

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>

December 15, 2021

Critical Updates

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. 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.adaurnis@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:
Remove Client:
Related To Client:
Worker Services:
Personal Care - Consumer Delegated
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	☒ Default ☐ Off ☐ Custom		
Mon	☒ Default ☐ Off ☐ Custom		
Tue	☒ Default ☐ Off ☐ Custom		
Wed	☒ Default ☐ Off ☐ Custom		
Thu	☒ Default ☐ Off ☐ Custom		
Fri	☒ Default ☐ Off ☐ Custom		
Sat	☒ Default ☐ Off ☐ Custom		

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**

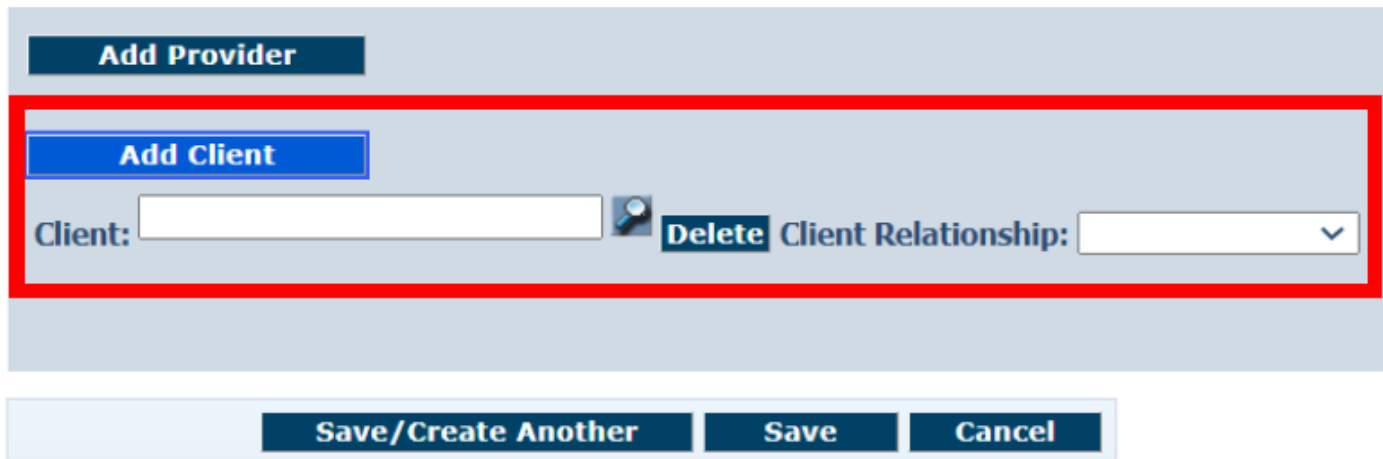
3. Click "Add Client" and complete the "Client" and "Client Relationship" fields that appear. The client can be added by searching for the client's name or the client ID.

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

This is the final newsletter of 2021. The next newsletter will be sent on 1/5/2022.