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**April 13, 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.

We have recently posted trainings for self-directing Employers and Workers on our Palco you tube page that allow the individual viewing the trainings to turn on the Closed Caption feature. Self-directing Employers can access these resources at the following links:

- New Mexico Employer Connect/EVV Training – Spanish (3/22) - <https://www.youtube.com/watch?v=GsoSN66LeEY>
- New Mexico Employer Connect/EVV Training – English (3/22) - <https://www.youtube.com/watch?v=R7c3P956auU>

Self-directing Workers can access these resources at the following links:

- New Mexico Worker Connect/EVV Training – Spanish (3/22) - <https://www.youtube.com/watch?v=686hMIIGs1Y>
- New Mexico Worker Connect/EVV Training – English (3/22) - <https://www.youtube.com/watch?v=Y0Xklc-dOMQ>

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 the trainings scheduled for the month of April.

Month	Training Topics
April	<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> </ul>

Month	Training Topics
	<ul style="list-style-type: none"> <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> <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

### IMPORTANT TIMESHEET UPDATE

**May 20, 2022:** FOCOnline time entry ends on 5/20/22. All time entries for service dates through May 20<sup>th</sup> must be entered in FOCOnline, **no later than 11:59 PM (MST) on 5/20/22.** Time entered by the deadline will be paid in the regular pay cycle. **These payments will be issued June 3, 2022.**

**Any time NOT entered by the 5/20/22 11:59 PM (MST) deadline** must be submitted to Conduent as a paper timesheet. **Payment for these paper timesheet submissions will be made on the following pay period. These payments will be issued June 17, 2022.**

The table below presents a schedule for the two weeks leading up to the transition to Palco Connect and the two weeks after the transition to Palco. Important dates are identified in the table including the deadline for the last timesheet submission in FOCOnline and the first pay period using Palco Connect system.

<b>Date</b>	<b>Day of the Week</b>	<b>Timesheets and PRFs in FOCOnline</b>	<b>Timesheets and PRFs in Palco</b>
5/7/2022	Saturday	<b>Last Pay Period using FOCOnline Begins (5/7/22 - 5/20/22)</b>	
5/13/2022	Friday	<b>Vendor Pay Date for previous week</b>	
5/20/2022	Friday	<b>Last Pay Period using FOCOnline Ends (5/7/22 - 5/20/22), online timesheets must be entered by 11:59PM in FOCOnline.</b>  <b>Vendor Pay Date for previous week</b>	
5/21/2022	Saturday	<b>Online timesheets that miss the 5/20/22 11:59PM timesheet submission deadline, covering service dates through 5/20/22, must be submitted to Conduent as a paper timesheet for processing.</b>  <b>PRFs for dates of service through 5/20/2022 must be submitted to Conduent for processing.</b>	<b>1<sup>st</sup> Pay Period using Palco Connect Begins (5/21/22 - 6/3/22)</b>
5/27/2022	Friday	<b>Vendor Pay Date for previous week</b>	
5/30/2022	Monday		<b>Conduent enters Vendor Invoices for dates of service beginning with 5/21/22 in Palco CMP for processing</b>
6/3/2022	Friday	<b>Vendor Pay Date for previous week</b>  <b>Pay Date for Last Pay Period using FOCOnline (5/7/22 - 5/20/22)</b>	<b>1<sup>st</sup> Pay Period using Palco Connect Ends (5/21/22 - 6/3/22)</b>
6/4/2022	Saturday		<b>Paper Timesheets due to Conduent for Pay Period 5/21/22 - 6/3/22</b>  <b>Vendor Invoices due to Conduent for dates of service 5/28/22 - 6/3/22</b>
6/6/2022	Monday		<b>Conduent enters Paper Timesheets and Vendor Invoices in Palco CMP</b>

<b>Date</b>	<b>Day of the Week</b>	<b>Timesheets and PRFs in FOCOnline</b>	<b>Timesheets and PRFs in Palco</b>
6/10/2022	Friday		<b>Vendor Pay Date for previous week</b>
6/11/2022	Saturday		<b>Vendor Invoices due to Conduent for dates of service 6/4/22 - 6/10/22</b>
6/13/2022	Monday		<b>Conduent enters Paper Timesheets and Vendor Invoices in Palco CMP</b>
6/17/2022	Friday		<b>Vendor Pay Date for previous week</b>  <b>Payroll Pay Date for Pay Period 5/21/22 -6/3/22</b>

## Financial Management Agency (FMA) System Implementation

Phase I of the FMA Transition from TNT to Palco began on January 1<sup>st</sup>, 2021, when Palco assumed responsibility for payments to Self-Directed Community Benefit (SDCB) employees and vendors. In addition, Electronic Visit Verification (EVV) was implemented for Self-Directed Personal Care and Respite Services.

**Phase II of the FMA Transition will occur on May 21<sup>st</sup>, 2022**, and will include the following:

- Full system transition from FOCOnline to Palco's Case Management Portal (CMP)
- Data migration including Demographics, Budgets, SDCB Care Plans, and Reporting
- EVV confirmation of time entries within Palco's Connect system for Employers of Record and Employees
- FMA functions to be performed utilizing Palco's CMP system
- Online SDCB member/employer and employee enrollment option using Palco's Intake system

As part of the full system transition from FOCOnline to Palco's CMP system, there will be a timeframe when data will be unavailable within the FOCOnline system. **Data migration will begin on May 7<sup>th</sup>- May 20<sup>th</sup>, 2022, prior to Palco's CMP system go-live on May 21<sup>st</sup>, 2022.** In addition, MCOs will not be transitioning any Members from the Agency Based Community Benefit Model to the Self-Directed Community Benefit model in the months of May and June.

In order to ensure that all data is converted, this will require that all transitions, annuals and revised SDCB Care Plans must be submitted within the FOCOnline system by **April 22<sup>nd</sup>, 2022**. This date ensures that all Supports Brokers, Care Coordinators and Utilization Management have time to process pending SDCB Care Plan requests.

This will afford the Members/Employers of Record and Support Brokers time to address pending Requests for Information (RFI) and Requests for Action (RFA).

To ensure smooth data migration, the state has directed the MCOs to issue an administrative denial for any services that were issued an RFI/RFA and were not responded to by **May 6<sup>th</sup>, 2022**. **Any services in a pending status as of 5:00 pm MST on May 6<sup>th</sup>, 2022, will not transfer into the new Palco CMP System during migration.** Requests that were not submitted timely or were administratively denied can be requested on or after **May 21<sup>st</sup>, 2022**, within the Palco CMP System.

DATE	ACTIVITY
April 22 <sup>nd</sup> , 2022	<ul style="list-style-type: none"> <li>Final date to submit Annuals, Revisions for SDCB Care Plans</li> </ul>
May 1 <sup>st</sup> - June 31 <sup>st</sup> , 2022	<ul style="list-style-type: none"> <li>No SDCB Transitioning Members to occur in May and June 2022</li> </ul>
May 6 <sup>th</sup> , 2022	<ul style="list-style-type: none"> <li>Last day to issue administrative denials for pending RFI's and RFA's</li> </ul>
May 6 <sup>th</sup> , 2022	<ul style="list-style-type: none"> <li>Last day to utilize <i>FOCoSOnline</i></li> </ul>
May 7 <sup>th</sup> - May 20 <sup>th</sup> , 2022	<ul style="list-style-type: none"> <li>Data migration occurring, <i>FOCoSOnline</i> not accessible. Palco CMP System not accessible for routine functions.</li> </ul>
May 21 <sup>st</sup> , 2022	<ul style="list-style-type: none"> <li>Palco CMP System Go-Live</li> </ul>

#### Key Considerations:

- For urgent SDCB Care Plan requests, please contact the Member's Care Coordinator if immediate needs are identified
- Please refer to Palco's website for additional resources and training materials  
<https://palcofirst.com/new-mexico/>

Please be advised that timelines identified within the Managed Care Policy Manual under Section 9: Self-Directed Community Benefits may not be followed during this System Implementation in alignment with the justifications referenced above.

#### Electronic Visit Verification for Personal Care and Respite Services

The Centers for Medicare and Medicaid Services, in compliance with the 21st Century Cures Act, require all states to use Electronic Visit Verification (EVV) for Personal Care and Respite Services. EVV data is collected using the Fiserv/AuthentiCare system. Auto Approval of the EVV Claims will sunset on 5/20/2022. To prevent any untimely caregiver payments, it is important that all EORs and Caregivers participate in the Palco trainings. Please enroll in the scheduled Palco trainings at the following link:

<https://www.gotostage.com/channel/9046a0fa9a4e45838bcc1fec441e64ae>

If you want a refresher or if you missed a Palco Training, you can view the recorded training on the following website: <https://palcofirst.com/new-mexico-training-announcement/>