

April 29, 2021

Mi Via and Supports Waiver Participant-Directed
Developmental Disabilities and Supports Waiver Agency Based

Reminder: Newsletter Headings Have Been Added!

Based on input from the field, we have made some changes to the newsletter format. You'll notice heading boxes above each article to distinguish Self-Direction information from Agency-Based information. When articles apply to both groups, both heading boxes will be shown above the respective article.

Critical Updates

Mi Via and Supports Waiver Participant-Directed
Developmental Disabilities and Supports Waiver Agency Based

***** Function Ending as of 5/3**

Effective May 3rd, 2021 the "***" option on the Consolidated Customer Service Center (CCSC) Interactive Voice Response (IVR) system will no longer be available. The "***" option is currently used to connect Electronic Visit Verification (EVV) callers directly to Palco. Beginning May 3rd, when calling the CCSC for EVV technical issues or questions related to IVR logins, **please call 1-800-283-4465 and select option 5. CCSC will forward Technical or IVR login issues to Palco. Palco will respond to inquiries within 24 hours.**

Major Issues and Resolutions

Mi Via and Supports Waiver Participant-Directed

Payment of Workers Compensation Fees

It has come to our attention that some Employers of Record (EOR) have received notices from the NM Taxation and Revenue Department (NMTRD) stating that Worker's Compensation fees for the first quarter of 2021 have not been filed. **Please note that these payments were issued by Palco to NMTRD by the required due date.** These payments were issued to NMTRD as bulk payments, however, there has been a delay in disbursement to the individual accounts. Palco and NMTRD are working together to resolve the issue and ensure that all funds are distributed to and reflected properly on individual accounts. Once resolved, NMTRD will back date payments to the original due date, remove all penalties and interest charges and show updated payment information on the NMTRD's NM Taxpayer Access Point (NMTAP) website. A completion date has not yet been provided by NMTRD. More updates will be provided as they become available.

Mi Via and Supports Waiver Participant-Directed

Submission of Payment Request Forms (PRFs)

To ensure vendor payments are issued timely and correctly, please remember to use the Palco Payment Request Form (PRF) to request all vendor payments. Any request submitted on an old TNT form will require that the request be resubmitted on the Palco PRF form. The most current version of all Palco forms can be found at palcofirst.com/new-mexico.

How-to Tips

Mi Via and Supports Waiver Participant-Directed

Developmental Disabilities and Supports Waiver Agency Based

Coming Soon: Updated AuthentiCare User Guide for Provider Agencies and Vendor Agencies

Updates are currently being made to the Agency AuthentiCare User Guide. These updates will include more instructions on how to navigate and use AuthentiCare. The instructions, which include updated screenshots, were developed as a direct response to input received from agency providers. The new user guide will be posted at palcofirst.com/new-mexico soon.