

Electronic Visit Verification (EVV) Training

NM FFS EVV Training

Wednesday January 15th – Friday January 17th

Tuesday January 21st - Friday January 24th



Training Audience

The training is designed for the following

Employer of Record-Mandatory

Guardians-Mandatory

Direct Support Staff/Employees-Mandatory

Mi Via Participants-optional

Consultants-optional



There is freedom of choice in home-based care.

Electronic Visit Verification (EVV)

What is EVV?

- Electronic visit verification (EVV) is a technology solution which electronically verifies that home and community-based services are delivered to people needing those services by documenting the precise time service begins and ends.



What does EVV verify?

EVV captures 6 points of data:

- **Type** of Service performed
- **Individual receiving** the service
 - **Date** of the service
 - **Location** of the service
- **Individual providing** the service
- **Time** the service begins and ends



What Services Require EVV?

- For services below, you will be required to use EVV starting January 25th, 2025, and are not required to enter these services in FOCoS, unless you are granted an exception by the state.

Mi Via Waiver

- 99509-E Homemaker/Direct Support
- T1005SD-E Respite Standard

We make self-direction easy.

Palco ID's

Palco ID Number – In FOCoS

- You can find your Palco ID by logging into FOCoS.
- In the “View User” screen under the “Employee Details” information box you will find the 6-digit FMA (Palco) Employee ID.

[View User]

Security Information:		Employee Details: Change Active Status Edit	
First Name:		Employee Role(s):	
Last Name:		Employee Title:	
Date of Birth:		Gender:	
Last 4 of SSN:		Taxpayer ID (SSN or ITIN):	
Login Name:		Ethnicity:	
Personal Information: Edit		Date of Birth:	
First Name:		Age:	
Middle Name:		FOCoS Employee ID:	
Last Name:		FMA Employee ID:	

Palco ID Numbers

- Palco ID numbers have been sent out via mail to every employer and employee. When you receive this letter, ensure you save the info and learn your 6-digit Palco ID number.
- Please contact the Consolidated Customer Service Center at [1-800-283-4465](tel:1-800-283-4465) to obtain your 6-digit Palco ID.
- This is a requirement to access Fiserv's Authenticare EVV systems starting January 25th 2025 for the two new E codes. See slide 19 for further context.



We care about independence.

Telephony / Interactive Voice Response (IVR)

What is Telephony/IVR?

- Authenticare Telephony/IVR software allows you to utilize any touchtone phone to clock in and out and meet the criteria of the 21st Century Cures Act.
- Interactive Voice Response (IVR) is sometimes referred to as Telephony.
- Six points of data, including location, are automatically captured when you call in.



Using Telephony

- **Using a landline phone or cell phone, follow the IVR instructions sheet to dial the toll-free number at the beginning and the end of the visit.**

Start of visit:

- **Step 1:** Dial toll free number, enter your PALCO ID
- **Step 2:** Follow the prompts to clock in
- **Step 3:** Select “Mi Via Exception Rate Homemaker Direct Support Employee” or “Mi Via Exception Rate Respite-Employee”

End of visit:

- **Step 1:** Dial toll free number, enter your PALCO ID
- **Step 2:** Follow the prompts to clock out

Using Telephony

- **Activity codes are available in AuthentiCare but are optional.**

Select number 8 to bypass activity codes when calling the IVR to clock out.

“Please enter your activity codes followed by the pound (#) sign. To continue without entering an activity code, press 8.”

If the service performed allows activity codes to be selected, you will hear this prompt. After the entry of each code, press the pound (#) sign. A list of activity codes are available in Part 3 of these instructions. Activity Codes are **OPTIONAL**.

Using Telephony



Recording of sample IVR EVV check-in call



Using Telephony



Recording of sample IVR EVV check-out call



What number do I call?

- Refer to the Telephony/IVR user guide for the toll-free number you will use to check in and out.
- Phone number is FREE to call and available 24/7
- **1-800-222-2943**



We are experts.

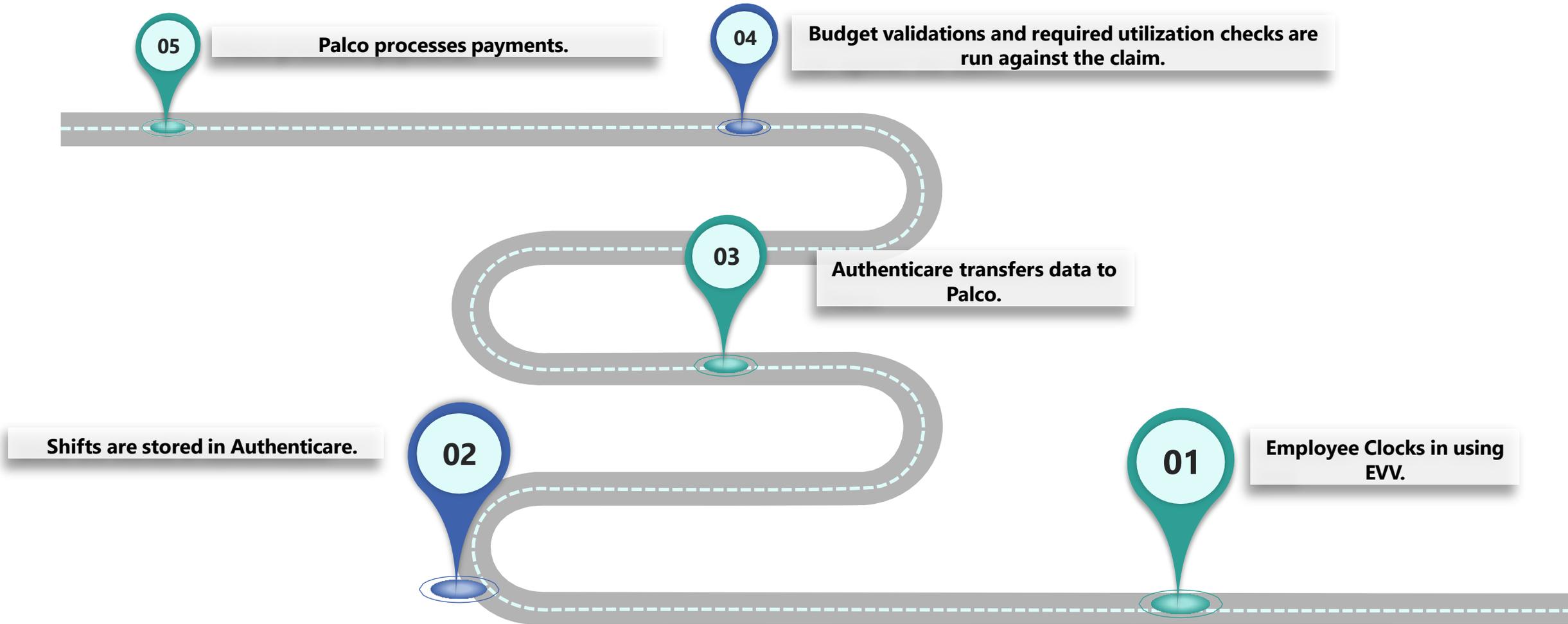
Time Management

Approving Time

- Time processed with EVV/IVR will be available to approve in FOCoS.
- Time paid will be passed to FOCoS and visible on utilization reports.
- If a shift is not captured using EVV, the time can be manually entered in the FOCoS system.



How EVV Shifts turn in to claims



MI VIA EVV CODES

This is a requirement for employees to clock in/out of EVV for the services below.

- 99509 Homemaker
- T1005SD Respite Standard
- 99509-AC Home Maker direct support Vendor
- T1005-AC Respite vendor
- 99509 - E Homemaker Exception
- T1005SD-E Respite Standard Exception

RESOURCES

- EVV Frequently Asked Questions (FAQ)
- EVV User Guide NM- Telephony
- AuthentiCare Interactive Voice Response (IVR) Instructions
- PowerPoint Training Slides

New Mexico Medicaid portal

<https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm#Self-DirectionForms>

ADDITIONAL SUPPORT

If you have questions, please contact Consolidated Customer Service Center at **1-800-283-4465, choose a language, next prompt zero and press 5 for assistance.** Your call will be routed to a Mi Via / Self-Directed call agent. The Consolidate Customer Service Center (CCSC) hours of operation are **7am – 5pm Monday – Friday.** CCSC can provide basic replies based on Frequently Asked Questions (FAQ). Questions that can't be addressed by CCSC will be escalated to Conduent for response. Please review FAQs and other information posted on the Palco website before calling CCSC. FAQs can address most questions. FAQs will be posted to the Medicaid Portal.

Please visit the New Mexico Medicaid Portal website for forms and resources!

<https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm#Self-DirectionForms>



Thank you for your time!

