

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>

July 27, 2022

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.

Training News

Are You Ready for Palco Phase II Go Live?

The transition from FOCOnline 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:

- ✓ Review a Participant/Employer training hosted by Palco
- ✓ Make sure your Worker(s) review a training hosted by Palco
- ✓ Visit 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=686hMIIgs1Y>
- 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 FOCOnline 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