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May 18, 2022

## Training News

### Are You Ready for Palco Phase II Go Live? IMPORTANT UPDATE

The transition from FOCoSOnline to Palco Connect is being delayed past the original 5/21/22 go-live. With recent wildfires impacting participants, employees, and provider agencies, the state is postponing the Phase II Go Live to ensure that all members of our waiver system are ready for the changes in Phase II.

**The data transition moratorium has been lifted at this time. Participants and consultants can RESUME submission of SSPs/ISPs and budgets in the FOCoS online system for initial and revision budgets.**

To make sure you're ready for this transition, you should continue to prepare by:

- ✓ Attend a Participant/Employer training hosted by Palco
- ✓ Make sure your Worker(s) attend a training hosted by Palco
- ✓ Visit [www.PalcoFirst.com/New-Mexico](http://www.PalcoFirst.com/New-Mexico) to find helpful training resources including recorded training sessions, the Palco Connect user guide, the AuthentiCare mobile app user guide

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=686hMIIIGs1Y>
- New Mexico Worker Connect/EVV Training – English (3/22) - <https://www.youtube.com/watch?v=Y0Xklc-dOMQ>

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

- Transition from FOCoSOnline 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

### 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 May.

Month	Training Topics
May	<p><b>Training sessions for CCSC staff.</b> Trainings will cover Palco's electronic 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"> <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 will view paystubs and review budget utilization in Palco Connect</li> <li>• Reports available to Members/Employers in Palco Connect</li> <li>• Viewing PRFs</li> </ul>

Month	Training Topics
	<ul style="list-style-type: none"> <li>Viewing payments, viewing budget utilization, and generating and viewing reports in CMP</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

### 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 (PCS) and Respite Services. EVV data is collected using the Fiserv/AuthentiCare system. Unless the EOR has an approved electronic timesheet exception, all SDCB PCS and respite employees should be using the EVV system and the EOR should be approving time AuthentiCare.

## 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.

### EORs and Employees

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](mailto:docprocessing@conduent.com).

### Impacts of not having a valid email on file:

- Employees will not be able to enter their timesheet.
- EOR will not be able to approve the timesheets.
- Employees or EOR will not be able to make any corrections (manually add/edit shifts, review/approve EVV time, etc.).

**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.**

## Fingerprinting Update

Effective January 1, 2022, all caregivers are required to complete a background check at time of hire (see 29-17-4 NMSA and 7.1.12.2 NMAC). Caregivers hired between April 1, 2020, and December 31, 2021, during Public Health Emergency, must now come into compliance with this requirement.

Many workers received information on completing the background check with required fingerprinting. This correspondence gave workers 20 days to complete the fingerprinting process. Unfortunately, several workers failed to comply within the specified timeline.

All workers who were issued vouchers for fingerprinting but failed to comply within 20 days will be automatically issued a new voucher. These vouchers will come via email from the sender: [selfdirectionsupport@conduent.com](mailto:selfdirectionsupport@conduent.com) and will include the subject line: Fingerprint Voucher. Please monitor your email, including any "junk" folders, for this correspondence.

Caregivers must complete the fingerprinting process within 20 days of receipt of the new voucher. Workers who do not complete their fingerprinting within the 20-day period will be disqualified from providing caregiving services and will be required to restart the hiring process to continue their employment.

You may find your nearest fingerprinting site by going to <https://www.aps.gemalto.com/nm/Maps/MapFrame.htm> and clicking on the location. Some locations offer digital fingerprinting, some paper cards, and some offer both. In addition, you may take the voucher to any Sheriff's Office in New Mexico to complete fingerprinting. Please note: the prior voucher has expired and will no longer be accepted at the fingerprinting locations. You must bring the new voucher with you to complete fingerprinting.

If you have any questions or need more information, please contact the Consolidated Customer Service Center at 1-800-283-4465.