

Past newsletters are available on the NM Medicaid Portal at the bottom of the Provider Information section at: <https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm>

**October 6, 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.

### Major Issues and Resolutions

#### Reminder: Updating Contact Information

The Self Directed Community Benefit (SDCB) program regularly issues important information to members and Employers of Record (EORs). SDCB members can update their information with Conduent by notifying their MCO Care Coordinator or Support Broker. SDCB members must update their demographic information, including address and phone number, with the HSD Income Support Division (ISD). This information is then received by the Medicaid system. You may update information with ISD by:

- YESNM Portal: <https://www.yes.state.nm.us>
  - If you have a username and password for YesNM simply sign into your account.
  - If you have not set up an account, you may create a user name and password by selecting "create an Account." Tutorial videos for YESNM can be found on the NM Medicaid Portal.

Once you have logged in select "Check my Benefits" to update your address and phone number and mailing address.

- Fax to 1-855-804-8960
  - Be sure to include the case number, the recipients full name, and the changes that are being made.

EORs, self-directed providers, and self-directed employees must update their information with Conduent. This information can be emailed to Conduent at [docprocessing@conduent.com](mailto:docprocessing@conduent.com).

Email is an important way that Conduent and/or Palco will contact you. Please ensure that your email address is correct.

#### Reminder: EOR Transition Packets

We identified individuals who have not submitted a completed EOR Transition Packet. Conduent has sent EOR Transition packets to those employers. Be on the lookout for that packet and please complete and submit it as soon as you are able. Your Support Broker will be reaching out to you if you have not submitted your updated EOR transition packet. Your Support Broker can assist you with this.

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](mailto:docprocessing@conduent.com); OR

Mail: Conduent  
1720A Randolph Rd SE  
Albuquerque, NM 87103

### 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