

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>

August 24, 2022

Critical Updates

Developmental Disabilities and Supports Waiver Agency Based

Mi Via and Supports Waiver Participant-Directed

Paid Sick Leave

On July 1, 2022, the Healthy Workplaces Act of 2021 went into effect in the State of New Mexico. The Healthy Workplaces Act is a law which requires all private employers in New Mexico to allow employees to accrue and use a benefit called earned sick leave. Employees may use this paid leave for various reasons, including illness or injury of the employee or their qualifying family member, and to deal with certain legal and family issues.

In general, employees can earn one hour of sick leave for every 30 hours worked. Employees will accrue leave and may use up to 64 hours per year. In addition, employees may carry leave balances from year to year. Employees should speak to their employers to determine the process to request and use this leave.

Additional information and a list of FAQs may be reviewed by visiting:

<https://www.dws.state.nm.us/NMPaidSickLeave>

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)
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	SUWV99509AD

Developmental Disabilities Waiver (DDW) and Supports Waiver (SW) Agency-Based Service Codes

SW Agency Respite	Supports Waiver Agency Based Respite	SUWVT1005AD
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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

Mi Via Homemaker Direct Support - Vendor	Mi Via Homemaker/Direct Support - Vendor	MVIA99509AC
Mi Via Vendor Respite	Mi Via Respite - Vendor	MVIAT1005AC
SW Vendor PC	Supports Waiver Participant Directed Vendor Personal Care	SUWV99509AC
SW Vendor Respite	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)
Mi Via Homemaker Empl	Mi Via Homemaker/Direct Support - Employee	MVIA99509
Mi Via IHLS	Mi Via In Home Living Supports	MVIAT2033
Mi Via Respite-SD Empl	Mi Via Respite - Employee	MVIAT1005SD
Supports Waiver Empl Personal Care	Supports Waiver Participant Directed Employee Personal Care	SUWV99509AD
Supports Waiver Empl Respite	Supports Waiver Participant Directed Employee Respite	SUWVT1005AD

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 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.

Developmental Disabilities and Supports Waiver Agency Based

Mi Via and Supports Waiver Participant-Directed

AuthentiCare Monthly Training Opportunities

The AuthentiCare (ACR) Training team will now be offering monthly training opportunities for any new AuthentiCare users in Palco New Mexico.

To sign up for training, email AuthentiCare Support at authenticare.support@fiserv.com. Please only use this email to request training.

1. The AuthentiCare Training team will reach out to any individuals with submitted tickets.
2. A registration link will be sent by the ACR Training Team. Training is offered once a month on the 4th Tuesday of each month from 10AM-12PM MST. The registrant will need to pick a date from the drop-down menu.
3. Once training is completed, credentials to AuthentiCare will be created.

Any questions or issues with registration can be directed to Heydi Correa Encarnacion at heydi.correaencarnacion@fiserv.com