

July 28, 2021

Critical Updates

Mi Via and Supports Waiver Participant-Directed

Developmental Disabilities and Supports Waiver Agency Based

Go Live Plans

We are excited to share a Phase 2 Go-Live update with all stakeholders! As part of Phase 2 of this project, we will be transitioning from the FOCOnline system to the Palco system.

Below we present a monthly calendar of events including a sneak peek at upcoming trainings:

Month	Training Topics
August	<ul style="list-style-type: none"> Launching AuthentiCare mobile app for agency providers on August 2nd Palco system testing
September	<ul style="list-style-type: none"> Training sessions for supporting staff including Conduent, the State, CCSC, Third Party Assessors, Consultants, and Community Support Coordinators. <ul style="list-style-type: none"> Trainings will cover end-to-end functionality in the Palco system including enrollment, budgets, timesheet submission and approval process, reporting, user roles and permissions, and a refresher on electronic visit verification (EVV). Towards the end of September, training sessions will begin for participants, EORs, participant-directed workers, and agency providers. Palco system testing continues.
October	<ul style="list-style-type: none"> Training sessions will continue throughout October for participants, EORs, participant-directed workers, and agency providers. <ul style="list-style-type: none"> Sessions will cover similar topics including enrollment, budgets, timesheet submission and approval process, reporting, and a refresher on EVV. Throughout the month of October, Palco will host question and answer sessions for these training groups to provide answer follow-up questions from earlier training sessions.
November	<ul style="list-style-type: none"> Training sessions will continue throughout November for participants, EORs, participant-directed workers, and agency providers. <ul style="list-style-type: none"> Sessions will cover similar topics including enrollment, budgets, timesheet submission and approval process, reporting, and a refresher on EVV. Throughout the month of November, Palco will continue host question and answer sessions for these training groups to provide answer follow-up questions from earlier training sessions.

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Mobile App – Visibility

Agency workers using the AuthentiCare mobile application are able to see participants for whom they do not render services. The application is working as designed. This is not a data privacy issue. In the event that the regularly schedule staff is unable to provide services, this feature allows for any back up agency staff to provide services and clock in an out using the AuthentiCare system without creating a critical exception. Please continue to use the mobile application by selecting the participant expected to be served for that delivery period.

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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>
 - d. Agency mobile app training FAQs available here: <https://palcofirst.com/wp-content/uploads/2021/07/Mobile-App-FAQs-updated.pdf>
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.

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Agency Billing Changes for EVV Services for DD Waiver and Supports Waiver Fee-for-Service Claims

This is not for the Mi Via / Managed Care / Self Directed Community Benefit (SDCB)

New Mexico Human Services Department notified Personal Care Service Agency providers in December 2020 that they had selected AuthentiCare as the State's EVV vendor. All providers are required to comply with all EVV requirements and use AuthentiCare for EVV mandated services.

As part of the Electronic Visit Verification (EVV) Phase 2 Implementation, New Mexico Medicaid will implement changes to how fee-for-service (FFS) EVV claims are billed.

Impact to Providers

Today, agencies have the option of submitting claims directly to MMIS via the portal or EDI. Beginning this fall, AuthentiCare will be responsible for submitting claims for payment for all FFS EVV services directly to MMIS.

This table contains the six EVV services impacted by the new billing process:

Name	Description	Procedure Code/Modifier(s)
Supports Waiver Respite	Supports Waiver Respite	T1005
Supports Waiver Personal Care	Supports Waiver Personal Care	99509
DDW CIHS-IND	DD Waiver Customized In Home Supports - Independent Living	S5125/HB/UA
DDW CIHS-F N	DD Waiver Customized In Home Supports - Family Natural Supports	S5125/HB
DDW Respite-GP	DD Waiver Respite-Group	T1005/HB/HQ
DD Waiver Respite	DDW Respite	T1005/HB

Once the new billing process is in place, if a provider (or their billing agent) submits a claim for any of the EVV services listed above, MMIS will deny the claim and the portal will reject it.

Additional information with new claim submission process will be detailed soon.

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Developmental Disabilities Waiver Provider Listening Sessions - Electronic Visit Verification (EVV)

Listening sessions were held on July 20 and 21. Questions asked and state responses will be published in next week's newsletter.

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EOR Transition Packets

We have identified those individuals who have not submitted a completed EOR Transition Packet. Conduent will be sending EOR Transition packets to those employers in the coming weeks. Be on the lookout for that packet and please complete and submit it at your earliest convenience.

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Reminder: Quarterly Workers Compensation Fees Assessed on 7/14 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 has always been 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 7/14/21 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

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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).