









Past newsletters are available on the NM Medicaid Portal under provider information at: https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm#Palco-Welcome

September 8, 2021

Critical Updates

EVV Compliance / Compliance with Cures Act

Per the 21st Century Cures Act Federal Legislation, New Mexico was required to implement Electronic Visit Verification (EVV) by January 1, 2021. Approximately 60% of Self-Directed Community Benefit (SDCB) members are using EVV, but many others are not yet using the AuthentiCare system to clock-in and out for SDCB Personal Care (PCS) and Respite services. Caregivers for PCS and Respite are required to use AuthentiCare to record their time worked unless the employer of record (EOR) has an electronic timesheet exception. If you have questions about how to use AuthentiCare, the EVV system, please work with your Support Broker and Care Coordinator.

EOR Transition Packets

We have identified those individuals who have not submitted a completed EOR Transition Packet. Conduent will be sending EOR Transition packets to those employers in the coming weeks. Be on the lookout for that packet and please complete and submit it by 9/17/21.

By completing this EOR Transition Packet, you are authorizing Palco to be the fiscal/employer agent. This means that Palco will make sure all employer paperwork and taxes are submitted on your behalf to the Internal Revenue Service (IRS) as well as the NM Taxation and Revenue Department and the NM Department of Workforce Solutions.

After you have completed (and signed) all forms in the packet, please return the packet to Conduent via:

Fax: 1-866-302-6787;

Email: docprocessing@conduent.com; OR

Mail: Conduent

1720A Randolph Rd SE Albuquerque, NM 87103

















Major Issues and Resolutions

New Payment Request Form (PRF) and Invoices Submission Process

Conduent has provided a new way to submit your Payment Request Form (PRF) and invoices. Users can upload PRFs and invoices through the Medicaid Portal. This option is now available to users with a member/participant Medicaid number. No user ID or sign in is required.

This option is just another way to upload PRFs and invoices. The options to submit to the docprocessing@Conduent.com mailbox, via fax 1-866-302-6787 or by mail PO Box 27460, Albuquerque NM 87125 are still available.

You will receive a confirmation number once your upload has been successful. These uploads will be sent directly to the Conduent indexing queue for faster processing.

Please see steps below on how to submit your Payment Request Form (PRF) and invoices. If you have any questions please call the Consolidated Customer Service Center (CCSC) at 1-800-283-4465 then press 5.

<u>Upload Payment Request Form tool</u>

https://nmmedicaid.portal.conduent.com/webportal/uploadPayment

or

https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm Click on Upload Payment Request Form (PRF) on the left menu











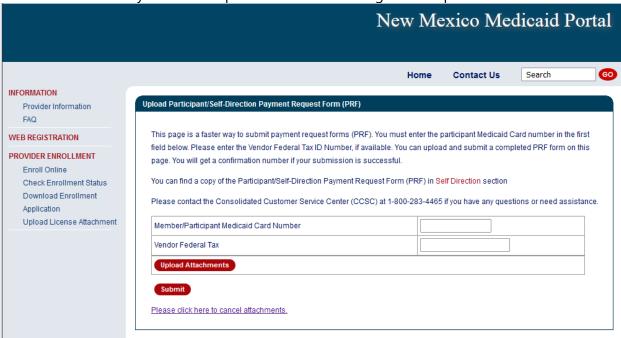








This new page allows completed Payment Request Forms and supporting documentation to be uploaded and submitted electronically on the web portal. No user ID or sign in is required.



Member ID and at least one attachment are required in order to submit



















Each attachment may have a maximum size of 5 MB. It's recommended to attach PDF, JPG, TIF, PNG, and Word document files. Please do not attach ZIP files, PowerPoint, Excel or password-protected files.



If submission is successful, then a confirmation page with web reference number will appear

