

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

**September 29, 2021**

### **Critical Updates**

#### **Mi Via and Supports Waiver Participant-Directed**

##### **AuthentiCare Time Entry Updates in FOCoS**

If you are entering time in AuthentiCare, please allow overnight batching of your time to occur. If you enter time after 12am, your time will not show in FOCoS until 8am the following day. There is no need to reenter your time in the FOCoS. If after 24 hours you do not see a time entry in AuthentiCare, please call the Consolidated Customer Service Center (CCSC) at 1-800-283-4465 then press 5.

### **How-to Tips**

#### **Mi Via and Supports Waiver Participant-Directed**

##### **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