

July 14, 2021

Critical Updates

Developmental Disabilities and Supports Waiver Agency Based

Mobile App Training Resources

The agency mobile app trainings are now complete. Thank you to all the agency providers that attended and asked great questions throughout the training sessions. We have developed a Frequently Asked Questions (FAQ) document and have posted the FAQ to the Palco website: <https://palcofirst.com/wp-content/uploads/2021/07/Mobile-App-FAQs-updated.pdf>

Next steps for agency provider administrators and agency training staff:

1. Distribute Mobile App user guide, training slides, and recorded presentation to agency workers.
 - a. Mobile App User Guide available here: <https://palcofirst.com/wp-content/uploads/2021/06/NM-AGENCY-MOBILE-APP-USER-GUIDE.pdf>
 - b. Training slides available here: <https://palcofirst.com/wp-content/uploads/2021/06/NM-Agency-Mobile-App-Training-Slides.pdf>
 - c. Recorded training session is available here: <https://www.youtube.com/watch?v=GVNd9brYUns>
2. Collect Device IDs for agency workers interested in using the mobile app.
3. Enter the Device ID for each of those agency workers on their respective Worker Entity page within the AuthentiCare Admin portal.
4. Provide support to agency workers as they begin using the AuthentiCare 2.0 mobile app.

Agency administrators can begin collecting Device IDs now and entering those into the AuthentiCare Admin portal. The mobile app will be live and ready for agency workers to begin using on August 2nd.

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

Mi Via and Supports Waiver Participant-Directed

Reminder: Money Network Card (MNC)

The Money Network Card (MNC) is available as an option for employees that may not have access to a bank account for direct deposit. The MNC is a free card that the employee can have their paycheck loaded to. The card functions like a pre-paid debit card that the employee can use to access their paycheck funds. It's free to get the MNC card but minimal fees may apply. For more information, see the attached MNC fee schedule.

If an employee would like to sign up for a money network card (MNC):

- The employee needs to indicate "Pre-Paid Card" on the Palco Pay Selection Form that they submit to Conduent.
- Conduent will e-mail the employee to notify the employee that their request has been received for the MNC pre-paid card.
- Conduent will let the employee know when the form has been processed and the card has been ordered from MNC. The MNC card will be mailed to the employee in a white envelope from First Data.

Note: During the time that the MNC is being processed, the employee will continue to receive paper checks.

After the employee receives the MNC in the mail:

- The employee should activate the MNC card by calling the number displayed on the sticker on the card.
- Palco changes pay type in the Palco system from paper check to MNC.

Employee will receive funds added to card within 1-2 payrolls.

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 and have not yet submitted an EOR Transition Packet will receive a pre-filled EOR Transition Packet mailed to them from Palco. **These packets are required to be completed and returned to Conduent by August 15, 2021.** Completing this packet will transition responsibilities from TNT to Palco and will designate Palco as the fiscal/employer agent. Please review and complete the required information (paying special attention to the highlighted parts that need signatures and the date signed). After you have completed all forms in the packet, please return the packet to Conduent via:

Fax: 1-866- 302-6787;

E-mail: docprocessing@conduent.com; or; or

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

An extra benefit in completing the packet and submitting it to Conduent is that any notices generated by the NM Tax and Revenue Department or any other Federal and State Departments that relate to self-directed programs will go to Palco. This is necessary since Palco is 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 August 15, 2021. Without this packet complete, Palco will not be able to assist the employer or address any tax matters on behalf of the employer with any state or federal agency.

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 that still need to submit a packet or you can download it here: 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 but you also received a pre-filled packet mailed to you, please contact the Consolidated Customer Service Center (CCSC) at 1-800-283-4465 in order to confirm your original packet was received.

Developmental Disabilities and Supports Waiver Agency Based

Reminder: Developmental Disabilities Waiver 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 ins 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

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).

How-to Tips

Mi Via and Supports Waiver Participant-Directed

What to do with a Damaged Palco Check

If you receive a Palco check that is damaged or unusable, please contact CCSC to request that the check be reissued. A stop payment form is not needed in this scenario, just request that the check be reissued and destroy the original (damaged or otherwise unusable) check.

A stop payment request should only be made when you have not received a check you expected to receive and shows as being paid in the FOCoSOnline system.

If you have received a check for goods or services, pay close attention to the date the check was issued. Palco checks are only good for 180 days from the date they are issued.

Remember: Direct deposit is the fastest and easiest way to receive payments! The Money Network Card is an alternative to a traditional bank account, giving you an easy way to access your paychecks quickly.

Mi Via and Supports Waiver Participant-Directed

Paper Checks and Direct Deposit for Vendors

Vendor Payment for Services

If you are a Participant/EOR that has a vendor or an agency (for example, an agency that provides In-Home Living Support), payment will be made after a Payment Request Form (PRF) is submitted and approved. The vendor can choose if they want to be paid by check or direct deposit.

Direct deposit is the most efficient and convenient way for a vendor to get paid. Since the payment is deposited by Palco directly into the vendor's bank account, they will receive their payments on Friday.

If the vendor decides to use paper checks instead of direct deposit, the vendor will need to wait for their check to arrive in the mail. In addition to taking longer to receive due to the mail time, there are also potential issues, like the check getting lost or damaged.

The vendor direct deposit form is located on the Palco website: https://palcofirst.com/wp-content/uploads/2021/06/Pay-Selection-Form_NM_VENDOR_062021.pdf For your convenience we have also enclosed (attached) a vendor payment selection form.

As the EOR/Participant, please follow up with your vendors to make sure they get setup on direct deposit.

Vendor Payment for Goods

If you are a participant/EOR that has goods approved on their plan, payment will be mailed to you as a paper check. The purpose of the check is so you can buy goods that have been approved on your plan. Because of this, it is important that you use your checks soon. It is also not a good idea to wait to use your checks because they could get lost or damaged. You will see on the check, under the check amount, it says "void after 180 days." This means that if you have not used your check six months after the check date, the check is no longer valid. If it has been more than 180 days and you attempt to use the check (for example, at Walgreen's), the check will not be accepted.