

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

September 22, 2021

Critical Updates

Developmental Disabilities and Supports Waiver Agency Based

AuthentiCare Training Update

We are updating training dates and will provide information for updated training sessions when available.

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 or the mobile app. 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.

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			24
Mi Via In-Home Living Supports	Mi Via IHLS	T2033			24
Mi Via Respite	Mi Via Respite-SD	T1005	SD		24
DD Waiver Respite	DDW Respite	T1005	HB		24
DD Waiver Respite - Group	DDW Respite-GP	T1005	HB	HQ	24
DD Waiver Customized In-Home Supports - Family Natural Supports	DDW CIHS-F/N	S5125	HB		24
DD Waiver Customized In-Home Supports - Independent Living	DDW CIHS-IND	S5125	HB	UA	24
Supports Waiver Personal Care	SW Personal Care	99509			24
Supports Waiver Respite	SW Respite	T1005	SD		24

How-to Tips

Mi Via and Supports Waiver Participant-Directed

Developmental Disabilities and Supports Waiver Agency Based

New Procedure for Returning Checks to the Budget or Reissuing

Please return checks to Palco if monies need to be restored to the budget or checks need to be reissued. Do not destroy checks. Write "Void" across the check and mail the check back to Palco with a note explaining whether you want the check returned to the budget or reissued. If you no longer have the check, please file a Stop Payment Request with Conduent.

Mail checks to:

Palco
PO Box 242930
Little Rock, AR 72223