

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>

September 7, 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>

How-To Tips

Developmental Disabilities and Supports Waiver Agency Based

Claim/EVV Inquiries

Providers should call 800-299-7304 for claim inquiries.

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