March 30, 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 / SELF-DIRECTED COMMUNITY BENEFIT (SDCB)

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 29th	10am MST	https://attendee.gotowebinar.com/register/6871695207408850960
Provider	English	April 5th	2pm MST	https://attendee.gotowebinar.com/register/2520674808624952078
Provider	Spanish	April 12th	10am MST	https://attendee.gotowebinar.com/register/3526550926667954700
Vendor Provider	English	April 14th	10am MST	https://attendee.gotowebinar.com/register/6181758258049383183

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 clients 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. Ff 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 FOCoSOnline 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.

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 remaining trainings scheduled for the month of March and the upcoming trainings scheduled for the month of April.

Month	Training Topics
March & April	**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. **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. **Training sessions for Participants/Employers.** Trainings will cover Palco's online timesheet system (Connect) and the AuthentiCare mobile app. Specific topics include: • 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 **Training sessions for Workers.** Trainings will cover Palco's online timesheet system (Connect) and the AuthentiCare mobile app. Specific topics include: • How Workers will use AuthentiCare to clock in and clock out for EVV services

Month	Training Topics
	• 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

<div style="background-color:green">Mi Via and Supports Waiver Participant-Directed</div>

Spanish Instructions

Spanish language instructions on the enrollment process for Mi Via and Supports Waiver participants/employers and workers, including instructions on how to enroll using the online Palco Intake portal can be found here: https://palcofirst.com/wp-content/uploads/2022/02/NM-Enrollment-Instructions-V11_Spanish_FINAL.pdf.

Spanish language instructions on the timesheet review and approval process for Mi Via and Supports Waiver participants/employers and workers can be found here: https://palcofirst.com/wp-content/uploads/2022/02/NM-Time-Entry-User-Guide-SPANISH-.pdf.

Critical Updates

<div style="background-color:green">Mi Via and Supports Waiver Participant-Directed</div>

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 Connect system. As discussed during Operations meetings, there will be a timeframe when data must be migrated from the FocosOnline system to Palco Connect. This will require both systems to be shut down. The dates for data migration will be May 9 through May 20, 2022 with Palco Connect 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 a 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 Connect 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 Connect system.

IMPORTANT DATES

DATE	ACTIVITY
April 8, 2022	• 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	• Last day to issue technical denials on services in pending status
May 9, 2022	• FocosOnline disabled
May 10-May 20, 2022	• Data migration, no systems online
May 21, 2022	• Palco Connect 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
  - 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

Major Issues & Resolutions

Phase II Worker Check In and Check Out Methods

As we approach phase II of EVV implementation for Agency based DD Waiver and Support Waiver services, please remember that in phase II the following methods can be used for workers to check in and out using EVV:

- Client cell phone or landline are approved to be used to call the IVR to clock in and out of the shift.
- The worker's smartphone is approved to clock in and out of a shift using the mobile app.

Please note, these are the approved methods for a worker to clock in and out of AuthentiCare for their shift in phase II.

Mi Via and Supports Waiver Participant-Directed

Reminder: 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. ***See attached Background Check Guidance.***

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 packet, 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 by the end of February.

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.

Fingerprint location map:

Below is the Gemalto Cogent New Mexico Fingerprint Location Map, which can be found here: https://www.aps.gemalto.com/nm/Maps/MapFrame.htm. When you visit the site, you can click on the link to

the address you want to visit for the location's hours, phone number, additional information, and a link to directions. Please call the fingerprint location prior to your visit to ensure availability and special instructions.

Reminder: Tax Withholdings

The following forms are used to determine the taxes withheld from an employee's paycheck:

W-4 (State and Federal):

State and federal taxes are withheld according to how the employee fills out their W-4. Employees can do separate forms for federal and state. The employee has flexibility to have greater or fewer taxes taken out of their check. Palco takes out the appropriate amount of taxes based on the W-4 that the employee submits to Palco. State and federal W-4 forms are available on the Medicaid Portal website at: https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm#Self-DirectionForms

Palco will send a W2 at the end of the year for taxes that were taken out of the employees' checks. Employees can file their taxes at the beginning of the year using the W-2. Taxes will be reconciled at this time. If the employee does not have enough taxes taken out of their paychecks, it will likely

mean that the employee will need to pay more money to the IRS at the beginning of the following year when they file their taxes with their W-2.

Please note that Palco only sends out W2 for employees of EORs/participants. Palco does not issue W2 or 1099 to service providers employed through an agency.

Family Caregivers / Payroll Information Worksheet (PIW):
Services may or may not be provided by a family member. If the service provider/caregiver (employee) is a family member, the employee may be exempt from employment taxes such as Social Security and Medicare. More information is available at the IRS website, Family Caregivers and Self-Employment Tax: https://www.irs.gov/businesses/small-businesses-self-employed/family-caregivers-and-self-employment-tax

The Payroll Information Worksheet is used to show the relationship between the employee and the employer of record (EOR). Depending on the relationship, certain taxes are taken out (FICA, FUTA, SUTA). An example of this is Medicare, Unemployment and Social Security. An employee may be "exempt" from these taxes if the employee is:

- the spouse; or
- child under 21 (FUTA); or
- child under 18 (FICA); or
- the parent of the employer of record (EOR).

If the employee falls under one of these categories but is having FUTA, FICA or SUTA erroneously withheld, please update the Payroll Information Worksheet (PIW) and submit to Conduent.

- **Note:** If the employee or employer does not make contributions to Unemployment and Social Security, the employee will not be eligible to receive these benefits.

Only employees who fall under the above listed categories are "exempt". All other employees are "non-exempt". This means the employee will have these taxes taken out of their paycheck (FICA, FUTA, SUTA).

Determining whether an employee is "exempt" or "non-exempt" is completely dependent on the familial relationship between the employee and EOR. These statuses are dictated by IRS regulations. If an employee is exempt but had these taxes taken out previously, they can request these taxes back from the IRS by submitting IRS form 843 which can be found at: https://www.irs.gov/pub/irs-pdf/f843.pdf. More information on this can be found on the IRS website under Publication 15 and IRS form 843.

Please note that neither the State nor Palco provide tax guidance, please seek advice from a tax professional if you have questions about your taxes and what exemptions you may be eligible for.