

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>

September 7, 2022

## Critical Updates

### Paid Sick Leave

On July 1, 2022, the Healthy Workplaces Act of 2021 went into effect in the State of New Mexico. The Healthy Workplaces Act is a law which requires all private employers in New Mexico to allow employees to accrue and use a benefit called earned sick leave. Employees may use this paid leave for various reasons, including illness or injury of the employee or their qualifying family member, and to deal with certain legal and family issues.

In general, employees can earn one hour of sick leave for every 30 hours worked. Employees will accrue leave and may use up to 64 hours per year. In addition, employees may carry leave balances from year to year. Employees should speak to their employers to determine the process to request and use this leave. Additional information and a list of FAQs may be reviewed by visiting:

<https://www.dws.state.nm.us/NMPaidSickLeave>

### 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.

### Electronic Visit Verification Go-Live for Self-Directed Community Benefit Agency Providers

On 8/17/22, the Self-Directed Community Benefit (SDCB) agency providers went live with *AuthentiCare* by *FiServ* for Electronic Visit Verification (EVV). The 21st Century Cures Act mandates that states implement EVV for all Medicaid personal care services (PCS) and home health services (HHCS) that require an in-home visit by a provider. The agency providers must ensure that all workers have been properly trained in the use of EVV and are following federal mandates when providing EVV required services. It is the responsibility of the agency provider to update any HR policies to make sure the use of EVV is outlined as a requirement where necessary. If agency providers have questions about EVV or the Agency Provider Implementation, please reach out to *AuthentiCare* and/or your MCOs.

**If you are an Agency Provider who provides SDCB PCS and Respite services, you are required to use the EVV System prior to billing for services through Conduent. AuthentiCare Training is mandatory prior to receiving credentials to the system.**

To sign up for training,

1. Call or email AuthentiCare Support at [authenticare.support@fiserv.com](mailto:authenticare.support@fiserv.com) or 1-800-441-4667, Option 6 to submit a ticket. Please ensure you state your position (i.e. agency provider, support broker, EOR, etc.)
2. The AuthentiCare Training team will reach out to any individuals with submitted tickets.
3. A training registration link will be sent by the ACR Training Team.
4. Once training is completed, credentials to AuthentiCare will be created if applicable.

### **Employer of Record (EOR) Responsibilities**

For Members/EORs that are using Self-Directed Community Benefit (SDCB) Personal Care Services (PCS) Vendor Agencies, please make sure to review the dates and times (check in/check outs) within the AuthentiCare© Electronic Visit Verification (EVV) system. The dates and times in AuthentiCare© should align with the Vendor Payment Request (VPR) Form submitted to Conduent for accurate claims payment. Please contact your Support Broker or Care Coordinator if you have any additional questions.

### **Connecting Eligible Households to High-Speed Internet**

To help eligible households connect to high-speed internet, the Affordable Connectivity Program (ACP) was created as part of the Federal Bipartisan Infrastructure Law. ACP-eligible households can receive a monthly discount of \$30 from their internet bill. In addition, multiple leading internet providers are offering high-speed internet plans to ACP-eligible households for no more than \$30 per month. Eligible households who pair their ACP benefit with one of these plans can receive high-speed internet at no cost. ACP-eligible households can also receive a one-time discount of up to \$100 to purchase a laptop, desktop computer, or tablet from participating providers.

There are three (3) ways to qualify for ACP benefits:

1. Household income at or below 200% of the current Federal Poverty Guidelines
2. Someone in the household participates in certain assistance programs, including SNAP, Medicaid, SSI, and more, and
3. Household qualifies for a participating broadband provider's existing low-income internet program.

For more information about the program or to begin the application process, please visit <https://getinternet.gov>, <https://acpbenefit.org/how-to-apply/>, call (877) 384-2575, or contact your local internet provider.