

July 7, 2021

Critical Updates

Mi Via and Supports Waiver Participant-Directed

Developmental Disabilities and Supports Waiver Agency Based

Mobile App Training for Provider Agencies and Self-Directed Vendor Agencies

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 have a go-live date in New Mexico the week of August 2nd, 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.

Provider Agencies and Self-Directed Vendor Agencies should plan to send their provider administrator and/or staff trainers to one of the training sessions listed below. **Participant-directed employees and Employers of Record do not need to attend these trainings.** Mobile capabilities for participant-directed employees will go live later this year. 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 30th - 3:00pm

Thursday July 1st - 10:00am and 3:00pm

Wednesday July 7th - 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.

Developmental Disabilities and Supports Waiver Agency Based

Developmental Disabilities and Supports Waiver Agency Based Provider Listening Sessions - Electronic Visit Verification (EVV)

Phase 2 of Electronic Visit Verification (EVV) will be implemented in phases from summer to late fall of 2021. Phase 2 of the EVV project will include use of the AuthentiCare Mobile application for EVV check in and outs and will move claims processing for these EVV services to the AuthentiCare system. In preparation for Phase 2 of New Mexico's EVV project implementation, the Human Services Department (HSD) and Department of Health (DOH) will host 2 separate Developmental Disabilities (DD) and Supports Waiver Agency Based Provider Listening Sessions.

These listening sessions are being held to help HSD and DOH better understand the needs of our Providers prior to Phase 2 implementation. Providers are asked to share their experience with EVV thus far and give input regarding training needs.

There will be 2 listening sessions, each session will be 2 hours. Providers do not need to attend both sessions. Please see information below for joining the GoToMeeting.

Session One:

Tuesday, Jul 20, 2021 1:00 PM – 3:00 PM (MDT)

Please join my meeting from your computer, tablet or smartphone.

<https://global.gotomeeting.com/join/271574029>

You can also dial in using your phone.

(For supported devices, tap a one-touch number below to join instantly.)

United States: +1 (646) 749-3122

- One-touch: tel:+16467493122,,271574029#

Access Code: 271-574-029

Session Two:

Wednesday, Jul 21, 2021 9:00 AM - 11:00 AM (MDT)

Please join my meeting from your computer, tablet or smartphone.

<https://global.gotomeeting.com/join/862655605>

You can also dial in using your phone.

(For supported devices, tap a one-touch number below to join instantly.)

United States: +1 (571) 317-3122

- One-touch: tel:+15713173122,,862655605#

Access Code: 862-655-605

New to GoToMeeting? Get the app now and be ready when your first meeting starts:

<https://global.gotomeeting.com/install/862655605>

HSD and DOH want to ensure we are working in partnership with our Providers as we move to Phase 2 of EVV implementation. We value your input and hope that you are able to join us for one the EVV Provider Listening sessions.

Major Issues and Resolutions

Mi Via and Supports Waiver Participant-Directed

PRF Process Remains Unchanged

With the launch of the AuthentiCare 2.0 mobile application Mi Via and Supports Waiver Participant-Directed vendor agencies have asked if there are changes to the Payment Request Form (PRF) process for submitting invoices. At this time the PRF process remains unchanged. Completed PRFs and invoices must be submitted to docprocessing@conduent.com or by fax to 1-866-302-6787. Please continue to review this weekly communication for updates or changes to the PRF process.

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 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. 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).