI/RFA and were not responded to by May 3, 2022. Any services in a pending status as of May 3, 2022, will not transfer into the

new Palco CMP system during migration. Technically denied services and services that were not transferred into the new system can be resubmitted after May 21, 2022, in the new Palco CMP system.

IMPORTANT DATES

DATE	ACTIVITY
April 8, 2022	<ul style="list-style-type: none"> Final date to submit revisions on existing approved budgets Final date to submit initial and renewal SSP, ISP and budgets in FocosOnline for a May 1 or June 1 effective date
May 3, 2022	<ul style="list-style-type: none"> Last day to issue technical denials on services in pending status
May 9, 2022	<ul style="list-style-type: none"> FocosOnline disabled
May 10-May 20, 2022	<ul style="list-style-type: none"> Data migration, no systems online
May 21, 2022	<ul style="list-style-type: none"> Palco CMP Go-Live

SUPPORT

The HSD and DOH are committed to supporting participants, consultants, and CSCs during this time of transition:

- Staff managers will be monitoring budget submissions and will reach out to agencies as needed to provide technical support.
- Open Forums will be scheduled for every Tuesday and Thursday from 9:00 am to 10:00 am beginning March 29, 2022, through April 28, 2022. The purpose of the Open Forums is to allow consultants and CSCs an opportunity to speak with State program staff for guidance or technical assistance. Microsoft Teams invites to follow. Participation is voluntary.
- We anticipate unique or emergency circumstances, these will be handled on a case by case basis.

Please contact:

- MI VIA: Elaine Hill, Mi Via Staff Manager, DDSD, DOH (elaine.hill@state.nm.us)
- SUPPORTS WAIVER: Jennifer Roth, Supports Waiver Staff Manager, DDSD, DOH (Jennifer.roth@state.nm.us or (505) 629-7476)

TIPS

This data migration is very similar to the one implemented when the State changed Third Party Assessors a few years ago. The following are tips to help ensure a timely review and ultimately a smooth transition:

- If possible, submit before April 8, 2022, in the FocosOnline System
- Address RFIs and RFAs as soon as possible
- Include all required or supporting documents upon submission
 - For example: Not including an invoice for a good, environmental or vehicle modification results in an RFI and delays in review

- o If required or supporting documents are not available at the time of submission, consider submitting after May 21, 2022
- Contact the DOH representatives above for NEW Additional Funding requests as these services must meet specific criteria for approval; if possible, consider submitting these requests as revisions after May 21, 2022