

Past newsletters are available on the NM Medicaid Portal at the bottom of the Provider Information section at: <https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm>

October 13, 2021

## **Critical Updates**

### **Developmental Disabilities and Supports Waiver Agency Based**

#### **Provider Agency Tips for Phase 2**

- ✓ Agency has a minimum of two administrators (pg. 10 of the AuthentiCare manual.)
- ✓ All administrative staff using AuthentiCare have the correct website bookmarked as follows:  
<https://www.authenticare.com/PALCONM/login.aspx> (Top right should state **AuthentiCare Palco New Mexico.**)
- ✓ All clients are imported to the Agency provider entity page
- ✓ Agency has process for importing new clients in to AuthentiCare
- ✓ All employees/workers are entered in the Agency worker entity page
- ✓ All workers have a 6-digit employee ID# (the ID# the Agency gives the employee that AuthentiCare generates)
- ✓ Client address and phone number in AC is correct (if it is incorrect, client/guardian must follow the process to update their Medicaid account)
- ✓ Any worker who is using the app has successfully downloaded the app and has the ability to clock in/out from the app
- ✓ If an employee forgets to clock in or out, the Agency enters the correct missing time in/out on the claim in AuthentiCare
- ✓ If an employee completely misses a clock in/out, the Agency enters a web claim
- ✓ Agency is using AuthentiCare reports for the following:
  - Ensure all clients receiving services through EVV have a claim in AuthentiCare
  - Manage missing time in/out entries
  - Review Agency's EVV complianceThe Claims Data Listing Report (CDL) can be accessed to find all of this info.
- ✓ Agency is using tips from Palco weekly newsletter  
<https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm>

**Resources:** AuthentiCare user manual. Available on the Palco NM website using the following link: <https://palcofirst.com/wp-content/uploads/2021/08/Agency-AuthentiCare-User-Guide-UPDATED-August-2021.pdf>

Training materials available on the Palco NM website using the following link:  
<https://palcofirst.com/new-mexico/>

## 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.

### Major Issues and Resolutions

#### Developmental Disabilities and Supports Waiver Agency Based

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

### Reminder: Updating Contact Information

The waiver programs regularly issue important information to recipients, Employers of Record (EORs), self-directed providers, and self-directed employees. **Waiver recipients** must update their demographic information, including address and phone number, with the Income Support Division (ISD). This information is then received by the Medicaid system. You may update information with ISD by:

- YESNM Portal: <https://www.yes.state.nm.us>
  - If you have a username and password for YesNM simply sign into your account.
  - If you have not set up an account, you may create a user name and password by selecting "create an Account." Tutorial videos for YESNM can be found on the NM Medicaid Portal.

Once you have logged in select "Check my Benefits" to update your address and phone number and mailing address.

- Fax to 1-855-804-8960
  - Be sure to include the case number, the recipients full name, and the changes that are being made.

**EORs, self-directed providers, and self-directed employees** must update their information with Conduent. This information can be emailed to Conduent at [docprocessing@conduent.com](mailto:docprocessing@conduent.com). Email is an important way that Conduent and/or Palco may contact you. Please ensure that your email address is correct.

#### Developmental Disabilities and Supports Waiver Agency Based

### Agency Monitoring Guidance

DDSD issued guidance instructing agencies through two steps the providers must take to increase readiness for changes to the billing process in preparation for Phase 2 implementation of EVV. Any DD Waiver or Supports Waiver service provider of the required EVV service categories must: (1) complete an online EVV Phase 2 Readiness: Provider Assessment, and (2) capture and maintain accurate and complete information within the AuthentiCare System that represents services provided and claims submitted for payment implemented during Phase I of EVV implementation and ongoing throughout Phase 2. Please refer to the DDSD numbered memo issued 9/15/21 (DDSD-SW numbered memo 2021-03, DDSD-DDW numbered memo 2021-08).

## How-to Tips

### Mi Via

#### IHLS guidance

- Caregivers should clock in at the beginning of provision services.
- Caregivers will clock out at the end of the provision of services.
- Caregivers can clock in and clock out for a maximum of 24 hour duration, if applicable.
- For caregivers providing 24 hour services, caregivers are not required to clock in or out at the beginning or end of a specific activity, rather at the beginning and end of their shift.
- Examples:
  - **Example 1:** If the caregiver starts their work day at 9 am and will be providing services through the day and throughout the night.  
The caregiver will clock in at 9 am and clock out the following morning by 8:59 am
  - **Example 2:** Caregiver starts their work at 9 am every day. Participant leaves from 1 pm to 4 pm for Community Direct Support services. When the participant returns home the caregiver will be providing services through the rest of the day and throughout the night.  
The caregiver will clock in at 9 am and clock out at 1 pm. When the participant returns, the caregiver will clock in again at 4 pm and clock out before 8:59 am.
- Vendors reconcile total hours of IHLS provided per day, meeting time requirement of service delivery as per NMAC 8.314.6.15 C(3)(a)

In addition to using the EVV system:

- Daily progress notes required outside of EVV to meet NMAC 8.326.10.12.
- Daily progress notes are subject to Department of Health (DOH) Division of Health Improvement (DHI) audits.

### Mi Via and Supports Waiver Participant-Directed

**New Procedure for Reissuing or Returning Checks to the Budget** 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