

Past newsletters are available on the NM Medicaid Portal at the bottom of the Provider Information section (scroll down to EVV) at: <https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm>

January 5, 2022

Critical Updates

Notice: New Mexico (NM) Minimum Wage Increase

Minimum wage is the lowest hourly payrate that businesses can legally pay their employees. Minimum wages are set at the Federal, State and in some cases, by county level.

Effective January 1, 2022, New Mexico's state minimum wage will increase to \$11.50 per hour. This is the statewide minimum wage, but there may be a higher wage requirement in your area. Please work with your Support Broker/Consultant to update employee agreements as needed. Please have budgets and employee agreements submitted to reflect the minimum wage increase as soon as possible.

Please see link for more information about minimum wage in your area:

<https://www.dws.state.nm.us/Minimum-Wage-Information>

Phase II Implementation Updates

In December 2020, the New Mexico Human Services Department (HSD) announced that AuthentiCare had been selected as the State's Electronic Visit Verification (EVV) vendor. Since that time, work has been ongoing to fully implement the EVV project. Phase 2 of implementation is currently in process. When the EVV project is fully implemented in May 2022, all providers, caregivers, and Employers of Record (EOR) must use the AuthentiCare system to report EVV services and submit claims for payment.

To ensure prompt payment, caregivers, and EORs must ensure that EVV mandated services have been entered in the AuthentiCare system. Services may be entered by using either the Interactive Voice Response (IVR) or AuthentiCare 2.0 mobile application.

New Mexico Centennial Care Caregiver Family Member Flag

The NMCC Caregiver Family Member Flag was implemented to identify family members in a household who receive care services from an employee who is also a relative. This was implemented at the beginning of the public health emergency to track how many caregivers are family members. Below are the details:

Who is Impacted?

- Providers
- Support Brokers
- Employers of Record/EORs

What's Changed?

AuthentiCare NMCC users with the ability to edit workers (providers, support brokers, EORs) may now list a worker's family members for whom the worker provides care. If the worker cares for multiple relatives in the same household, all relatives can be listed. These changes are made on the **Worker Entity Settings** page in AuthentiCare.

How it Works

1. When on the Worker Entity Settings page, there is a new field that reads "Related to Client," followed by a dropdown arrow. The field defaults to "No".

Home | Create | Reports | Scheduling | Dashboards | Visits | Administration | My Account | Custom Links | Training | Logout

Logged in as: dodson.adaunnis@fiservuat.com

Worker Entity Settings

* Indicates a required field.

ID:
PIN:

* First Name:
Middle Name:
* Last Name:
Company Name:
SSN:
FID:
Gender:
Birth Date:
Email Address:
Begin Date:
End Date:
Language:
Status:
* Mobile App Mode:
External Worker ID:
* Related To Client:
Worker Services:
Personal Care - Consumer Directed
Personal Care - Consumer Directed Visit
Personal Care - Consumer Directed Training
EPSDT Personal Care

* Mobile Enabled: ☐ Yes ☒ No
Generate QR Code
* Mobile Locked: ☐ Yes ☒ No
Password:
Worker Must Change Password: ☐
Mobile phone number:
Device ID:
Office Phone:
Add Provider

Entity Addresses/Phones

Add Address
Add Phone

Holidays / Days Off

Add Holiday: Add Remove
From Date: To Date: Add

Work Hours

Choose if the entity will use the default business hours (Default), if the entity has the day off (Off) or if the entity has a custom hours (Custom).

	Start Time	End Time
Sun <input checked="" type="radio"/> Default <input type="radio"/> Off <input type="radio"/> Custom	<input type="text"/>	<input type="text"/>
Mon <input checked="" type="radio"/> Default <input type="radio"/> Off <input type="radio"/> Custom	<input type="text"/>	<input type="text"/>
Tue <input checked="" type="radio"/> Default <input type="radio"/> Off <input type="radio"/> Custom	<input type="text"/>	<input type="text"/>
Wed <input checked="" type="radio"/> Default <input type="radio"/> Off <input type="radio"/> Custom	<input type="text"/>	<input type="text"/>
Thu <input checked="" type="radio"/> Default <input type="radio"/> Off <input type="radio"/> Custom	<input type="text"/>	<input type="text"/>
Fri <input checked="" type="radio"/> Default <input type="radio"/> Off <input type="radio"/> Custom	<input type="text"/>	<input type="text"/>
Sat <input checked="" type="radio"/> Default <input type="radio"/> Off <input type="radio"/> Custom	<input type="text"/>	<input type="text"/>

Save/Create Another Save Cancel

- When selecting "Yes" from the dropdown box, the "Add Client" button will appear at the bottom of the page in the section following the mobile details. (Move past the mobile details, as this change will not impact anything previously setup in that section.)

*** Mobile Enabled:** ☐ Yes ☒ No

Generate QR Code

*** Mobile Locked:** ☐ Yes ☒ No

Password:

Worker Must Change Password: ☐

Mobile phone number:

Device ID:

Office Phone:

Add Provider

Add Client

Save/Create Another **Save** **Cancel**

- Click "Add Client" and complete the "Client" and "Client Relationship" fields that appear. The client can be added by searching for the client's name or the client ID.

Client relationship options are:



- parent
- spouse
- sibling
- grandparent

- aunt
- uncle
- cousin
- adoptive parent
- other

Repeat these steps as many times as necessary to list all relatives in the household who receive care from the worker.

Add Provider

Add Client

Client:  **Delete** Client Relationship: 

Save/Create Another **Save** **Cancel**

4. Click "Save" to save these changes. The client relationship can be deleted at anytime by clicking the "Delete" button next to the relationship that should be removed.

For more details or additional guidance with making this change, please refer to the NMCC User Manual located in the web portal, or contact AuthentiCare Support at:

- 1-800-441-4667, option 6
- AuthentiCare.Support@firstdata.com