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October 20, 2021

## 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 and Supports Waiver Participant-Directed

#### 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.