

Past Newsletters are available on the NM Medicaid Portal under provider information at:
<https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm#Palco-Welcome>

September 1, 2021

Critical Updates

Mi Via and Supports Waiver Participant-Directed

New Payment Request Form (PRF) and Invoices Submission Process

Conduent has provided a new way to submit your Payment Request Form (PRF) and invoices. Users can upload signed and completed PRFs and invoices through the Medicaid Portal. This option is now available to users with a member/participant Medicaid number. No user ID or sign in is required.

This option is another way to upload PRFs and invoices. The options to submit the PRF to the docprocessing@Conduent.com mailbox, via fax 1-866-302-6787 or by mail PO Box 27460, Albuquerque, NM 87125 are still available.

You will receive a confirmation number once your upload has been successful. These uploads will be sent directly to the Conduent indexing queue for faster processing.

Please see steps below on how to submit your Payment Request Form (PRF) and invoices through the Medicaid Portal. If you have any questions, please call the Consolidated Customer Service Center (CCSC) at 1-800-283-4465 then press 5.

Upload Payment Request Form tool

<https://nmmedicaid.portal.conduent.com/webportal/uploadPayment>

or
<https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm> Click on Upload Payment Request Form (PRF) on the left menu



New Mexico Department of Health
Coronavirus Update

New Mexico Medicaid
Coronavirus Update

New Mexico Medicaid Portal

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ANSI ASC X12N 5010 Implementation Guides		
EDI Forms	Word	Adobe
EDI Form Description / Usage	Not Available	PDF Format
EDI Provider Trading Partner Agreement	Word Format	PDF Format
EDI Submitter Trading Partner Agreement	Word Format	PDF Format
EDI Authorization Form	Word Format	PDF Format

This new page allows completed Payment Request Forms and supporting documentation to be uploaded and submitted electronically on the web portal. No user ID or sign in is required.

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Upload Participant/Self-Direction Payment Request Form (PRF)

This page is a faster way to submit payment request forms (PRF). You must enter the participant Medicaid Card number in the first field below. Please enter the Vendor Federal Tax ID Number, if available. You can upload and submit a completed PRF form on this page. You will get a confirmation number if your submission is successful.

You can find a copy of the Participant/Self-Direction Payment Request Form (PRF) in [Self Direction](#) section

Please contact the Consolidated Customer Service Center (CCSC) at 1-800-283-4465 if you have any questions or need assistance.

Member/Participant Medicaid Card Number	<input style="width: 90%;" type="text"/>
Vendor Federal Tax	<input style="width: 90%;" type="text"/>

Upload Attachments

Submit

[Please click here to cancel attachments.](#)

Member ID and at least one attachment are required in order to submit

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Vendor Federal Tax	<input style="width: 90%;" type="text"/>

Upload Attachments

Submit

[Please click here to cancel attachments.](#)

Each attachment may have a maximum size of 5 MB. It's recommended to attach PDF, JPG, TIF, PNG, and Word document files. Please do not attach ZIP files, PowerPoint, Excel, or password-protected files.



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Upload Participant/Self-Direction Payment Request Form (PRF)

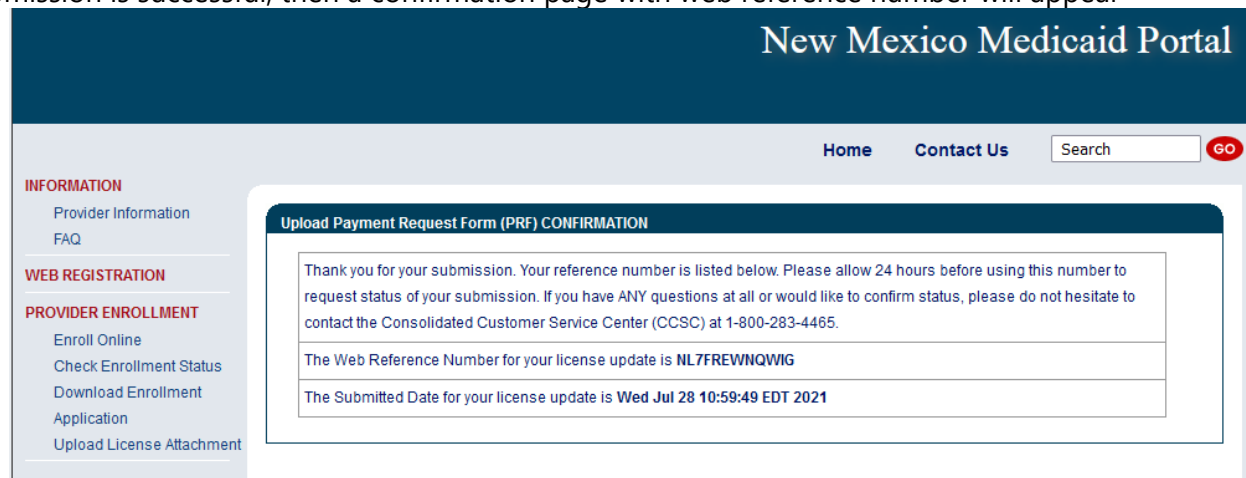
Provider Update — Mozilla Firefox
https://nmmedicaid.portal.conduent.com/webportal/updateDocumentUpload?docu

Provider Update Documents - Add OTHER_PROOF Document

Description	<input type="text"/>
Document	<input type="button" value="Browse..."/> No file selected.

Each attachment may have a maximum size of 5 MB. It's recommended to attach PDF, JPG, TIF, PNG, and Word document files. Please do not attach ZIP files, PowerPoint, Excel or password-protected files.

If submission is successful, then a confirmation page with web reference number will appear



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Upload Payment Request Form (PRF) CONFIRMATION

Thank you for your submission. Your reference number is listed below. Please allow 24 hours before using this number to request status of your submission. If you have ANY questions at all or would like to confirm status, please do not hesitate to contact the Consolidated Customer Service Center (CCSC) at 1-800-283-4465.

The Web Reference Number for your license update is **NL7FREWNQWIG**

The Submitted Date for your license update is **Wed Jul 28 10:59:49 EDT 2021**

Mi Via and Supports Waiver Participant-Directed

Stop Payment Processing

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. Once the check is reissued and received, the original (damaged or otherwise unusable) check can be destroyed.

A stop payment request should only be made when you have not received a check you expected to receive and the FOCOnline system shows the payment was issued. Please allow 10 business days from the date the check was issued to request a stop payment. Beginning August 23rd, stop payments will only be processed on Mondays with payments reissued on Tuesdays each week.

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. You can sign up for direct deposit or a Money Network Card by completing and submitting the Pay Selection form: https://palcofirst.com/wp-content/uploads/2021/08/Pay-Selection-Form_NM_REV082021.pdf.

Checks for Goods or Services

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.

Mi Via and Supports Waiver Participant-Directed

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 by 9/17/21.

By completing this EOR Transition Packet, you are authorizing Palco to be the fiscal/employer agent. This means that Palco will make sure all employer paperwork and taxes are submitted on your behalf to the Internal Revenue Service (IRS) as well as the NM Taxation and Revenue Department and the NM Department of Workforce Solutions.

After you have completed (and signed) all forms in the packet, please return the packet to Conduent via:

Fax: 1-866-302-6787;

Email: docprocessing@conduent.com; OR

Mail: Conduent

1720A Randolph Rd SE

Albuquerque, NM 87103

Major Issues and Resolutions

Mi Via and Supports Waiver Participant-Directed

Developmental Disabilities and Supports Waiver Agency Based

Reminder: Maximum Checkout Window for required EVV services

See the table below for current services required in AuthentiCare and the maximum time allowed before a check out is required.

If a service exceeds the maximum checkout window the employee should check out when the max checkout window is reached and then check in again through IVR. The employee should check out at the end of their scheduled work time.

Services should be provided according to program service standards and waiver participants' approved service plans.

Failure to check out within the maximum check out window will generate a claims exception. During Phase 1, EVV claims exceptions are informational and do not require action by the provider or vendor in order for the claim to proceed. However, in the future during Phase 2, both critical and informational exceptions will be generated by the AuthentiCare system and critical exceptions will need to be resolved before the claim can proceed and be paid.

The State has reviewed provider concerns related to the maximum check out windows and will implement changes to the maximum check out window as part of Phase 2. **At this time the maximum hours allowed before check out remain as shown in the table below.**

Service name in IVR	Service name on Website	Procedure code	Modifier 1	Modifier 2	Maximum hours allowed before checkout required
Mi Via Homemaker / Direct Support	Mi Via Homemaker	99509			20
Mi Via In-Home Living Supports	Mi Via IHLS	T2033			24
Mi Via Respite	Mi Via Respite-SD	T1005	SD		20
DD Waiver Respite	DDW Respite	T1005	HB		20
DD Waiver Respite - Group	DDW Respite-GP	T1005	HB	HQ	20
DD Waiver Customized In-Home Supports - Family Natural Supports	DDW CIHS-F/N	S5125	HB		20



Service name in IVR	Service name on Website	Procedure code	Modifier 1	Modifier 2	Maximum hours allowed before checkout required
DD Waiver Customized In-Home Supports - Independent Living	DDW CIHS-IND	S5125	HB	UA	20
Supports Waiver Personal Care	SW Personal Care	99509			20
Supports Waiver Respite	SW Respite	T1005	SD		20