

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>

November 10, 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 66% 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.

Major Issues & Resolutions

Reminder: Email Campaign

Palco and Conduent are working together to ensure all current employees, participants, and employers of record (EOR) have accurate information on file.

One critical piece of information is your e-mail address. Your **e-mail address** will be used for:

- Communication / notification from Palco or Conduent
- Personal login ID for Palco Connect system

Your e-mail address will also be used for any notifications that are sent regarding timesheets or general program communications. These e-mail notifications will help you ensure timesheets are correct and payments will be on time.

Each person (user) **is required to have their own unique login ID** for the Palco CONNECT system. For example, an employee and an employer cannot **share the same** e-mail address.

If you are an employee or an employer (EOR) and you are not sure if your correct e-mail address is in the FOCoS system, please contact the Consolidated Customer Service Center (CCSC) at 800-283-4465 to update your e-mail address by phone. You may also update your email address by emailing a Change of Information form to Conduent at docprocessing@conduent.com. Please keep in mind that if you have more than one e-mail address listed in FOCoS, you must choose one (you can call CCSC or e-mail Conduent to update the information).

If you have recently updated your email or other demographic information, please disregard. Thank you for updating your information timely.