

August 4, 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.

Developmental Disabilities and Supports Waiver Agency Based

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 AC 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.

Developmental Disabilities and Supports Waiver Agency Based

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

Below are responses to questions asked by participants during the July 20 and 21, 2021 Provider Listening Sessions. Additional response forthcoming.

Comments/Questions	Response
What do you like about EVV?	<p>Likes:</p> <ul style="list-style-type: none"> - Flexibility to be outside of the home with client and use the clock in and out function - Access to the worker activity report, able to see who forgot and fix clock in and clock out - Weekly newsletters
GENERAL QUESTIONS	
Some services start in the home but end in the community. How does this work under the EVV system?	<p>Federal guidelines require that EVV systems document date, time and location of services. Services can be rendered while out in the community and workers can clock in and clock out while in the community.</p> <p>Beginning in Phase 2, location of services will be required in the AuthentiCare system. Agencies will be able to enter addresses in the AuthentiCare system where participants regularly receive services in the community.</p>
The system is working well for scheduled staff but not for unscheduled staff. Agencies are having to call staff members to see if they worked and are missing a clock in and clock out time.	Agencies are encouraged to develop their own protocols for managing unscheduled staff and for monitoring clock in and clock out times of agency workers.
Exceptions are being generated for unidentified phone numbers and addresses, for the authorize # for client. What do I do to rectify this? Do agencies need to clear those exceptions?	Currently, agencies do not need to clear exceptions for numbers not identified in AuthentiCare. In Phase 2, agencies will need to clear those exceptions for claims generation and processing. Training on how to clear those exceptions will be provided as part of Phase 2 training.
Agencies have their own clock in and out systems they have purchased. Would there be a way for EVV to interface with our system?	Authenticare cannot be interfaced with provider's individual clock in and clock out systems.

Comments/Questions	Response
TRAINING	
Will billing processes and how this will work be part of Phase 2 training?	Billing, claims generation and claims processing will be covered under Phase 2 implementation and training.
Will Phase 2 be a hard implementation date or will there be time for providers to get used to the system?	Use of the system will not change under Phase 2, rather requirements regarding clearing exceptions and generation claims will change. Trainings will be provided in these areas.
MOBILE APP	
When does the mobile app go live?	The mobile app goes live August 2, 2021. Agencies can start entering mobile phone information for participants/workers in the Authenticare System now.
Is the IVR system being discontinued now that the mobile app is going live?	The IVR system will still be available for use. The IVR and mobile app are modes that are available for workers to clock in and clock out.
Do you need to use only the mobile app or only IVR?	Workers can use either the IVR or mobile app to clock in and clock out. Both modes will capture clock in and clock out times. It is recommended that workers use the same mode to clock in and clock out. For example, if a worker clocks in on the mobile app, they should clock out on the mobile app.
Workers are able to see and pull up participant information for participants they do not serve. Is the mobile app functioning as it should? Is this a HIPAA violation?	The system is functioning as intended. The ability to see all participants served under the agency allows for any agency workers to provide services in the event that a regularly scheduled worker is unable to provide services. The system is also set up this way under other Medicaid programs utilizing EVV. This is not a HIPAA violation.
Many of our clients have mobile phones. Staff have been using this phone to check in and out via IVR as it is often the phone of record for ISD. If this is what is occurring, would you suggest that the mobile app be installed on the client phone and this phone id be added to all worker records?	The mobile app can be installed on the client's phone; however, this creates a shared device situation meaning multiple workers are using the same mobile device to clock in and clock out. A shared device creates a need for each worker to have a unique QR code assigned to them and they will have to scan that QR code each time they log into the mobile app on that shared device. More information about the QR code can be found in the Agency Authenticare User Guide (Chapter 7) found here: https://palcofirst.com/wp-content/uploads/2021/08/Agency-Authenticare-User-Guide-UPDATED-August-2021.pdf



Comments/Questions	Response
	<p>To effectively link that shared device (client's phone) to each worker for the purpose of using the mobile app, the agency administrator will need to follow the instructions in Chapter 7 of the Agency AuthentiCare User Guide to add the Device ID associated with that client's phone to each worker's <i>Worker Entity Settings</i> page in the AuthentiCare Admin portal. The agency administrator will also need to generate a QR code for each worker. The QR code can be printed so each worker can carry that with them on the days they provide services for that client. The worker will not be allowed to log into the mobile app on that shared device without the QR code. More information can be found in Chapter 7 of the Agency AuthentiCare User Guide.</p>
<p>Regarding the question of "location" EVV is only requiring that the check in and check out location be documented. If workers check in at a location where they pick up and drop off a client when services are ended, they can travel to any location that is needed by the client for services. The travel locations will not be "tracked." Is this correct?</p>	<p>Only two points are collected - the location of clock in and the location of clock out. The location of workers between clock in and clock out are not being tracked or recorded.</p>
DEPARTMENT OF HEALTH	
<p>How will EVV data be used by DOH auditors?</p>	<p>Beginning in Phase 2, DDSD will focus on compliance with use of the system and will develop Key Performance Indicators based on required provider reporting and guidance for corrections and web-based claims. Initial areas related to compliance are outlined in the DDW Service Standards draft. DOH will provide information before this compliance review begins.</p> <ol style="list-style-type: none"> Establish an agency point of contact for EVV operations and state updates. Enter and delete agency participants and employees in the system timely. Confirm all applicable service authorizations data to operate the EVV system. Correct errors in the system when allowed by state.

Comments/Questions	Response
	<ul style="list-style-type: none"> e. Ensure that employees have access to the state approved EVV system and are able to clock in and out for all assigned work. f. Assure employees are trained and are using the EVV system. g. Adjust operations as needed that relate to agency's payroll, scheduling, and/or claims system as needed to accommodate the agency's business practices and the requirements for EVV system use. h. Provide requested data and information about the agency's implementation of EVV in the format and schedule established by DOH.
What will DOH auditors require to justify time corrections in the system?	See response above.
Is there limitation for how many times a provider goes in and corrects time? For example, a worker clocks in only 2 days out of 7. All agencies should be held to the same standard.	The state agrees to consistent standards for all agencies and will be issuing guidance during Phase 2 implementation to assure compliance with federal EVV requirements.

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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.

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).

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AuthentiCare Interactive Voice Response (IVR) Order of Services has Changed

With the July release for the New Mexico Fee For Service AuthentiCare, DOH asked to include an additional service code. The additional service is Mi Via IHLS Exception for the Mi Via Wavier. The new service is available with both the IVR and the Mobile check in options.

An additional change you may have noticed is, the order the services are read back in the IVR was changed to accommodate the inclusion of the new service. We recommend that you listen to the IVR recording until you become familiar with the new service option sequence

Below is the full list of services on the IVR. The added service is highlighted below:

Waiver Name	Service Identifier	Service name in IVR	Service name on Website	Service name on Mobile	List order
DDWV	DDWVS5125HB	DD Waiver Customized In Home Supports -Family Natural Supports	DDW CIHS-F/N	DDW CIHS-F/N	1
DDWV	DDWVS5125HBUA	DD Waiver Customized In Home Supports -Independent Living	DDW CIHS-IND	DDW CIHS-IND	2
DDWV	DDWVT1005HBHQ	DD Waiver Respite-Group	DDW Respite-GP	DDW Respite-GP	3

Waiver Name	Service Identifier	Service name in IVR	Service name on Website	Service name on Mobile	List order
DDWV	DDWVT1005HB	DD Waiver Respite	DDW Respite	DDW Respite	4
MVIA	MVIA99509	Mi Via Homemaker/Direct Support	Mi Via Homemaker	Mi Via Homemaker	5
MVIA	MVIAT2033	Mi Via In Home Living Supports	Mi Via IHLS	Mi Via IHLS	6
MVIA	MVIAT2033E	Mi Via In Home Living Supports Exception Rate	Mi Via IHLS Exception	Mi Via IHLS Exception	7
MVIA	MVIAT1005SD	Mi Via Respite	Mi Via Respite-SD	Mi Via Respite	8
SUWV	SUWV99509	Supports Waiver Personal Care	Supports Waiver Personal Care	Supports Waiver Personal Care	9
SUWV	SUWVT1005SD	Supports Waiver Respite	Supports Waiver Respite	Supports Waiver Respite	10

How-to Tips

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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/wpcontent/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.