

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>

July 27, 2022

## Critical Updates

### Developmental Disabilities and Supports Waiver Agency Based

#### Reminder: Service Codes

Choosing the correct service code when a worker checks in and out of EVV is a critical component for all EVV providers to review. If the incorrect service is chosen, the service in EVV does not match the service that is provided to the client, and the service that has been approved on the budget.

Please review the following service codes for EVV providers.

(\*Please note, Supports Waiver codes are highlighted in yellow.)

Developmental Disabilities Waiver (DDW) and Supports Waiver (SW) Agency-Based Service Codes		
Name	Description	Procedure Code / Modifier(s)
<b>DDW Respite</b>	DD Waiver Respite	DDWVT1005HB
<b>DDW Respite-GP</b>	DD Waiver Respite-Group	DDWVT1005HBHQ
<b>DDW CIHS-F/N</b>	DD Waiver Customized In Home Supports -Family Natural Supports	DDWVS5125HB
<b>DDW CIHS-IND</b>	DD Waiver Customized In Home Supports -Independent Living	DDWVS5125HBUA
<b>SW Agency PC</b>	Supports Waiver Agency Based Personal Care	SUWV99509
<b>SW Agency Respite</b>	Supports Waiver Agency Based Respite	SUWVT1005

For the Developmental Disabilities Waiver (DDW) and Supports Waiver (SW) agency-based services, claims confirmation by the agency includes verifying the correct service code is being used by the worker. If an incorrect service code is used, the claim will have a critical exception that will prevent the provider from confirming and therefore billing the claim. The exception will need to be reviewed and cleared for the claim to be processed.

Mi Via Waiver and Supports Waiver (SW) Self-Directed Service Codes		
<b>Mi Via Homemaker Direct Support - Vendor</b>	Mi Via Homemaker/Direct Support - Vendor	MVIA99509AC
<b>Mi Via Vendor Respite</b>	Mi Via Respite - Vendor	MVIAT1005AC
<b>SW Vendor PC</b>	Supports Waiver Participant Directed Vendor Personal Care	SUWV99509AC
<b>SW Vendor Respite</b>	Supports Waiver Participant Directed Vendor Respite	SUWVT1005AC

Self-directed services are not billed through AuthentiCare. However, it is important that the correct service codes are being used when the worker is checking and out so the information in AuthentiCare matches the information in Palco.

**\*Please remember, In-Home Living Supports (IHLS) service code MVIAT2033 is no longer required to use EVV.**

The Mi Via/Individual service codes are below:

Mi Via / Individual Service Codes		
Name	Description	Procedure Code / Modifier(s)
<b>Mi Via Homemaker Empl</b>	Mi Via Homemaker/Direct Support - Employee	MVIA99509
<b>Mi Via IHLS</b>	Mi Via In Home Living Supports	MVIAT2033
<b>Mi Via Respite-SD Empl</b>	Mi Via Respite - Employee	MVIAT1005SD
<b>Supports Waiver Empl Personal Care</b>	Supports Waiver Participant Directed Employee Personal Care	SUWV99509
<b>Supports Waiver Empl Respite</b>	Supports Waiver Participant Directed Employee Respite	SUWVT1005SD

For additional information on service codes, the AuthentiCare User Manual can be located in the Custom Links tab on the AuthentiCare website, and the links to the training recordings are →

- Agency providers: <https://attendee.gotowebinar.com/recording/7825085038938917123>
- Mi Via and Support Waivers: <https://attendee.gotowebinar.com/recording/1486933768303601679>

## 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 5<sup>th</sup> 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.

## 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:

- ✓ Review a Participant/Employer training hosted by Palco
- ✓ Make sure your Worker(s) review 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 YouTube 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 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