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May 18, 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\*\*\***

## **Are You Ready for Palco Phase II Go Live? IMPORTANT UPDATE**

The transition from FOCOnline to Palco Connect is being delayed past the original 5/21/22 go-live. With recent wildfires impacting participants, employees, and provider agencies, the state is postponing the Phase II Go Live to ensure that all members of our waiver system are ready for the changes in Phase II.

**The data transition moratorium has been lifted at this time. Participants and consultants can RESUME submission of SSPs/ISPs and budgets in the FOCs online system for initial and revision budgets.**

Please stay tuned for updated information on the new date. You should continue to prepare by:

- ✓ Attend a Participant/Employer training hosted by Palco
- ✓ Make sure your Worker(s) attend a training hosted by Palco
- ✓ Visit [www.PalcoFirst.com/New-Mexico](http://www.PalcoFirst.com/New-Mexico) to find helpful training resources including recorded training sessions, the Palco Connect user guide, the AuthentiCare mobile app user guide

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=686hMIIgs1Y>
- New Mexico Worker Connect/EVV Training – English (3/22) - <https://www.youtube.com/watch?v=Y0Xklc-dOMQ>

### 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

### 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 May.

Month	Training Topics
May	<b>Training sessions for CCSC staff.</b> Trainings will cover Palco's electronic timesheet system (Connect) and administrative Case Management Portal (CMP), as well as an EVV refresher. Specific topics include: <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 will view paystubs and review budget utilization in Palco Connect</li> <li>• Reports available to Participants/Employers in Palco Connect</li> <li>• Viewing PRFs</li> <li>• Viewing payments, viewing budget utilization, and generating and viewing reports in CMP</li> </ul>

Month	Training Topics
	<p><b>Training sessions for Participants/Employers.</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> <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

### Developmental Disabilities and Supports Waiver Agency Based

## AuthentiCare Service Code Clarification

The AuthentiCare Service Codes were updated in preparation for rollout out of the Electronic Visit Verification (EVV) Phase 2 Implementation.

- Red text in the table below includes updated code names.
- Codes highlighted yellow below are not yet visible on the Provider Entity page, on the Mobile app, or heard on the IVR; however, by Phase 2 Implementation, the new service codes will be visible on the Provider Entity page, on the Mobile app, and heard on the IVR in the sequence shown below.

## FOR NOW, PLEASE DO THE FOLLOWING:

- Continue to use the current / original Service Identifiers (ID).
- Do not override / change the Service Identifier (ID) to the new Service Identifier (ID) through the Web portal.

As a reminder, claims will continue to process using the current approach; there is no change to how claims are submitted. Providers should continue to submit claims.

Waiver Name	Service Identifier (ID) New codes are shaded in Yellow	Service name in IVR (announced) English - displayed on service screen as description (Changes are in RED)
MVIA	MVIA99509	Mi Via Homemaker/Direct Support - <b>Employee</b>
MVIA	MVIAT2033	Mi Via In Home Living Supports
MVIA	MVIAT1005SD	Mi Via Respite - <b>Employee</b>
DDWV	DDWVT1005HB	DD Waiver Respite
DDWV	DDWVT1005HBHQ	DD Waiver Respite-Group
DDWV	DDWVS5125HB	DD Waiver Customized In Home Supports – Family Natural Supports
DDWV	DDWVS5125HBUA	DD Waiver Customized In Home Supports -Independent Living
SUWV	SUWV99509	Supports Waiver <b>Participant Directed Employee</b> Personal Care
SUWV	SUWVT1005SD	Supports Waiver <b>Participant Directed Employee</b> Respite
MVIA	MVIA99509AC	Mi Via Homemaker/ <b>Direct Support - Vendor</b>
MVIA	MVIAT1005AC	Mi Via Respite - <b>Vendor</b>
SUWV	SUWV99509AC	Supports Waiver <b>Participant Directed</b> Vendor Personal Care
SUWV	SUWVT1005AC	Supports Waiver <b>Participant Directed</b> Vendor Respite
SUWV	SUWV99509AD	Supports Waiver Agency <b>Based</b> Personal Care
SUWV	SUWVT1005AD	Supports Waiver Agency <b>Based</b> Respite

### Developmental Disabilities and Supports Waiver Agency Based

**\*\*\*\*THIS DOES NOT PERTAIN TO MI VIA AND SUPPORTS WAIVER PARTICIPANT DIRECTED PROVIDERS. \*\*\***

Phase 2 Implementation for DDW and SWAB providers will be delayed by several weeks. Testing expansion will ensure AuthentiCare is fully functional and will meet providers' needs at go-live. Please continue to monitor the weekly newsletter for updates to the AuthentiCare go-live date.

### Mi Via and Supports Waiver Participant-Directed

### Developmental Disabilities and Supports Waiver Agency Based

### Provider Search Update in AuthentiCare

As of, Tuesday, 3 May, when performing a Provider search in AuthentiCare, you will need use 8 characters for the Provider ID. See the examples below:

Use	Do NOT Use
00A12345	A12345
000D1234	D1234

This change is necessary to allow the Omnicaid system to exchange data with the AuthentiCare. The required AuthentiCare changes updated the Provider ID associated with the historical data; this will allow you to be able to use the updated Provider ID to view the historical data.

## **Major Issues & 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.

#### **EORs and Employees**

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. You may also update your email address by emailing a [Change of Information form](#) to Conduent at [docprocessing@conduent.com](mailto:docprocessing@conduent.com).

#### **Impacts of not having a valid email on file:**

- Employees will not be able to enter their timesheet.
- EOR will not be able to approve the timesheets.
- Employees or EOR will not be able to make any corrections (manually add/edit shifts, review/approve EVV time, etc.).

**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 or e-mail Conduent to update the information).**

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

## Mi Via and Supports Waiver Participant-Directed

### Fingerprinting Update

Effective January 1, 2022, all caregivers are required to complete a background check at time of hire (see 29-17-4 NMSA and 7.1.12.2 NMAC). Caregivers hired between April 1, 2020, and December 31, 2021, during Public Health Emergency, must now come into compliance with this requirement.

Many workers received information on completing the background check with required fingerprinting. This correspondence gave workers 20 days to complete the fingerprinting process. Unfortunately, several workers failed to comply within the specified timeline.

All workers who were issued vouchers for fingerprinting but failed to comply within 20 days will be automatically issued a new voucher. These vouchers will come via email from the sender: [selfdirectionsupport@conduent.com](mailto:selfdirectionsupport@conduent.com) and will include the subject line: Fingerprint Voucher. Please monitor your email, including any "junk" folders, for this correspondence.

Caregivers must complete the fingerprinting process within 20 days of receipt of the new voucher. Workers who do not complete their fingerprinting within the 20-day period will be disqualified from providing caregiving services and will be required to restart the hiring process to continue their employment.

You may find your nearest fingerprinting site by going to <https://www.aps.gemalto.com/nm/Maps/MapFrame.htm> and clicking on the location. Some locations offer digital fingerprinting, some paper cards, and some offer both. In addition, you may take the voucher to any Sheriff's Office in New Mexico to complete fingerprinting. Please note: the prior voucher has expired and will no longer be accepted at the fingerprinting locations. You must bring the new voucher with you to complete fingerprinting.

If you have any questions or need more information, please contact the Consolidated Customer Service Center at 1-800-283-4465.