

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

September 29, 2021

Critical Updates

AuthentiCare Time Entry

If you are entering time in AuthentiCare, please allow overnight batching of your time to occur. If you enter time after 12am, your time will not show in FOCoS until 8am the following day. There is no need to reenter your time in the FOCoS. If after 24 hours you do not see a time entry in AuthentiCare, please call the Consolidated Customer Service Center (CCSC) at 1-800-283-4465 then press 5.

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.

How-To Tips

New Procedure for Returning Checks to the Budget or Reissuing

Please return checks to Palco if monies need to be restored to the budget or checks need to be reissued. Do not destroy checks. Write "Void" across the check and mail the check back to Palco with a note explaining whether you want the check returned to the budget or reissued. If you no longer have the check, please file a Stop Payment Request with Conduent.

Mail checks to:

Palco
PO Box 242930
Little Rock, AR 72223