

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 27, 2021

## Major Issues and Resolutions

### Developmental Disabilities and Supports Waiver Agency Based

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

#### AuthentiCare Mobile App

The AuthentiCare Mobile App allows for fast and seamless clock in and clock out. The mobile app allows employees to clock in and out even when the user is offline/has no data service. The clock in and out data is uploaded once in a service area.

Another benefit of the mobile app is the ability to quickly identify and clock in for the participant the employee is working with. The mobile app lists all the participants the agency serves. Listed is the participants' name and address. This is beneficial in that if a regularly scheduled employee is unable to work, another employee from the agency can work and can clock in and out for the participant with ease. This feature supports the required emergency backup plan in Mi Via and required safeguards in DD and Supports Waiver. The mobile app is easy and secure to use.

### 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 username 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.

## 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 workday 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.