

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>

January 19, 2022

## Critical Updates

### Developmental Disabilities and Supports Waiver Agency Based

#### Agency Based Billing

In December, 2020, the New Mexico Human Services Department (HSD) notified Agency providers that AuthentiCare had been selected as the State's Electronic Visit Verification (EVV) vendor. Since that time, work has been ongoing to fully implement the EVV project. Phase 2 of implementation is currently in process. When the EVV project is fully implemented in Spring 2022, all providers must use the AuthentiCare system to report EVV services and submit claims for payment.

With the EVV implementation, New Mexico Medicaid fee-for-service (FFS) EVV claims will be submitted and billed through AuthentiCare. All services will be confirmed by the caregiver in the AuthentiCare portal. The claims will then be submitted through the AuthentiCare system for payment. Post EVV implementation, claims for the services listed below that are submitted through the Medicaid portal or Electronic Data Interchange (EDI) will automatically deny.

To ensure prompt payment, Agency providers or an agency's billing agent must ensure that caregivers have entered EVV mandated services in the AuthentiCare system. Services may be entered by using either the Interactive Voice Response (IVR) or AuthentiCare 2.0 mobile application.

Name	Description	Procedure Code/Modifier(s)
<b>Supports Waiver Respite</b>	Supports Waiver Respite	T1005
<b>Supports Waiver Personal Care</b>	Supports Waiver Personal Care	99509
<b>DDW CIHS-IND</b>	DD Waiver Customized In Home Supports - Independent Living	S5125/HB/UA
<b>DDW CIHS-F N</b>	DD Waiver Customized In Home Supports -Family Natural Supports	S5125/HB
<b>DDW Respite-GP</b>	DD Waiver Respite - Group	T1005/HB/HQ
<b>DD Waiver Respite</b>	DDW Respite	T1005/HB

A detailed training manual outlining steps for FFS EVV Claim Submission and Provider Payment is in development and will be shared soon.

## **Major Issues and Resolutions**

### **Mi Via and Supports Waiver Participant-Directed**

#### **Reminder: Email Campaign**

Palco and Conduent are working together to ensure all current employees, participants, and employers of record (EOR) have accurate information on file.

One critical piece of information is your e-mail address. Your **e-mail address** will be used for:

- Communication / notification from Palco or Conduent
- Personal login ID for Palco Connect system

Your e-mail address will also be used for any notifications that are sent regarding timesheets or general program communications. These e-mail notifications will help you ensure timesheets are correct and payments will be on time.

Each person (user) **is required to have their own unique login ID** for the Palco CONNECT system. For example, an employee and an employer **cannot share the same** e-mail address.

If you are an employee or an employer (EOR) and you are not sure if your correct e-mail address is in the FOCoS system, please contact the Consolidated Customer Service Center (CCSC) at 800-283-4465 to update your e-mail address by phone. Please keep in mind that if you have more than one e-mail address listed in FOCoS, you must choose one (you can call CCSC to update the information).

**If you have recently updated your email or other demographic information, please disregard. Thank you for updating your information timely.**