

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 19, 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 increased 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>

### Major Issues & Resolutions

#### Reminder: Email Campaign

Palco and Conduent are working together to ensure all current employees, participants, and employers of record (EOR) have accurate information on file.

One critical piece of information is your e-mail address. Your **e-mail address** will be used for:

- Communication / notification from Palco or Conduent
- Personal login ID for Palco Connect system

Your e-mail address will also be used for any notifications that are sent regarding timesheets or general program communications. These e-mail notifications will help you ensure timesheets are correct and payments will be on time.

Each person (user) **is required to have their own unique login ID** for the Palco CONNECT system. For example, an employee and an employer **cannot share the same** e-mail address.

If you are an employee or an employer (EOR) and you are not sure if your correct e-mail address is in the FOCoS system, please contact the Consolidated Customer Service Center (CCSC) at 800-283-4465 to update your e-mail address by phone. You may also update your email address by emailing a Change of Information form to Conduent at [docprocessing@conduent.com](mailto:docprocessing@conduent.com). Please keep in mind that if you have more than one e-mail address listed in FOCoS, you must choose one (you can call CCSC or e-mail Conduent to update the information).

**If you have recently updated your email or other demographic information, please disregard. Thank you for updating your information timely.**