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February 2, 2022

## Training News

### 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.

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!

**ATTENTION: Consultants / Community Supports Coordinators, please check the training registration page as some training times have been updated for trainings occurring the week of 2/7/22 - 2/11/22.**

## 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 upcoming trainings scheduled for the month of February. Each stakeholder group will receive an individualized email next week specific to them that provides more detailed information about when the trainings will occur and how to register.

Month	Training Topics
February	<p><b>Training sessions for Consultants, Community Supports Coordinators, and Third-Party Assessors.</b> Trainings will cover Palco's online timesheet system (Connect), administrative Case Management Portal (CMP), and the AuthentiCare mobile app. Specific topics include:</p> <ul style="list-style-type: none"> <li>• How Workers will use AuthentiCare to clock in and clock out for EVV services</li> <li>• How Workers will use Palco Connect to capture shifts for non-EVV services</li> <li>• How Participants/Employers and Workers will review and approve timesheets in Palco Connect</li> <li>• How Participants/Employers will view paystubs and review budget utilization in Palco Connect</li> <li>• Reports available to Participants/Employers in Palco Connect</li> </ul> <p><b>Training sessions for Participants/Employers of Record (EORs).</b> Trainings will cover Palco's online timesheet system (Connect) and the AuthentiCare mobile app. Specific topics include:</p> <ul style="list-style-type: none"> <li>• How Workers will use AuthentiCare to clock in and clock out for EVV services</li> <li>• How Workers will use Palco Connect to capture shifts for non-EVV services</li> <li>• How Participants/Employers and Workers will review and approve timesheets in Palco Connect</li> <li>• How Participants/Employers will view paystubs and review budget utilization in Palco Connect</li> <li>• Reports available to Participants/Employers in Palco Connect</li> <li>• General payroll process, payroll deadlines, and timeframes</li> </ul>

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

## Critical Updates

### Mi Via and Supports Waiver Participant-Directed

#### **New Fingerprinting Process**

Effective immediately new hires will be required to complete the fingerprinting process through a new digital process. Conduent will no longer be doing fingerprinting.

#### **New hires Process:**

The employee will be required to submit pre-hire packet before employment begins. Once Conduent receives the pre-hire packet a Caregivers online registry (COR) will be processed. If the employee passes the COR they will be allowed to begin work. The employee or Employee of record (EOR) will need to submit an employee packet. Once Conduent receives the employee pack, a notification will be sent to the employee within 2 to 3 business days by email with an authorization letter directing the employee on locations of where to go to complete the fingerprinting at no cost. Conduent will copy the Support Broker or EOR on all emails related to background checks. The authorization letter will have personal information **unique to each employee**. If no email is on file, then the request will be sent via standard mail.

#### **Fingerprint backlog:**

Individuals impacted by the pandemic who completed COR, but still need fingerprints will receive authorization letters in the next few days.

#### **Notification requirements:**

Once the employee receives the authorization letter, they will have 20 days to complete the fingerprinting process. Any individuals that exceed the 20-day timeframe, will need submit the pre-hire and employee packets again.

## Developmental Disabilities and Supports Waiver Agency Based

### AuthentiCare Search & Save Functionality Issue

Fiserv is aware of an issue affecting Provider's ability to add new clients to their accounts via the "search and save" functionality. Support is currently working on this issue, however, do not currently have a work-around. Until this issue is resolved, New Mexico Fee For Service providers will not be able to add new clients to their profiles. Fiserv will need to manually add new clients.

Please contact Consolidated Customer Service Center (CCSC) 1-800-283-4465 option 5.

## Mi Via and Supports Waiver Participant-Directed

### 2021 FICA Refunds for Workers

Under IRS rules, household/domestic workers who meet certain criteria are eligible for exemption from paying FICA, which are Social Security and Medicare taxes. While Palco is required to collect FICA each paycheck, this money is refunded at the end of the calendar year if you earned less than \$2,300 for the year from any ONE employer.

Palco issued 2021 FICA refunds to self-directing employees who qualified for this refund. Checks were mailed on 1/24/2022.

## Mi Via and Supports Waiver Participant-Directed

### Tax Updates

- **W-4 Forms**

The IRS has published a new 2022 version of the W-4. This is located on the Palco website for your use at <https://palcofirst.com/wp-content/uploads/2022/01/2022-Form-W-4.pdf>. Please note, the IRS will no longer accept the 2021 form so Palco can also only accept the 2022 W-4.

- **W-2 Forms**

The IRS requires that all 2021 W-2s be mailed to employees of self-directing participant-employers no later than January 31, 2022. Palco will mail all W-2s through the United States Postal Service. If a W-2 is not received by February 15, 2022, please contact CCSC (Consolidated Customer Service Center) at 1.800.283.4465.

- **Quarterly Workers Compensation Fees**

Every employer in New Mexico who elects or is required to be covered by the Workers' Compensation Act and every employee covered by the Act, must pay a quarterly fee called the workers' compensation assessment fee. This fee is assessed on a quarterly basis. The fee is

similar to a tax and is \$4.30 per employee per calendar quarter. The fee is split, with Employers contributing \$2.30, for each of their covered employees and the employee paying the other \$2. The employee portion is taken as a payroll deduction. Thirty cents of the fee per employee goes to the Uninsured Employers' Fund. This quarterly fee is not the same as a workers' compensation insurance premium and does not provide insurance coverage. Palco deducted the employer and employee portions of the Workers Compensation Fee in the January 14, 2022 payroll cycle. The employer's portion is deducted from the employer's budget while the employee portion (\$2.00) is deducted from the employee's check or direct deposit. This covers the fourth quarter of 2021 (October-December).

## 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.

## How-to Tips

### Mi Via

#### In Home Living Supports (IHLS) EVV guidance

- Caregivers should clock in at the beginning of provision services.
- Caregivers will out clock out at the end of the provision of services.
- Caregivers can clock in and clock out for a maximum of 24 hour duration, if applicable.
- For caregivers providing 24 hour services, caregivers are not required to clock in or out at the beginning or end of a specific activity, rather at the beginning and end of their shift.
- Examples:
  - **Example 1:** If the caregiver starts their workday at 9 am and will be providing services through the day and throughout the night.  
The caregiver will clock in at 9 am and clock out the following morning by 8:59 am
  - **Example 2:** Caregiver starts their work at 9 am every day. Participant leaves from 1 pm to 4 pm for Community Direct Support services. When the participant returns home the caregiver will be providing services through the rest of the day and roughout the night.  
The caregiver will clock in at 9 am and clock out at 1 pm. When the participant returns, the caregiver will clock in again at 4 pm and clock out before 8:59 am.
- Vendors reconcile total hours of IHLS provided per day, meeting time requirement of service delivery as per NMAC 8.314.6.15 C(3)(a)

In addition to using the EVV system:

- Daily progress notes required outside of EVV to meet NMAC 8.326.10.12.
- Daily progress notes are subject to Department of Health (DOH) Division of Health Improvement (DHI) audits.

Please refer to Department of Health Memo: Time Reconciliation Between EVV and Service-Related Contact Notes dated January 28, 2022