

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>

June 1, 2022

Critical Updates

Mi Via and Supports Waiver Participant-Directed

Developmental Disabilities and Supports Waiver Agency Based

Important Notice: Service IDs

Due to the interface between Omnicaid and AuthentiCare, the list of Service IDs will include all 11 services. For now, please use the default Service ID list. **DO NOT** select (enable or disable) individual Service IDs on the Provider Entity Settings page in AuthentiCare. If a provider has enabled or disabled any of the services on their provider entity page, the default list will override the chosen services. The situation is being addressed by the State and Vendors, and updates will be provided.

Reminder, Providers should only create claims using the Services IDs that they are contracted to provide.

Developmental Disabilities and Supports Waiver Agency Based

Agency Based Billing

Go-live for Developmental Disabilities and Supports Waiver Agency Based Phase II EVV is 6/6/22. The Phase II AuthentiCare user manual will be available via the custom links in the AuthentiCare system on 6/6/22. *Please note, critical and information exceptions will need to be reviewed by providers in Phase II.

Contact the Consolidated Customer Service Center for EVV questions at 800-283-4465 option 5.

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, 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 Workers have used the EVV mandated AuthentiCare system. Services may be recorded by using either the client's home or

cell phone to call the Interactive Voice Response (IVR), or by using the workers smart phone to use the AuthentiCare 2.0 mobile application.

Name	Description	Procedure Code/Modifier(s)
Supports Waiver Respite	Supports Waiver Respite	T1005AD
Supports Waiver Personal Care	Supports Waiver Personal Care	99509AD
DDW CIHS-IND	DD Waiver Customized In Home Supports - Independent Living	S5125/HB/UA
DDW CIHS-F N	DD Waiver Customized In Home Supports -Family Natural Supports	S5125/HB
DDW Respite-GP	DD Waiver Respite - Group	T1005/HB/HQ
DD Waiver Respite	DDW Respite	T1005/HB

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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 visible on the Provider Entity page, on the Mobile app, or heard on the IVR

As a reminder, claims will continue to process using the current approach for services through 6/5/22; Effective 6/6/22, services will be billed using the AuthentiCare system.

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 - Employee
MVIA	MVIAT2033	Mi Via In Home Living Supports
MVIA	MVIAT1005SD	Mi Via Respite - Employee
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 Participant Directed Employee Personal Care
SUWV	SUWVT1005SD	Supports Waiver Participant Directed Employee Respite
MVIA	MVIA99509AC	Mi Via Homemaker/ Direct Support - Vendor

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	MVIAT1005AC	Mi Via Respite - Vendor
SUWV	SUWV99509AC	Supports Waiver Participant Directed Vendor Personal Care
SUWV	SUWVT1005AC	Supports Waiver Participant Directed Vendor Respite
SUWV	SUWV99509AD	Supports Waiver Agency Based Personal Care
SUWV	SUWVT1005AD	Supports Waiver Agency Based Respite

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Mi Via In-Home Living Supports- State Exemption of IHLS from EVV

The Human Services Department (HSD) and Department of Health (DOH) have addressed concerns raised by families and stakeholders regarding the inclusion of Mi Via In-Home Living Supports (IHLS) in New Mexico's EVV system.

HSD has reviewed one year of EVV data and has continued to assess the EVV requirements. While the state would find ongoing access to IHLS EVV data useful, the decision has been made that EVV alone in the IHLS part of the program, does not provide HSD/DOH with the ability to engage in meaningful oversight, and given the repeated concerns of families and providers, the state has decided to utilize the CMS exemption for this population and suspend the EVV requirement for IHLS.

That said, DOH and HSD believe it is important that we put in place measures that will continue to allow for appropriate oversight to services provided in the 1915c HCBS Waiver, and monitor fraud, waste, and abuse. The Departments intend to implement the following new oversight measures:

- Mi Via Consultants will be required to complete monthly face-to-face visits with all participants. This is an increase from a quarterly face to face visit requirement. Effective July 1, 2022
- The DOH Quality Management Bureau of the Division of Health Improvement will complete an audit of vendor agencies to ensure billing compliance and service delivery compliance with the NMAC. To Be Determined.
- The DOH Developmental Disabilities Supports Division (DDSD) employees will be completing face to face home visits with Mi Via participants. Currently happening.

These activities strengthen existing health and safety measures incorporated in the Mi Via Waiver and take further steps to ensure person-centered and quality services throughout the system.

Effective immediately, IHLS providers and their employees can suspend the use of the EVV system.

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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.

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?

The transition from FOCoSOnline 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 FOCoS 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 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

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.

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.

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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 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.

How-To Tips

Developmental Disabilities and Supports Waiver Agency Based

Claim/EVV Inquiries

Providers should call 800-299-7304 for claim inquiries. If the call center agent can't find a claim based on client ID or name, date of service and code or you have an **EVV** related issue CCSC will escalate to Conduent real-time. Please make sure the agent provides a call record number. The call record number is used to confirm the progress of your escalation. Conduent will contact you within 1 business day of your call. Conduent should provide a resolution or indicate your issue has been escalated to Fiserv (AuthentiCare). Fiserv has 2-3 business days to resolve your issue. Your issue should be resolved within 4 business days from your call. Conduent will contact you with the resolution.

If you have no resolution by the 5th business day, please contact CCSC. Provide the call agent with the previous call record #. Call Center agent will review call record # and provide either a resolution or escalate to Conduent by reopening existing ticket or creating a new Tier 3 ticket. CCSC should indicate on the escalation "Provider Agency Priority". Conduent has 8 hours to contact you with resolution or escalate to Fiserv. Fiserv has one business day to resolve and get the escalation back to Conduent. Conduent has 8 hours to contact you with a resolution.