**April 29, 2021**

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**Critical Updates**

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**"*" 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**

**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**

**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.

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!