



ELECTRONIC VISIT VERIFICATION (EVV)
INFORMATION SESSION FOR
TRADITIONAL DD WAIVER and
SUPPORTS WAIVER AGENCY BASED SERVICES



ADDENDUM A QUESTIONS AND ANSWERS

This document is intended for services provided by agencies contracted directly by Department of Health. For self-directed vendor agency questions and answers please refer to the original document.

QUESTION	STATE RESPONSE
What should agencies do if they: 1) did not receive credentials for Authenticare; 2) experience technical difficulties using the IVR/telephony system by January 1, 2021? Do providers continue with services?	If unable to access or comply with EVV requirements by January 1, 2021: <ul style="list-style-type: none">• All providers and employees must continue to provide services to participants• DDW and Supports Waiver provider agencies should submit claims to Conduent Providers should work with the state to start using the EVV systems as soon as they are able.
EVV IMPLEMENTATION – AUTHENTICARE/PALCO	
How quickly does Authenticare respond to emails from agencies registering or requesting assistance? How long does it take agencies to get agency credentials? Is there one log in per agency?	Standard response time is 1-2 business days once credentials have been requested. Authenticare staff Cayle Cox has sent agency credentials to everyone who outreached last week on Friday night (12/18) and has been replying to all access questions personally within a few hours. He's contacted multiple clients via phone and walked them through their setup. One login per Agency will be issued and the Agency can then setup additional users within their access.
What is the link to Authenticare so agencies can set up their participant information?	https://www.authenticare.com/palconm/login.aspx
How do agency employees get an ID to clock in and out using EVV? Where can employees or agencies get this information?	Provider Agencies need to setup their agency-based workers. When the Agency is registering their worker in Authenticare they will be assigned a worker ID in the Authenticare Portal which the Agency should relay to that worker. That worker ID will be used to clock in and out.
How does an agency employee clock in and out using Authenticare?	An agency employee will call the Authenticare number and use the worker id that has been issued by the agency. See the Authenticare User Guide for Agencies available at https://palcofirst.com/new-mexico .



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Will agency employees still need to write Daily Progress Notes for CIHS?	DDW Provider Agencies will be required to continue writing Daily Progress Notes and maintaining Data Tracking.
If I am providing services to more than one person in a group setting how do I capture that through EVV?	An agency employee who is providing services in a group setting will need to clock in and out for each person they are providing services using the appropriate service code.
When and where will a User Guide be available?	An Authenticare User Guide for Agencies has been published and can be found here: <ul style="list-style-type: none">▪ Palco Website: https://palcofirst.com/new-mexico▪ New Mexico Medicaid Web Portal: https://nmmedicaid.portal.conduent.com
Do agency-based workers need a Palco ID?	No. Provider Agencies need to setup their agency-based workers. When the Agency is registering their worker in Authenticare they will be assigned a worker ID in the Authenticare Portal which the Agency should relay to that worker. That worker ID will be used to clock in and out.
Is the External Worker ID the same as the agency's tax ID? Where can I get the External Worker ID?	No, the agency tax ID is the same as a Federal Employer Identification Number (FEIN). Provider Agencies need to setup their agency-based workers. When the Agency is registering their worker in Authenticare they will be assigned a worker ID in the Authenticare Portal which the Agency should relay to that worker. That worker ID will be used to clock in and out.
Which do I need... a PIN or an ID?	Agencies do not need either and, once registered with Palco, have what they need to start.
EVV PROCESS	
Do I need the participant's ID and my employee ID to clock in and clock out?	Yes, employees need their own employee ID and participant's ID to clock in and clock out.
What happens if the clock in and clock out times have not been entered or need to be corrected? When do these corrections need to be made?	An Agency administrator can enter or correct time in the Authenticare System. Entry and corrections must be complete prior to submission of claims.



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Am I still responsible for submitting claims through Conduent, or is that taken care of by EVV?	Yes. Claims will need to be submitted to Conduent in order to be paid – just as you are currently doing. There is no change to that process.
Do clock in and clock out have to occur at the participant's home? There are times when the service begins in the participant's home but ends in the community such as at a doctor's office.	<p>During phase 1 (January 1, 2021 to March 31, 2021) clock in and clock out can occur using the IVR/Telephony system. Employees can call the IVR phone number using the telephone at the participant's home or by calling the IVR number from any mobile phone.</p> <p>After April 1, 2021, employees can continue to call from the participant's home landline phone or use the Authenticare mobile app. Allowing the use of the participant's home landline, mobile phone, or the mobile app to clock in and clock out provides flexibility as to where services can be provided.</p>
PROGRAMMATIC QUESTIONS	
If a caregiver/employee is serving two or more participants in the same home, does caregiver clock in for each participant they are serving?	The caregiver/ employee should clock in and clock out for each participant they serve.
CONSOLIDATED CUSTOMER SERVICE CENTER (CCSC)	
What is the usual wait times for the CCSC?	Wait times can vary based on call volumes which fluctuate throughout the day. If you unable to wait on the phone you can send an email to: NM.Customers@state.nm.us and you should receive a response within 24 hours. The Consolidated Customer Service Center (CCSC) will be working on other communication options such as Text and Chat functionality.
How do I contact the Consolidated Customer Service Center?	The CCSC can be reached at 1-800-283-4465, Monday through Friday, 7 am to 5 pm. Select option '5' for EVV.