

**June 30, 2021**

### **Critical Updates**

**Mi Via and Supports Waiver Participant-Directed**

**Developmental Disabilities and Supports Waiver Agency Based**

### **Mobile App Training Dates**

Palco is excited to help guide the implementation of phase 2 of Electronic Visit Verification (EVV) along with Fiserv by adding the mobile application, AuthentiCare 2.0!

The application will go-live in New Mexico the week of August 2<sup>nd</sup>, 2021. We will be hosting trainings to provide guidance on this new application. These trainings will cover how to download, log in, and record time entries for the employees.

You should plan on attending one of the following trainings provided by Palco. Each training will last approximately 1 hour. All times provided are in Mountain Standard Time.

**Dial-in number (US):** (605) 313-5625

**Access code:** 673022#

**Online meeting ID:** palco

**Join the online meeting:** <https://join.freeconferencecall.com/palco>

**Wednesday June 30<sup>th</sup> - 3:00pm**

**Thursday July 1<sup>st</sup> - 10:00am and 3:00pm**

**Wednesday July 7<sup>th</sup> - 10:00am and 3:00pm**

Training will be recorded and posted to Palco's website for reference.

**It is the agency's responsibility to register and manage workers in AuthentiCare as well as to train their workers and ensure compliance with EVV.**

## Mi Via and Supports Waiver Participant-Directed

### Employer (EOR) Transition Packet

If you are an EOR that started in a self-directed program BEFORE January 1, 2021, you will transition from TNT to Palco. This means that you are authorizing Palco to be the fiscal/employer agent. This also means that Palco will make sure all required employer paperwork and taxes are submitted on your behalf to the Internal Revenue Service (IRS) and other federal and state tax authorities. Some of these federal and state agencies include the IRS, NM Taxation and Revenue Department, and NM Department of Workforce Solutions.

All EORs who began before January 1, 2021 will receive a pre-filled EOR Transition Packet from Palco. **These packets are required to be completed and returned to Conduent by July 31, 2021.** Completing this packet will transition responsibilities from TNT to Palco and will designate Palco as the fiscal/employer agent. Complete the required information, including the highlighted areas and return the packet to Conduent via:

Fax: 1-866- 302-6787;

E-mail: [docprocessing@conduent.com](mailto:docprocessing@conduent.com); or

Mail: Conduent 1720A Randolph Rd SE, Albuquerque, NM 87103.

Notices generated by the NM Tax and Revenue Department or the NM Department, related to Mi Via or SW Participant Directed, should go to Palco since we are responsible for filing and paying state unemployment taxes and state unemployment taxes on behalf of the participant/employer of record. In order for these agencies to follow up with Palco, the EOR Transition Packet must be completed and returned to Conduent via fax, email, or mail by July 31, 2021.

When you submit the EOR Transition Packet, it means you are giving Palco the permission to take care of the taxes and other requirements from these state and federal agencies on your behalf. The transition packets will be mailed to all transition employers of record or you can download it here:

[https://palcofirst.com/wp-content/uploads/2021/02/NM\\_Transition-Employer-Packet\\_09032020-FINAL.pdf](https://palcofirst.com/wp-content/uploads/2021/02/NM_Transition-Employer-Packet_09032020-FINAL.pdf).

If you have already completed your EOR Transition Packet for Palco, please contact the Consolidated Customer Service Center (CCSC) at 1-800-283-4465 in order to confirm it was received.

## Major Issues and Resolutions

### Mi Via and Supports Waiver Participant-Directed

#### 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 the primary method of communication used by Palco, as well as your personal login ID to Palco's online system.

Later this year we will transition from FOCOnline to Palco CONNECT for submitting and approving timesheets in participant-directed programs. You will need to log into the Palco CONNECT system. Your login ID will be your e-mail address. Each person (user) is required to have their own unique login ID for the Palco CONNECT system. This means you need to have your own e-mail address. In other words, an employee and an employer cannot have the same e-mail address.

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.

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). 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).