

June 16, 2021

Critical Updates

Weekly Communication Update

We received feedback expressing concern that all articles in the EVV Weekly Communication do not always contain EVV-specific information. Based on this input, we'll now be referring to the newsletter as the SDCB EVV & Transition Newsletter. Thanks for sharing your feedback!

Reminder - Employer Transition Packet

If you are an EOR that started in a self-directed program BEFORE January 1, 2021, you will transition from TNT to Palco. This means that you are authorizing Palco to be the fiscal/employer agent. Palco will make sure all required employer paperwork and taxes are submitted on your behalf to the Internal Revenue Service (IRS) and other federal and state tax authorities. Some of these federal and state agencies include the IRS, NM Taxation and Revenue Department, and NM Workforce Services Division.

All EORs who began before January 1, 2021 will receive a pre-filled EOR Transition Packet from Palco. **These packets are required to be completed and returned by July 31, 2021.** Completing this packet will transition responsibilities from TNT to Palco, and will designate Palco as the Fiscal Intermediary. Complete the required information, including the highlighted areas and return the packet to Conduent via fax (1-866-302-6787), e-mail (docprocessing@conduent.com) or mail (Conduent, 1720A Randolph Rd SE, Albuquerque, NM 87103).

Part of the services Palco provides as the fiscal/employer agent is to follow all requirements of taxes and accounts on the EOR's behalf. You may have received notices mentioning taxes due from the NM Tax and Revenue Department, these notices should have been sent directly to Palco and not to the EOR. In order for the state and federal tax agencies to know that they need to follow up with Palco, the EOR Transition Packet needs to be completed and returned to Conduent via fax, e-mail or mail.

When you submit the EOR Transition Packet, it means you are giving Palco the permission to take care of the taxes and other requirements from the state and federal agencies. The transition packets will be mailed on 6/15/2021 to all transition employers or can be downloaded here: https://palcofirst.com/wp-content/uploads/2021/02/NM_Transition-Employer-Packet_09032020-FINAL.pdf.

How-to Tips

Reminder: Updated Employer of Record (EOR) User Guide & Micro-Trainings

We're happy to announce that an updated version of the AuthentiCare Employer Record (EOR) User Guide is now available! This updated version provides more details on how EORs can easily navigate through the AuthentiCare portal and complete the EOR duties that happen in AuthentiCare. It also provides instructions on attendants/caregivers use AuthentiCare. This helpful tool uses screenshots from the AuthentiCare portal to provide visual step by step instructions for a variety of AuthentiCare EOR and attendant/caregiver functions. The guide is available on the Palco website at: https://palcofirst.com/wp-content/uploads/2021/03/ACR_NMCC_SDCB_EOR_Guide.pdf

Support Brokers (SBs) and EORs also have access to a library of AuthentiCare how-to videos that demonstrate AuthentiCare functionality. To access the videos in the library:

1. Launch the following link/URL in Google Chrome, Internet Explorer, Safari, or Mozilla Firefox web browsers:

<https://www.gotostage.com/channel/authenticare-nmcc-sdcb>

2. Select the video you would like to see;
3. Once open, enter your first name, last name, and email address to register to view the video;
4. Press play!

Key Items to Note:

- You can pause, rewind, and fast forward as needed.
- There is no limit to the number of times you can watch any of the videos.
- You have access to the video library 24/7 – all you need is an internet connection!