

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 26, 2022

Training News

Phase 2: Go Live Plans

We are excited to share a Phase 2 Go-Live update with all stakeholders!

As part of Phase 2 of this project, we will:

- Transition from FOCOOnline to the Palco web portal
- Offer an online enrollment option using Palco Intake to enroll new members, employees, and Employers of Record
- Offer an online resource, Palco Connect, for electronic timesheet review and approval for Employers and Workers
- Offer an online administrative resource, Palco Case Management Portal, for professional users like State staff, MCO staff, Utilization Reviewers, Care Coordinators, Support Brokers, and CCSC
- Offer an Electronic Visit Verification (EVV) solution for SDCB Vendor Agency Providers called AuthentiCare

Throughout the months of February – May, Palco will offer numerous training opportunities for State staff, CCSC staff, MCO staff, Support Brokers, Utilization Reviewers, Care Coordinators, and Vendors as well as Members/Employers and Workers. The same training topics will be repeated on multiple dates and times so you can select the best option for your schedule.

In addition to training opportunities, Palco staff will offer live Question and Answer (Q&A) sessions specific to each of the groups listed above. This will give you an opportunity to call in and ask questions about a recent training session you attended and get clarification on specific areas of interest. Be on the lookout for emails and announcements for our upcoming training and Q&A sessions!

Below are upcoming trainings scheduled for the month of February. Each stakeholder group will receive an individualized email next week specific to them that provides more detailed information about when the trainings will occur and how to register.

| Month | Training Topics |
|----------|---|
| February | <p>Training sessions for MCO staff and Support Brokers. Trainings will cover Palco's online timesheet system (Connect) and administrative Case Management Portal (CMP), as well as an EVV refresher. Specific topics include:</p> <ul style="list-style-type: none"> • How Workers will use AuthentiCare to clock in and clock out for EVV services • How Workers will use Palco Connect to capture shifts for non-EVV services • How Members/Employers and Workers will review and approve timesheets in Palco Connect |

| Month | Training Topics |
|-------|--|
| | <ul style="list-style-type: none"> How Members/Employers will view paystubs and review budget utilization in Palco Connect Reports available to Members/Employers in Palco Connect Locating EVV data in CMP and viewing EVV exemptions and timesheet exceptions in CMP <p>Training sessions for Utilization Reviewers and Care Coordinators. Trainings will cover Palco's online timesheet system (Connect), including how a worker will view their paystub in Palco Connect.</p> <p>Training sessions for Members/Employers. Trainings will cover Palco's online timesheet system (Connect) and the AuthentiCare mobile app. Specific topics include:</p> <ul style="list-style-type: none"> How Workers will use AuthentiCare to clock in and clock out for EVV services How Workers will use Palco Connect to capture shifts for non-EVV services How Members/Employers and Workers will review and approve timesheets in Palco Connect How Members/Employers will view paystubs and review budget utilization in Palco Connect Reports available to Members/Employers in Palco Connect General payroll process, payroll deadlines, and timeframes <p>Training sessions for Workers. Trainings will cover Palco's online timesheet system (Connect) and the AuthentiCare mobile app. Specific topics include:</p> <ul style="list-style-type: none"> How Workers will use AuthentiCare to clock in and clock out for EVV services How Workers will use Palco Connect to capture shifts for non-EVV services How Members/Employers and Workers will review and approve timesheets in Palco Connect How Workers will view paystubs in Palco Connect General payroll process, payroll deadlines, and timeframes |

Critical Updates

2021 FICA Refunds for Workers

Palco is issuing 2021 FICA refunds to employees who qualify for this refund. Checks will be mailed beginning on 1/24/2022.

Tax Updates

- **W-4 Forms**

The IRS has published a new 2022 version of the W-4. This is located on the Palco website for your use at <https://palcofirst.com/wp-content/uploads/2022/01/2022-Form-W-4.pdf>. Please note, the IRS will no longer accept the 2021 form so Palco can also only accept the 2022 W-4.

- **W-2 Forms**

The IRS requires that all 2021 W-2s be mailed to employees of self-directing participant-employers no later than January 31, 2022. Palco will mail all W-2s through the United States Postal Service. If a W-2 is not received by February 15, 2022, please contact CCSC (Consolidated Customer Service Center) at 1.800.283.4465.

- **Quarterly Workers Compensation Fees**

Every employer in New Mexico who elects or is required to be covered by the Workers' Compensation Act and every employee covered by the Act, must pay a quarterly fee called the workers' compensation assessment fee. This fee is assessed on a quarterly basis. The fee is similar to a tax and is \$4.30 per employee per calendar quarter. The fee is split, with Employers contributing \$2.30, for each of their covered employees and the employee paying the other \$2. The employee portion is taken as a payroll deduction. Thirty cents of the fee per employee goes to the Uninsured Employers' Fund. This quarterly fee is not the same as a workers' compensation insurance premium and does not provide insurance coverage. Palco deducted the employer and employee portions of the Workers Compensation Fee in the January 14, 2022 payroll cycle. The employer's portion is deducted from the employer's budget while the employee portion (\$2.00) is deducted from the employee's check or direct deposit. This covers the fourth quarter of 2021 (October-December).

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. 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.