

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>

February 16, 2022

Training News

Phase 2: Training Announcement

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!

****If no one has joined a training session, after 10 minutes, Palco will end the session.**

To register for an upcoming training session:

1. Visit this link:
<https://www.gotostage.com/channel/9046a0fa9a4e45838bcc1fec441e64ae>
2. Find the group that best describes your role.
 - a. Under this group, you will see each training session being offered.
 - b. The training sessions look like colorful blue/green squares with a calendar date.
3. When you click on a training session square, you will find basic information about that training session including date, time, agenda/training topics, and a short registration form at the bottom.

4. Fill in the registration form with your first name, last name, and your email address. Then click Register. **ONLY** register for the sessions listed under the group that best describes your role.
5. Once you click Register, you will receive an email reminder for that session.

NOTE: If you register for multiple training sessions, you will receive an email reminder for each session for which you registered.

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 • 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



Month	Training Topics
	<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

Palco Vendor Payment Form (VPF)

Effective 1/1/2022 all Payment Requests should be submitted using the Palco Vendor Payment Form (VPF). **Beginning 4/1/2022 Conduent will no longer accept Payment Request Form (PRF) and will return to submitter resulting in a payment delay.** Editable VPF form will be posted to the Medicaid Portal and Palco site. You can download and print the editable VPF form If you're not comfortable using the editable VPF. Palco did widen the fields on the VPF form offering a more helpful way to provide required information. If you have questions, please contact the Consolidate Customer Service Center (CCSC) at 800-283-4465 option 5.

New Palco Vendor Payment form.



PO Box 242930
Little Rock, AR 72223
Toll Free 866.710.0456
Online: [PalcoFirst.com](https://www.palcofirst.com)

Vendor Payment Request

Complete all relevant fields below for payment to be sent to a vendor for authorized services in the Individual Support Plan (ISP). DO NOT use your own money to pay vendors, Conduent CANNOT reimburse you. Payment will be generated on the next payroll cycle according to the Payroll Schedule, after Conduent has processed this form, which may take up to five (5) business days. Please make sure the below vendor has properly submitted all paperwork to enroll with Conduent prior to submitting this request. Initial Vendor Payment Request forms must be submitted for payment within ninety (90) days from date of service to meet timely filing requirements. Initial VPRs submitted past ninety (90) days from date of service will be denied for failure to meet Medicaid timely requirements.

The PRF form below will no longer be accepted by Conduent for payment effective 4/1/2022.

PARTICIPANT/SELF-DIRECTION PAYMENT REQUEST FORM (PRF)

The requested item and amount must be approved in your Mi Via Service and Support Plan (SSP), Supports Waiver Individual Service Plan (ISP), and Self-Directed Budget. DO NOT use your own money to pay vendors. Conduent-FMA CANNOT reimburse you. **Initial PRFs must be submitted for payment within ninety (90) days from the date of service to meet timely filing requirements. Initial PRFs submitted past ninety (90) days from the date of service do not meet Medicaid timely-filing requirements and will be denied.**

ATTACH A VENDOR COST QUOTE OR VALID INVOICE WITH THIS PAYMENT REQUEST FORM.
Future dated invoices will not be accepted.

Conduent, Inc. Phone: 1-800-283-4465
P.O. Box 27460 FAX: 1-866-302-6787
Albuquerque, NM 87125

Is this a correction to a PRIOR PRF?
Yes ☐ No ☐

City of Santa Fe Minimum Wage Increasing March 2022

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.

The City of Santa Fe Living Wage Ordinance was adopted to establish minimum hourly wages. Effective March 1, 2022, all employers are required to pay employees an hourly wage of \$12.95 per hour. This includes part-time and temporary employees.

Please work with your Support Broker/Consultant/CSC 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.santafenm.gov/living_wage_information

New Fingerprinting Process

Effective immediately new hires will be required to complete the fingerprinting process through a new digital process. Conduent will no longer be doing fingerprinting. ***See attached Background Check Guidance.***

New hires Process:

The employee will be required to submit pre-hire packet before employment begins. Once Conduent receives the pre-hire packet a Caregivers online registry (COR) will be processed. If the employee passes the COR they will be allowed to begin work. The employee or Employee of record (EOR) will need to submit an employee packet. Once Conduent receives the employee pack, a notification will be sent to the employee within 2 to 3 business days by email with an authorization letter directing the employee on locations of where to go to complete the fingerprinting at no cost. Conduent will copy the Support Broker or EOR on all emails related to background checks. The authorization letter will have personal information **unique to each employee**. If no email is on file, then the request will be sent via standard mail.

Fingerprint backlog:

Individuals impacted by the pandemic who completed COR, but still need fingerprints will receive authorization letters by the end of February.

Notification requirements:

Once the employee receives the authorization letter, they will have 20 days to complete the fingerprinting process. Any individuals that exceed the 20-day timeframe, will need submit the pre-hire and employee packets again.

Major Issues & Resolutions

2021 W-2 Form Misprint



Notice: Palco recently identified a misprint on the 2021 W2s issued to SDCB workers. It failed to display Palco's EIN (box b on the W2).

Palco has corrected this issue and will be reissuing corrected W-2s in the mail Monday, February 14th.

Palco issues W-2s on behalf of SDCB Members / Employers.

If you have questions, contact the Consolidated Customer Service Center at 1-800-283-4465, choose option 5.