

NEW MEXICO EVV FAQ

Electronic Visit Verification Frequently Asked Questions for New Mexico - MiVia, Supports Waiver and DD Waiver Agency

This is not for the Managed Care / Self Directed Community Benefit (SDCB)



What EVV System will Palco use?

Palco has partnered with FiServ to provide stakeholders with one of the best EVV platforms that exists nation wide.

When will EVV be implemented?

EVV must be implemented for all New Mexico recipients by January 1, 2021 for applicable service codes.

How will the six data points be captured?

Palco clients will be using the telephony/IVR option. Using a landline or mobile phone, the system will capture the location and 5 other data points in real time. Please review the training provided by Palco for more information.

OVERVIEW

Electronic Visit Verification (EVV) is a system which electronically verifies that home or community-based service visits occur by capturing and documenting six points of data:

- Type of service performed
- Individual receiving services
- Individual providing services
- Date of the service
- Location of the service
- Time services begins and ends

EVV is a federal mandate under the 21st Century Cures Act that requires compliance by Medicaid agencies by January 1st 2021.

MORE INFORMATION:

[CLICK HERE FOR MEDICAID GUIDANCE ON ELECTRONIC VISIT VERIFICATION](#)

What is telephony/IVR and how does it work?

Telephony or Interactive Voice Recognition (IVR) is a method of EVV used via the participant's landline or mobile phone. The employee uses a landline or mobile phone to call in at the beginning of the shift and call out at the end. Calls are to a toll-free number and voice prompts guide the entire process.

How will service details collected through EVV be kept safe?

All Medicaid data, EVV related or not, is stored on secure servers that are managed and maintained by Palco. We are responsible for ensuring the data meets state cyber security and Health Insurance Portability and Accountability Act (HIPAA) requirements.



If I am exempt from online timesheets, am I also exempt from EVV?

Yes, the exemption process for online timesheets will be the same exemption process for EVV. Specific criteria must be met in order to receive an exemption. Contact your consultant or CSC for information.



Whose phone can be used for clocking in?

For Phase one, any phone can be used. The phone can be the participant's phone, caregiver's phone or another available phone.

Does it have to be the same phone every time?

For Phase one, no. Any phone can be used.

How long does clocking in/out take?

We estimate the average time to be less than one minute.



Can the EVV solution be used in rural areas?

The EVV Solution is designed to work across the state. The telephony/IVR option can be used with any landline or cell phone.

Can I use the Telephony/IVR option from my cell phone?

For the state of New Mexico, in Phase one, cell phones can be used for IVR to capture all the required data as part of the 21st Century Cures Act. This will change in Phase two of the implementation and only verified landlines and the mobile app will be allowed.

What happens if there is a mistake with the time entry?

The EOR can access FOCoS to add any time that was missed. This applies to self-directed services only.

Will I get separate checks for EVV and my other services that are not EVV?

No, if your EVV time and your timesheet for other services are submitted on time, you will get paid for EVV and other services at the same time since they are for the same pay period.

How can I get training on EVV?

Palco provided New Mexico program stakeholders training in December. To view a recording visit the Palco YouTube library for access.

https://www.youtube.com/channel/UCwnV29qcSNa6_GBktF4Lxzw/videos



Who will approve the EVV time?

The self-directing employer can review and approve the time in the Focos system.



What if my employee lives with me and takes care of me 24/7 and 365 days a year?

The approved hours and services do not change because of EVV. You are still only approved for the same amount of services and hours on your plan. If you have questions about what is approved, please follow up with your Consultant, CSC, or Case Manager

What if two employees are providing services at the same time?

Both employees should clock in when the shift starts and clock out when the shift ends.



Can I record all of my time at the end of the day?

No, part of being compliant with the mandate is ensuring all 6 points of data are captured in real time. You must clock in and clock out as the services begin and end.

What do I do if I am providing two services at the same time?

Two EVV required services should not be provided at the same time.

What do I do if I am providing services for two Participants at the same time?

Services should only be provided to one participant at one time.

AGENCY PROVIDERS

Do Agencies have to comply with EVV?

Yes. Agencies will need to ensure all employees and independent contractors that they employ to provide EVV required services comply with the Federal Mandate.

How will agency workers get registered?

Agencies must register with Authenticare and use the Authenticare system to register and manage their workers. Please see the training for more information on how to register with Authenticare.

Who can assist the employees with their schedule or when to clock in/out?

This is the responsibility of the agency.

How does EVV affect billing?

Nothing with billing practices has changed. Agencies must ensure compliance with EVV by ensuring employees are complying. EVV will be tied to claims and records will need to align starting in phase 2.



How do agencies learn about Authenticare?

Agencies should review the Authenticare User Guide supplied by Palco for direction on navigating Authenticare.

Do independent contractors have to comply with EVV?

The provider agency must ensure anyone providing EVV mandated services on their behalf complies with EVV.

What is the role of the EOR for agency services?

The EOR and Agency should work together to determine the responsibilities of each party and ensure the EVV mandate is met.

Who is responsible to train agency workers on EVV?

The provider agency is responsible to train and ensure all employees providing EVV required services are in compliance.

Can agencies pull reports for their employees in authenticare?

Yes! Please see user guide.



Other Questions?

Contact the Consolidated Customer Service Center at **1-800-283-4465** and press “5” for assistance. Hours are 7am to 5pm, Monday through Friday.

Please visit the Palco website for forms and resources!
<https://palcofirst.com/new-mexico/>

Send any enrollment paperwork to Conduent:

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