





ELECTRONIC VISIT VERIFICATION (EVV)

DDW & SUPPORTS WAIVER AGENCY BASED

POST-GO LIVE INFORMATION SESSION : JANUARY 15, 2021

NICOLE COMEAUX, MEDICAID DIRECTOR

INVESTING FOR TOMORROW, DELIVERING TODAY.

HUMAN SERVICES DEPARTMENT

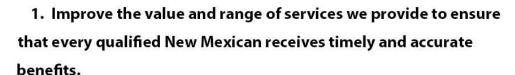
MISSION

To transform lives. Working with our partners, we design and deliver innovative, high quality health and human services that improve the security and promote independence for New Mexicans in their communities.

GOALS



We help NEW MEXICANS





We communicate EFFECTIVELY

2. Create effective, transparent communication to enhance the public trust.



We make access EASIER

3. Successfully implement technology to give customers and staff the best and most convenient access to services and information.



We support EACH OTHER

4. Promote an environment of mutual respect, trust and open communication to grow and reach our professional goals.

GOALS

Investing for tomorrow, delivering today.

GOALS

- Address questions received from providers and other stakeholders as a result of the EVV go-live
- This session is targeted to DDW and Supports Waiver agencybased providers

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QUESTION	RESPONSE
What is a Primary	Agencies should designate a Primary Administrator who should be accessible to workers
Administrator? How is one	for functions such as resetting/unlocking accounts. More than one Administrator is
set up in AuthentiCare?	preferred.
	Examples of Primary Administrator functions include:
	Enroll new workers
	Establish administrative users
	Reset passwords
	Manage workers and participant information
	Run and view reporting
	Detailed functions of a Primary Administrator are outlined in the Authenticare Agency User Guide available at: https://palcofirst.com/wpcontent/uploads/2020/12/ACR_Palco_NM_User_Guide.pdf
	HUMAN #

QUESTION	RESPONSE
Who sets up and gives my agency	A Provider Agency sets up their worker in AuthentiCare using the
employees their worker ID?	"provider registration". When the Agency registers their worker in
	AuthentiCare, they will be assigned a Worker ID. The Agency must share
	the Worker ID with the worker/employee. The Worker ID will be used
	by provider/vendor agency employee to clock in and out.
What is the difference between a Worker ID	Worker ID is generated by AuthentiCare when agencies register their
and Palco ID? When is the Worker ID used?	workers. Worker IDs are used by agency employees to clock in and out.
When is the Palco ID used?	
	Palco ID comes from Palco and is used by employees who are directly
	hired by the Mi Via or Supports Waiver participant/EOR to clock in/clock
	out.
	Please reference the EVV Workstream to determine the proper IDs to be
	used for clocking in and out.
	https://palcofirst.com/wp-content/uploads/2020/12/NM-EVV-
	WORKSTREAMS-FINAL-FOR-DISTRIBUTION.pdf HUMAN SERV

QUESTION	RESPONSE
My employees received a letter with client and employee IDs. Was this in error?	It is important to note that employees of agencies may also be providing services under the self-directed waivers and will be also be issued a Palco ID for use when clocking in and out for these self-directed waiver services. In these cases, the employee will use a Worker ID for agency-based services and a Palco ID when providing services under a participant/EOR.
	Agencies should continue to register their employees and obtain a Worker ID. When providing services under your agency, your employee must use the Worker ID you provided them to clock in and clock out.
	Please reference the EVV Workstream to determine the proper IDs to be used for clocking in and out.

QUESTION	RESPONSE
The participant's Medicaid ID# is needed to use the	The process to change the use of the Participant Medicaid ID is
IVR system. There are concerns with using this	a large-scale change involving several systems and will need to
personal information. Will there be changes to this	be discussed and evaluated further.
process?	

QUESTION	RESPONSE
Providers use other programs for daily progress notes. There may be a difference in EVV clock in and clock out times and time stamps on daily progress notes. Will this be an issue moving forward during audits?	The DOH Office of Internal Audit (OIA)and Division of Health Improvement (DHI)/ Quality Management Bureau (QMB) will continue to review daily progress notes as appropriate. The State is exploring a response as to the level of scrutiny that will be used in comparison of EVV data and data included in daily progress notes.

QUESTION	RESPONSE
What are Critical vs. Information	Exceptions are used to readily identify visits that do not meet the
Exceptions?	business rules established for the program.
	Exceptions can be informational to alert the user that a criterion was not
	met (like the check in phone number not matching the authorized
	number) or can be critical, which prevent the visit from being exported
	for adjudication (for example, no authorization for service).
	In AuthentiCare, the Exception Report, which can be accessible to the
	Primary Administrator, is structured to identify exceptions for a single
	member or for multiple members with the same exception.
	AuthentiCare is not enforcing any of the exceptions during Phase 1.
	Critical and Information exceptions and processes to address and correct
	may be in place in Phase 2.
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QUESTION	RESPONSE
A waiver participant may be in a	Agencies should refer to waiver Service Standards as to where services can
location outside of their home, such as	be rendered. Agencies should develop internal processes that address
in the community or on vacation but	concerns of potential misuse EVV system.
require EVV services. How should these	
be addressed within the EVV system.	Some agencies are getting notification of exceptions. When calling into IVR
	from an unidentified number, an exception occurs indicating that the
	agency must review the clock in and clock out. AuthentiCare is not
	enforcing any exceptions during Phase 1. However, in the future, calling
	into the IVR should occur on a phone number registered and identified in
	the AuthentiCare system. When calling into the IVR from an unidentified
	number, a critical exception will occur indicating that the agency must
	review the clock in and clock out.
	In Phase 2, IVR clock in and clock out must occur from a registered number.
	Additional training to follow.

QUESTION	RESPONSE
Employees have chosen the wrong service	Agency Primary Administrators should correct the service code in
code when clocking in and out. What should	AuthentiCare.
we do?	
	The IVR menu lists all the EVV services for all the waivers: DDW, Mi Via, and Supports Waiver. Agencies must provide guidance to employees of the correct service to choose in the IVR menu. DDW and Supports Waiver Agency-Based services are read aloud in the IVR system as follows: (see table slide 14).

SERVICE NAME	SPANISH TRANSLATION
DD Waiver Customized In Home Supports - Family Natural Supports	Apoyos en el hogar personalizados del programa de Exención por Discapacidades del Desarrollo: apoyo familiar
DD Waiver Customized In Home Supports - Independent Living	Apoyos en el hogar personalizados del programa de Exención por Discapacidades del Desarrollo: vida independiente
DD Waiver Respite	Exención por Discapacidades del Desarrollo del programa de descanso
DD Waiver Respite-Group	Exención por Discapacidades del Desarrollo del grupo del programa de descanso
Supports Waiver Personal Care	Exención de apoyos de cuidado personal
Supports Waiver Respite	Exención de apoyos del programa de descanso

QUESTION	RESPONSE
The participant does not have a working home	This is an agency decision.
phone, and the employee does not want to use their	
own phone to call the IVR. Do agencies need to	
supply the worker with a method to use the IVR?	
My agency is having difficulty with set up or has	Beginning January 4, 2021, for Electronic Visit Verification
AuthentiCare questions. Who should be contacted	questions related to IVR logins or technical issues please call
for technical assistance?	the CCSC:
	1-800-283-4465 and Press *
	(IVR or technical issues will be transferred to Palco)

PHASE 2: SPRING 2021

PHASE 2

- Phase 2 will begin 2nd Quarter 2021
 - EVV mobile application will be made available in addition to IVR
 - Captures the check in/check out data for each visit

 Training and information sessions will be scheduled prior to Phase 2

RESOURCES

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LOCATIONS OF INFORMATION

ELECTRONIC VISIT VERIFICATION (EVV)

RESOURCES

EVV Frequently Asked

Questions

EVV Frequently Asked

Questions - Spanish

EVV Telephony User Guide -

Mi Via and Supports Waiver

Direct Hire Employees

EVV Telephony User Guide -

Mi Via and Supports Waiver

Direct Hire Employees -

Spanish

EVV Telephony User Guide -

Self-Directed Community

Benefits

EVV Workstreams

EVV Workstreams - Spanish

MIVIA & SUPPORTS WAIVER

EVV FFS Training Recording

Links

EVV FFS Training Slides

EVV FSS Spanish Training

Slides

Mi Via EVV Exemption Code

Guidance

PROVIDER AGENCIES

Agency Welcome Letter

Agency User Guide -

Authenticare

EVV Agency Training Slides

EVV Agency Training

Recording Link

EVV Forum 0&A

EVV HSD-MAD Information

Session

EVV Telephony User Guide -

Provider and Self-Directed

Vendor Agencies

EVV Telephony User Guide -

Provider and Self-Directed

Vendor Agencies - Spanish

EVV Vendor Agency FAQ

Additional information such as enrollment packets, user guides, FAQs, training presentations, and training recordings can be found on the *Palco* website as shown below at

https://palcofirst.com/newmexico



GUIDANCE FOR USING EVV ACROSS AGENCIES & SELF-DIRECTION

PALCO

NEW MEXICO EVV WORKSTREAMS

GUIDANCE FOR USING EVV ACROSS AGENCIES AND SELF-DIRECTION

This resource helps identify the differences in using Electronic Visit Verification (EVV) in an agency vs Self-Direction. It's important to note a worker may fall in both of these workstreams and must use both workstreams when that happens. Choose carefully the correct workstream for how your payments will be made. This document is not for Self-Directed Community Benefit (SDCB).

DOH TRADITIONAL PROVIDER AGENCIES

DDW and Supports Waiver Agency-Based Providers

The provider agency pays you directly and issues your 1099 or W2

Provider agencies must obtain credentials to AuthentiCare and register their workers.

Agencies provide workers with their IDs.

MI VIA AND SUPPORTS WAIVER PARTICIPANT DIRECTION

Direct Hire Employees

On behalf of your participantemployer, Palco (replacing TNT) pays you and sends you a W-2

Self-Directing
Participants and their
Employees have been
registered by Palco.

Vendor Agencies

The vendor agency hired by participant/EOR pays you directly and sends you a W-2.

Vendor Agencies must obtain credentials to AuthentiCare and register their workers.

Agencies provide workers with their IDs.

1 REGISTRATION



GUIDANCE FOR USING EVV ACROSS AGENCIES & SELF-DIRECTION

DOH TRADITIONAL PROVIDER AGENCIES

DDW and Supports Waiver Agency-Based Providers

The provider agency pays you directly and issues your 1099 or W2

> Participants use their Medicaid ID. Workers are issued an AuthentiCare ID under their provider agency.

Workers use the ID number provided by the agency and the participant's Medicaid ID.

MI VIA AND SUPPORTS WAIVER PARTICIPANT DIRECTION

Direct Hire Employees

On behalf of your participantemployer, Palco (replacing TNT) pays you and sends you a W-2

The Participants and their Employees have been provided Palco **IDs** by Conduent / mail.

Use the Palco ID numbers for both the participant and their employees.

Vendor Agencies

The vendor agency hired by participant/EOR pays you directly and sends you a W-2.

Participants use their Medicaid ID. Workers are issued an AuthentiCare ID under their vendor agency.

Workers use the ID number provided by the agency and the participant's Medicaid ID.

ICES day.

ID NUMBERS

CLOCKING IN/OUT

GUIDANCE FOR USING EVV ACROSS AGENCIES & SELF-DIRECTION

DOH TRADITIONAL PROVIDER AGENCIES

DDW and Supports Waiver Agency-Based Providers

The provider agency pays you directly and issues your 1099 or W2

> Time approval processes within the Agency will remain the same.

Payment from the Agency will remain the same. Provider Agencies will continue to bill Omnicaid.

MI VIA AND SUPPORTS WAIVER PARTICIPANT DIRECTION

Direct Hire Employees

On behalf of your participantemployer, Palco (replacing TNT) pays you and sends you a W-2 Time approval processes within the Focos system by the Employer will remain the same.

Payments will be issued by Palco starting in January.

Vendor Agencies

The vendor agency hired by participant/EOR pays you directly and sends you a W-2.

Time approval processes within the Agency will remain the same.

Payment from the Agency will remain the same. Agencies will continue to submit PRF for phase one.

TIME **APPROVAL**

6 **PAYMENT**

CES

CONSOLIDATED CUSTOMER SERVICE CENTER

■ The Consolidated Customer Service Center (CCSC) is available to provide information about all Medicaid programs, including EVV.

Hours of Operation:

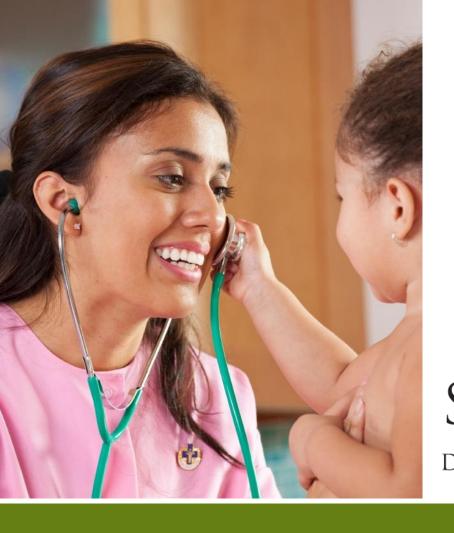
Monday -Friday from 7:00 a.m. - 5:00 p.m. (Mountain Time)

• Beginning January 4, 2021, for <u>Electronic Visit Verification questions related to IVR logins or technical issues</u>, please call:

1-800-283-4465 and Press *

(IVR or technical issues will be transferred to Palco)

For immediate assistance please go to Palco's website for EVV forms, FAQs and resources
 Palco Website: https://palcofirst.com/new-mexico







QUESTIONS AND COMMENTS?

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