

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>

November 3, 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.

Mi Via and Supports Waiver Participant-Directed

Reminder: Email Campaign

Palco and Conduent are working together to ensure all current employees, participants, and employers of record (EOR) have accurate information on file.

One critical piece of information is your e-mail address. Your **e-mail address** will be used for;

- Communication / notification from Palco or Conduent
- Personal login ID for Palco Connect system

Your e-mail address will also be used for any notifications that are sent regarding timesheets or general program communications. These e-mail notifications will help you ensure timesheets are correct and payments will be on time.

Each person (user) **is required to have their own unique login ID** for the Palco CONNECT system. For example an employee and an employer cannot **share the same** e-mail address.

If you are an employee or an employer (EOR) and you are not sure if your correct e-mail address is in the FOCoS system, please contact the Consolidated Customer Service Center (CCSC) at 800-283-4465 to update your e-mail address by phone. You may also update your email address by

emailing a Change of Information form to Conduent at docprocessing@conduent.com. Please keep in mind that if you have more than one e-mail address listed in FOCoS, you must choose one (you can call CCSC or e-mail Conduent to update the information).

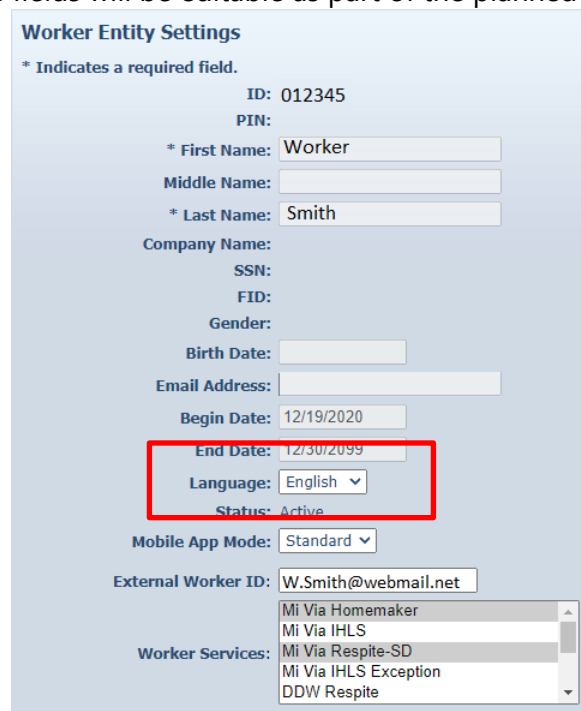
If you have recently updated your email or other demographic information, please disregard. Thank you for updating your information timely.

How-to Tips

Developmental Disabilities and Supports Waiver Agency Based

Current Process for Changing a Worker's Begin and End Dates

Agency providers may have noticed that the **Begin Date** and **End Date** fields on the Worker Entity Settings page are not editable (greyed out) after adding the worker. This is expected functionality as part of the Phase 1 implementation. These fields will be editable as part of the planned Phase 2 implementation.



Worker Entity Settings
* Indicates a required field.

ID: 012345
PIN:
* First Name: Worker
Middle Name:
* Last Name: Smith
Company Name:
SSN:
FID:
Gender:
Birth Date:
Email Address:
Begin Date: 12/19/2020
End Date: 12/30/2099
Language: English
Status: Active
Mobile App Mode: Standard
External Worker ID: W.Smith@webmail.net
Worker Services:
Mi Via Homemaker
Mi Via IHLS
Mi Via Respite-SD
Mi Via IHLS Exception
DDW Respite

Should a provider need to change the worker's Begin or End Date before the Phase 2 implementation, follow the steps below:

1. Contact the CCSC to open the request, providing the following information:
 - Agency / Provider Name
 - Provider ID
 - Worker Name
 - Worker ID
 - Current Start and End dates
 - New / Requested Start and End dates
2. The CCSC will route the request noting the changes which needs to be completed.