

July 21, 2021

## **Critical Updates**

### **Developmental Disabilities and Supports Waiver Agency Based**

#### **Reminder: 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 2<sup>nd</sup>.

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**

#### **Quarterly Workers Compensation Fees Assessed on July 14, 2021 Payroll**

Every employer in New Mexico who elects or is required to be covered by the Workers' Compensation Act and every employee covered by the Act, must pay a quarterly fee called the workers' compensation assessment fee. This fee is assessed on a quarterly basis and was previously handled by TNT. The fee is similar to a tax and is \$4.30 per employee per calendar quarter. The fee is split, with Employers contributing \$2.30, for each of their covered employees and the employee paying the other \$2. The employee portion is

taken as a payroll deduction. Thirty cents of the fee per employee goes to the [Uninsured Employers' Fund](#). This quarterly fee is not the same as a workers' compensation insurance premium and does not provide insurance coverage.

Palco deducted the employer and employee portions of the Workers Compensation Fee in the July 14, 2021 payroll cycle. The employer's portion is deducted from the employer's budget while the employee portion is deducted from the employee's check or direct deposit. This covers the second quarter of 2021 (April-June).

## **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](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).

## How-to Tips

### Mi Via and Supports Waiver Participant-Directed


### Developmental Disabilities and Supports Waiver Agency Based

## Reports of the AuthentiCare Check In Number Not Announcing Services on the Interactive Voice Response (IVR)

Last week a provider reported an issue with one of their workers not hearing the correct services on the IVR and after researching this issue Fiserv discovered that the provider didn't have the correct services listed on their provider profile page. In order to avoid this type of issue in the future Fiserv put together this article with screen shots so all providers may validate their settings.

**Fundamental point:** The IVR reads all services selected on the provider entity settings page associated with a worker's ID. This is because every worker ID is associated with a specific provider ID. The IVR does not look at the services selected on individual worker entity settings pages.

**Example:** Workers will only hear "Mi Via In Home Living Support" if the provider entity settings page looks like this:



**Provider Entity Settings**

\* Indicates a required field.

ID: 9999999

PIN: \*\*\*\*\*

First Name:

Middle Name:

Last Name:

\* Company Name: Delivery Test Provider

SSN:

\* FID: 9999999

Gender:

Birth Date:

Email:

\* Begin Date: 02/11/2021

End Date:

Language:

Status: Active

\* Entity Qualifier: Business

NPI:

\* Provider Services:

- Mi Via Homemaker
- Mi Via IHLS
- Mi Via Respite-SD
- Mi Via IHLS Exception
- DDW Respite

Taxonomy Code:

Travel Time: ☐

**Adding additional services:** A provider administrator can add additional services for this provider on the provider entity settings page by highlighting additional services and hitting save on the bottom right section of the screen. Once additional services are selected the IVR will immediately read the new services. Administrators can add multiple items by holding the CTRL button while hitting the left mouse button or they can hold SELECT and the left mouse button to highlight all services between two click points. The selection process is similar to selecting cells in an Excel document.

**Here's a sample screen for a provider with multiple services:**



**Provider Entity Settings**

\* Indicates a required field.

ID: 9999999  
PIN: \*\*\*\*\*

First Name:  
Middle Name:  
Last Name:

\* Company Name: Delivery Test Provider

SSN:  
\* FID: 9999999

Gender:   
Birth Date:   
Email:

\* Begin Date: 02/11/2021  
End Date:

Language:  
Status: Active

\* Entity Qualifier: Business   
NPI:

\* Provider Services:  
Mi Via Homemaker  
Mi Via IHLS  
Mi Via Respite-SD  
Mi Via IHLS Exception  
DDW Respite

Taxonomy Code:   
Travel Time: ☐

### **Friendly reminders:**

1. Providers should select every service they provide on their Provider Entity Setting page. Providers should not select any services that their agency does not provide to avoid a worker accidentally selecting the wrong service.
2. The IVR will read services in the order that the state selected. There is no way for providers to adjust the service order on the IVR.