

June 3, 2021

Critical Updates

Mi Via and Supports Waiver Participant-Directed

Developmental Disabilities and Supports Waiver Agency Based

AuthentiCare Mobile App Roll-Out

The AuthentiCare Mobile App will be rolled out this summer. The Mobile App provides workers another way to capture the Electronic Visit Verification (EVV) services using a smart phone or tablet.

Training materials on the use of the Mobile App are being finalized and information regarding upcoming trainings will be coming soon.

Major Issues and Resolutions

Mi Via and Supports Waiver Participant-Directed

Quarterly Workers Compensation Taxes Have Been Paid

Palco filed and paid the quarterly worker's compensation taxes on behalf of employers of record (EORs). Palco is working closely with the New Mexico Tax and Revenue Department (TRD) to ensure the payments are applied correctly and to resolve any outstanding issues.

Mi Via and Supports Waiver Participant-Directed

New Mexico State Income Taxes Have Been Paid

Palco has filed and paid state income taxes on behalf of employers of record (EORs) since January. Palco worked closely with the New Mexico Tax and Revenue Department (TRD) to ensure the payments are applied correctly and to resolve any outstanding issues. Palco received confirmation from TRD that all payments have been applied and that any previous notices EORs received regarding late fees or interest charges can be disregarded.

How-to Tips

Developmental Disabilities and Supports Waiver Agency Based

AuthentiCare Self-Service Password Reset and Username Recovery for Agency Administrators and Other Users Who Access the AuthentiCare Web Portal

AuthentiCare users who have been locked out of their account or have forgotten their user name or password can resolve log-in issues through self-service options. Self-service options make it possible for users to fix these issues without help from a system administrator.

When a new user registers for AuthentiCare access through the web portal, they will be asked to create a user profile. This includes providing answers to three security questions to be used in the event that a user forgets their password.

When existing AuthentiCare users access the portal, they will also be asked to create a user profile and provide answers to password reset security questions

Please review the attached article, “AuthentiCare NM Self-Service Password Reset,” for step-by-step instructions on this process.