

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>

March 9, 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. To access training session recordings, go to [www.palcofirst.com/new-mexico-training-announcement](http://www.palcofirst.com/new-mexico-training-announcement). Scroll down to “Training Video Recordings” and click on the training session recording of your choice.

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 March.

Month	Training Topics
March	<p><b>Training sessions for HSD staff.</b> Trainings will cover Palco's administrative Case Management Portal (CMP), including features of the budget application, viewing budget utilization, generating and viewing reports, etc.</p> <p><b>Training sessions for MCO staff, Support Brokers, Utilization Reviews, and Care Coordinators.</b> Trainings will cover Palco's administrative Case Management Portal (CMP). Specific topics include:</p> <ul style="list-style-type: none"> <li>• Features of the CMP budget application <ul style="list-style-type: none"> <li>○ viewing employer costs</li> <li>○ viewing worker rate of pay</li> <li>○ viewing timesheets and PRFs</li> <li>○ viewing budget revisions</li> <li>○ viewing budget justifications (needs/goals)</li> <li>○ viewing budget statuses and budget approvals</li> </ul> </li> <li>• Viewing payments and budget utilization</li> <li>• Generating and viewing reports</li> </ul> <p><b>Training sessions for Members/Employers.</b> Trainings will cover Palco's online timesheet system (Connect) and the AuthentiCare mobile app. Specific topics include:</p> <ul style="list-style-type: none"> <li>• How Workers will use AuthentiCare to clock in and clock out for EVV services</li> <li>• How Workers will use Palco Connect to capture shifts for non-EVV services</li> <li>• How Members/Employers and Workers will review and approve timesheets in Palco Connect</li> <li>• How Members/Employers will view paystubs and review budget utilization in Palco Connect</li> <li>• Reports available to Members/Employers in Palco Connect</li> <li>• General payroll process, payroll deadlines, and timeframes</li> </ul> <p><b>Training sessions for Workers.</b> Trainings will cover Palco's online timesheet system (Connect) and the AuthentiCare mobile app. Specific topics include:</p>



Month	Training Topics
	<ul style="list-style-type: none"> <li>How Workers will use AuthentiCare to clock in and clock out for EVV services</li> <li>How Workers will use Palco Connect to capture shifts for non-EVV services</li> <li>How Members/Employers and Workers will review and approve timesheets in Palco Connect</li> <li>How Workers will view paystubs in Palco Connect</li> <li>General payroll process, payroll deadlines, and timeframes</li> </ul>

### 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 From (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://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.  
P.O. Box 27460  
Albuquerque, NM 87125

Phone: 1-800-283-4465  
FAX: 1-866-302-6787

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](https://www.santafenm.gov/living_wage_information)

## Major Issues & Resolutions

### Reminder: Tax Withholdings

The following forms are used to determine the taxes withheld from an employee's paycheck:

#### W-4 (State and Federal):

State and federal taxes are withheld according to how the employee fills out their W-4. Employees can do separate forms for federal and state. The employee has flexibility to have greater or fewer taxes taken out of their check. Palco takes out the appropriate amount of taxes based on the W-4 that the employee submits to Palco. State and federal W-4 forms are available on the Medicaid Portal website at: <https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm#Self-DirectionForms>

Palco will send a W2 at the end of the year for taxes that were taken out of the employees' checks. Employees can file their taxes at the beginning of the year using the W-2. Taxes will be reconciled at this time. If the employee does not have enough taxes taken out of their paychecks, it will likely mean that the employee will need to pay more money to the IRS at the beginning of the following year when they file their taxes with their W-2.

Please note that Palco only sends out W2 for employees of EORs/participants. Palco does not issue W2 or 1099 to service providers employed through an agency.

#### Family Caregivers / Payroll Information Worksheet (PIW):

Services may or may not be provided by a family member. If the service provider/caregiver (employee) is a family member, the employee may be exempt from employment taxes such as Social Security and Medicare. More information is available at the IRS website, Family Caregivers and Self-Employment Tax: <https://www.irs.gov/businesses/small-businesses-self-employed/family-caregivers-and-self-employment-tax>

The Payroll Information Worksheet is used to show the relationship between the employee and the employer of record (EOR). Depending on the relationship, certain taxes are taken out (FICA, FUTA, SUTA). An example of this is Medicare, Unemployment and Social Security. An employee may be "exempt" from these taxes if the employee is:

- the spouse; or
- child under 21 (FUTA); or
- child under 18 (FICA); or
- the parent of the employer of record (EOR).

If the employee falls under one of these categories but is having FUTA, FICA or SUTA erroneously withheld, please update the Payroll Information Worksheet (PIW) and submit to Conduent.

- **Note:** If the employee or employer does not make contributions to Unemployment and Social Security, the employee will not be eligible to receive these benefits.

Only employees who fall under the above listed categories are "exempt". All other employees are "non-exempt". This means the employee will have these taxes taken out of their paycheck (FICA, FUTA, SUTA).

Determining whether an employee is "exempt" or "non-exempt" is completely dependent on the familial relationship between the employee and EOR. These statuses are dictated by IRS regulations. If an employee is exempt but had these taxes taken out previously, they can request these taxes back from the IRS by submitting IRS form 843 which can be found at: <https://www.irs.gov/pub/irs-pdf/f843.pdf>. More information on this can be found on the IRS website under Publication 15 and IRS form 843.

Please note that neither the State nor Palco provide tax guidance, please seek advice from a tax professional if you have questions about your taxes and what exemptions you may be eligible for.