

June 23, 2021

Critical Updates

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 and is available to Employers of Record (EORs), Direct Support Professional (DSP), Agency Based Providers, and Self-Directed Vendors.

You should plan on attending one of the following trainings provided by Palco. Each training will last approximately one (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.

Major Issues and Resolutions

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Updating Contact Information

The waiver programs regularly issue important information to recipients, Employers of Record (EORs), self-directed providers, and self-directed employees. Waiver participants must update their information with ISD, Conduent and with Department of Health by notifying their consultant or Community Support Coordinator (CSC).

Waiver recipients must update their demographic information, including address and phone number, with the Income Support Division (ISD). This information is then received by the Medicaid system.

You may update information with ISD by:

- YESNM Portal: <https://www.yes.state.nm.us>
 - o If you have a username and password for Yes NM simply sign into your account.
 - o If you have not set up an account you may create a user name and password by selecting “create an Account.” Tutorial videos for YESNM can be found on the [NM Medicaid Portal](#).

Once you have logged in select “Check my Benefits” to update your address and phone number and mailing address.

- Fax to 1-855-804-8960
 - o Be sure to include the case number, the recipients full name, and the changes that are being made.

EORs, self-directed providers, and self-directed employees must update their information with Conduent. This information can be emailed to Conduent at docprocessing@conduent.com.

Email is an important way that Conduent and/or Palco may contact you. Please ensure that your email address is correct.

How-to Tips

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How to Resolve a Blank Service Code in AuthentiCare Claim

When someone selects the magnifying glass without any characters entered in the “Service” search box, the user will receive a message stating, “No likely services found based on current input,” as shown below.

First Data[®]

AuthentiCare[®]
Palco New Mexico

Home | Create | Reports | Scheduling | Dashboards | Visits | Administration | My Account | Custom Links | Training | Logout | Logged in as: cox.cayle@fiservuat.com

Standard Claim

* Client

* Provider

* Worker

* Service

No likely services found based on current input.

Mileage:

Travel Time:

Click here more service(s)

Total Lines: 1 Total Claims: 1 Total Amount: \$0.00 Total Authorized: \$0.00

Delete | Add Lines Above | Add Lines Below | Move Up | Move Down

Show All Claims

Total Claims: 1
Total Calculated Amount: \$0.00
Total Authorized Amount: \$0.00
Total Units: 0

Save

Delete All

Cancel

Note:

To find services when entering manual web claims, the user should enter the starting character(s) of the service and matching services will appear in a drop-down box for selection, as shown below. It is only necessary to enter the first character of the service name; adding additional characters helps targeting the search results.

First Data.

AuthentiCare®
Palco New Mexico

Home | Create | Reports | Scheduling | Dashboards | Visits | Administration | My Account | Custom Links | Training | Logout | Logged in as: cox.cayle@fiservuat.c

Standard Claim

* Client

* Provider

* Worker

* Service

Mi Via Respite (MVIAT1005SD)

Mi Via IHLS (MVIAT2033)

Mi Via Homemaker (MVIAT99509)



Mileage:

Travel Time:

Click here more service(s)

Total Lines: 1 Total Claims: 1 Total Amount: \$0.00 Total Authorized: \$0.00

Delete | Add Lines Above | Add Lines Below | Move Up | Move Down

Show All Claims

Total Claims: **1**
Total Calculated Amount: **\$0.00**
Total Authorized Amount: **\$0.00**
Total Units: **0**

Save

Delete All

Cancel

Note:

Note Data