

ELECTRONIC VISIT VERIFICATION (EVV) INFORMATION  
 SESSION FOR DD, MI VIA, AND SUPPORTS WAIVERS:  
 DECEMBER 21, 2020



QUESTIONS AND ANSWERS

QUESTION	STATE RESPONSE
<p>What should agencies, EORs, employees and independent contractors do if they: 1) do not receive employee or participant IDs; 2) did not receive credentials for Authenticare or external worker IDs; 3) were unable to complete the Employer Enrollment Packet or packet was not approved timely; 4) experience technical difficulties using the IVR/telephony system by January 1, 2021?                      Do providers continue with services?</p>	<p>If unable to access or comply with EVV requirements by January 1, 2021:</p> <ul style="list-style-type: none"> <li>All providers and employees must continue to provide services to participants</li> </ul> <p>To receive payment, providers, EORs and employees should continue to bill for services using currently approved processes:</p> <ul style="list-style-type: none"> <li>DDW and Supports Waiver provider agencies should submit claims to Conduent</li> <li>Mi Via and participant-directed Supports Waiver:                             <ul style="list-style-type: none"> <li>employees should continue to submit online timesheets in FocosOnline</li> <li>vendor agencies should continue to submit Payment Requests Forms (PRF) to the EOR</li> <li>EORs should continue to review and approve online timesheets and PRF</li> </ul> </li> </ul> <p>Providers, EORs, and employees should work with the state to start using the EVV systems as soon as they are able.</p>
<b>EVV IMPLEMENTATION – AUTHENTICARE/PALCO</b>	
<p>How quickly does Authenticare respond to emails from agencies registering or requesting assistance? How long does it take agencies to get agency credentials? Is there one log in per agency?</p>	<p>Standard response time is 1-2 business days once credentials have been requested. Authenticare staff Cayle Cox has sent agency credentials to everyone who outreached last week on Friday night (12/18) and has been replying to all access questions personally within a few hours. He’s contacted multiple clients via phone and walked them through their setup.</p> <p>One login per Agency will be issued and the Agency can then setup additional users within their access.</p>
<p>What is the link to Authenticare so EORs and agencies can set up their participant information?</p>	<p><a href="https://www.authenticare.com/palconm/login.aspx">https://www.authenticare.com/palconm/login.aspx</a></p>
<p>How do employees receive their employee ID numbers? How do agencies get employee ID numbers to register them into Authenticare if the employee has not received this information in the mail? Where can employees or agencies get this information?</p>	<p>Palco will setup Mi Via and Supports Waiver self-directing workers by early next week. These workers will use their Palco ID for clocking in and out. Palco IDs were provided via letters in November and a second letter containing Palco ID numbers is being mailed out the week of 12/21.</p> <p>Provider Agencies need to setup their agency-based workers. When the Agency is registering their worker in Authenticare they will be assigned a worker ID in the Authenticare Portal which the Agency should relay to that worker. That worker ID will be used to clock in and out.</p>

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<p>When and where will a User Guide be available?</p>	<p>An Authenticare User Guide for Agencies has been published and can be found here:</p> <ul style="list-style-type: none"> <li>▪ Palco Website: <a href="https://palcofirst.com/new-mexico">https://palcofirst.com/new-mexico</a></li> <li>▪ New Mexico Medicaid Web Portal: <a href="https://nmmedicaid.portal.conduent.com">https://nmmedicaid.portal.conduent.com</a></li> </ul>
<p>Do agency-based workers need a Palco ID?</p>	<p>No. Provider Agencies need to setup their agency-based workers. When the Agency is registering their worker in Authenticare they will be assigned a worker ID in the Authenticare Portal which the Agency should relay to that worker. That worker ID will be used to clock in and out.</p>
<p>Multiple employees have received letters noting the same employee ID numbers. Is this correct?</p>	<p>Every self-directing Employer, Participant and Employee has a unique Palco ID number. Some letters may have mistakenly indicated the same ID numbers for Employer and Employees, new letters are being mailed out.</p> <p>If you need your ID sooner, you can The CCSC can be reached at  <b>1-800-283-4465</b>      Select <b>option '5'</b> for EVV.</p> <p>The CCSC is available Monday through Friday from 7 am to 5 pm.</p> <p>In addition, someone from Conduent will be reaching out directly to provide that unique ID number.</p> <p>If you have not received your ID number or want to confirm its accuracy, you can also send an email to:  <a href="mailto:NM.EVV.ID.Conduent@Conduent.com">NM.EVV.ID.Conduent@Conduent.com</a>      Please include your contact information and someone will contact you. You can begin sending inquiries to this email starting December 23, 2020.</p> <p>Agencies and agency-based workers do not have Palco IDs.</p> <p>Please note: Agency-based workers should use the worker ID generated in Authenticare when the Agency registers that worker. They will not receive a Palco ID.</p>
<p>Have clients/participants been entered into Authenticare?          Agencies require this information.</p>	<p>Participants will be loaded as we approach go-live, the targeted date is 12/28 but hopefully sooner.</p>

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<p>EORs and agencies have received multiple Palco IDs with no information as to which participant the IDs belonged to. How can agencies and EORs find out which participant the IDs belong to?</p>	<p>New letters specifying Participant and Employee names are being mailed to the Employers this week. If you need your ID sooner, you can reach The CCSC at  <b>1-800-283-4465</b>                      Select <b>option '5'</b> for EVV.</p> <p>The CCSC is available Monday through Friday from 7 am to 5 pm.</p> <p>In addition, someone from Conduent will be reaching out directly to provide that unique ID number.</p> <p>If you have not received your ID number or want to confirm its accuracy, you can also send an email to:  <a href="mailto:NM.EVV.ID.Conduent@Conduent.com">NM.EVV.ID.Conduent@Conduent.com</a>                      Please include your contact information and someone will contact you. You can begin sending inquiries to this email starting December 23, 2020.</p>
<p>Is the External Worker ID the same as the agency's tax ID? Where can I get the External Worker ID?</p>	<p>No, the agency tax ID is the same as a Federal Employer Identification Number (FEIN).</p> <p>Provider Agencies need to setup their agency-based workers. When the Agency is registering their worker in Authenticare they will be assigned a worker ID in the Authenticare Portal which the Agency should relay to that worker. That worker ID will be used to clock in and out.</p>
<p><b>EVV PROCESS</b></p>	
<p>For Mi Via and participant-directed Supports Waiver, do timesheets still need to be entered in FocosOnline? Does the EOR still need to approve timesheets on FocosOnline?</p>	<p>For EVV services, timesheets do not need to be entered into the FocosOnline system. Employee clock in and clock out, captured via phone will be transferred to FocosOnline. EORs must still approve time on FocosOnline for non-EVV services.</p>
<p>Do I need the participant's ID and my employee ID to clock in and clock out?</p>	<p>Yes, employees need their own employee ID and participant's ID to clock in and clock out.</p>
<p>What happens if the clock in and clock out times have not been entered or need to be corrected? When do these corrections need to be made?</p>	<p>For Mi Via and participant-directed Supports Waiver: The EOR can enter or correct time in FocosOnline. These entries and corrections must be completed by the due date at the end of the pay period to allow for processing and payment. Please check 2021 Employee Payroll schedule found at:  <a href="https://nmmedicaid.portal.conduent.com/static/PDFs/Self%20Direction%20Forms/2021%20Employee%20Payroll%20Schedule.pdf">https://nmmedicaid.portal.conduent.com/static/PDFs/Self%20Direction%20Forms/2021%20Employee%20Payroll%20Schedule.pdf</a></p>

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	<p>For DDW provider agencies/ Mi Via and Supports Waiver vendor agencies: Agency administrator can enter or correct time in the Authenticare System. Entry and corrections must be complete prior to submission of claims.</p>
<p>In Mi Via and Supports Waiver, will Payment Request Forms (PRF) be required after January 1, 2021 in Mi Via and participant-directed Supports Waiver?                      Do hours need to be entered on the Payment Request Forms and invoices to reflect times vendor agency employees worked?</p>	<p>PRFs will not be required for EVV services (Homemaker, Respite, In Home Living Supports) after January 1, 2021. EORs will not need to fax them to Conduent for payment.</p> <p>PRF are still required for non-EVV services that are provided by a vendor agency. For PRF to be approved and paid, an invoice from the vendor agency must be attached. The invoice should note the service hours that the vendor agency provided to the participant. Vendor agencies may continue to request a timesheet from their employees or contractors.</p>
<p>Do clock in and clock out have to occur at the participant’s home?                      There are times when the service begins in the participant’s home but ends in the community such as at a doctor’s office.</p>	<p>During phase 1 (January 1, 2021 to March 31, 2021) clock in and clock out can occur using the IVR/Telephony system. Employees can call the IVR phone number using the telephone at the participant’s home or by calling the IVR number from a mobile phone.</p> <p>After April 1, 2021, employees can continue to call from the participant’s home landline phone or use the Authenticare mobile app. Allowing the use of the participant’s home landline, mobile phone, or the mobile app to clock in and clock out provides flexibility as to where services can be provided.</p>
<p><b>EMPLOYER OF RECORD (EOR)- MI VIA &amp; SUPPORTS WAIVER</b></p>	
<p>Where can EORs get a copy of the Employer Enrollment Packet?                      Do I need to complete the entire Employer Enrollment packet? Do I only complete the highlighted areas?</p>	<p>Mi Via and participant-directed Supports Waiver EOR Enrollment Packets and instructions for completion and submission are available at:</p> <ul style="list-style-type: none"> <li>▪ Palco Website: <a href="https://palcofirst.com/new-mexico">https://palcofirst.com/new-mexico</a></li> <li>▪ New Mexico Medicaid Web Portal: <a href="https://nmmedicaid.portal.conduent.com">https://nmmedicaid.portal.conduent.com</a></li> </ul> <p>Mi Via and participant-directed EORs must complete all the highlighted areas in the Employer Enrollment Packet. Agencies and Vendors do not need to complete the EOR Transition packet.</p>
<p>EORs are unpaid position. EVV adds additional burden to them.</p>	<p>Other than updating their information with Palco, EOR scope of work will not change with EVV. EORs will continue to assist participants management their budgets through FocosOnline. A change to the EORs work is that EORs will no longer have to review and approve vendor agency Request Form (PRF); with EVV PRF are no longer required.</p>

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Does the EOR require a Palco ID number?	Every Employer, Participant and Employee has a unique Palco ID number.
How can I check if the Employer Transition Packet was filled out correctly or is approved?	Conduent/Palco will begin review of Employer Transition packets in January/February. If corrections or additional information is needed, you will be contacted. If you have submitted it, rest assured it will be processed timely.
The participant is their own EOR, do they need to complete the Employer Enrollment Packets?	Yes, if the participant is their own EOR, they must complete the Employer Transition Packet.
The participant does not have an Employer or Record but have an Authorized Signer instead. Does the Authorized Signer need to fill out the Employer Enrollment Packet?	The Authorized Signer does not need to fill out the Employer Enrollment Packet.
<b>PROGRAMMATIC QUESTIONS</b>	
MI VIA: Is the clock in and clock out location in the Mi Via wavier program necessary?	Location is a data point that is must be captured by the EVV system. Verifying location is mandatory for all EVV services in DDW, Mi Via and Supports Waivers.
MI VIA: If Mi Via participants live where there is no internet or landline telephone access, and have an exemption from submitting online timesheet, does this exemption still apply?	Exemptions to online timesheet submission will be applied to EVV. Participants must meet specific criteria for an exemption; contact your Consultant or Community Supports Coordinator (CSC) for additional information.
MI VIA: Will EVV be required for Community Direct Support (H2021) service or Customized Community Group Supports (S5100) require EVV? Will all other services require EVV after April 1, 2021?	<p>The only services that require EVV are services that provide personal care such as eating, meal prep, bathing, etc. The services are listed in the presentation.</p> <p>FocosOnline is being replaced by Palco on April 1, 2021. Participants will manage all their Mi Via and Supports Waiver services, EVV and non-EVV services, on the Palco system.</p>
MI VIA: Is In-Home Living Supports (IHLS) billed at daily rate or monthly rate. How do families providing services paid at a daily rate uses EVV?	<p>The rate for In-home Living Supports services is a daily rate. Vendor agencies may choose to bill IHLS monthly. This service can only be provided by vendor agencies. Vendor agencies can hire employees to provide these services.</p> <p>IHLS providers services should clock in and clock out when the start and complete services. Example: starting and completing meal prep and feedings, household chores, bathing.</p>
DDW, MI VIA, SW: If a caregiver/employee is serving two	The caregiver/ employee should clock in and clock out for each participant they serve. This is no different from completing a timesheet



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ADDENDUM A QUESTIONS AND ANSWERS

*This document is intended for services provided by agencies contracted directly by Department of Health. For self-directed vendor agency questions and answers please refer to the original document.*

QUESTION	STATE RESPONSE
<p>What should agencies do if they:</p> <p>1) did not receive credentials for Authenticare;</p> <p>2) experience technical difficulties using the IVR/telephony system by January 1, 2021?</p> <p>Do providers continue with services?</p>	<p>If unable to access or comply with EVV requirements by January 1, 2021:</p> <ul style="list-style-type: none"> <li>• All providers and employees must continue to provide services to participants</li> <li>• DDW and Supports Waiver provider agencies should submit claims to Conduent</li> </ul> <p>Providers should work with the state to start using the EVV systems as soon as they are able.</p>
<p><b>EVV IMPLEMENTATION – AUTHENTICARE/PALCO</b></p>	
<p>How quickly does Authenticare respond to emails from agencies registering or requesting assistance? How long does it take agencies to get agency credentials? Is there one log in per agency?</p>	<p>Standard response time is 1-2 business days once credentials have been requested. Authenticare staff Cayle Cox has sent agency credentials to everyone who outreached last week on Friday night (12/18) and has been replying to all access questions personally within a few hours. He’s contacted multiple clients via phone and walked them through their setup.</p> <p>One login per Agency will be issued and the Agency can then setup additional users within their access.</p>
<p>What is the link to Authenticare so agencies can set up their participant information?</p>	<p><a href="https://www.authenticare.com/palconm/login.aspx">https://www.authenticare.com/palconm/login.aspx</a></p>
<p>How do agency employees get an ID to clock in and out using EVV? Where can employees or agencies get this information?</p>	<p>Provider Agencies need to setup their agency-based workers. When the Agency is registering their worker in Authenticare they will be assigned a worker ID in the Authenticare Portal which the Agency should relay to that worker. That worker ID will be used to clock in and out.</p>
<p>How does an agency employee clock in and out using Authenticare?</p>	<p>An agency employee will call the Authenticare number and use the worker id that has been issued by the agency. See the Authenticare User Guide for Agencies available at <a href="https://palcofirst.com/new-mexico">https://palcofirst.com/new-mexico</a>.</p>



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Will agency employees still need to write Daily Progress Notes for CIHS?	DDW Provider Agencies will be required to continue writing Daily Progress Notes and maintaining Data Tracking.
If I am providing services to more than one person in a group setting how do I capture that through EVV?	An agency employee who is providing services in a group setting will need to clock in and out for each person they are providing services using the appropriate service code.
When and where will a User Guide be available?	An Authenticare User Guide for Agencies has been published and can be found here: <ul style="list-style-type: none"> <li>▪ Palco Website: <a href="https://palcofirst.com/new-mexico">https://palcofirst.com/new-mexico</a></li> <li>▪ New Mexico Medicaid Web Portal: <a href="https://nmmedicaid.portal.conduent.com">https://nmmedicaid.portal.conduent.com</a></li> </ul>
Do agency-based workers need a Palco ID?	No. Provider Agencies need to setup their agency-based workers. When the Agency is registering their worker in Authenticare they will be assigned a worker ID in the Authenticare Portal which the Agency should relay to that worker. That worker ID will be used to clock in and out.
Is the External Worker ID the same as the agency's tax ID? Where can I get the External Worker ID?	No, the agency tax ID is the same as a Federal Employer Identification Number (FEIN).  Provider Agencies need to setup their agency-based workers. When the Agency is registering their worker in Authenticare they will be assigned a worker ID in the Authenticare Portal which the Agency should relay to that worker. That worker ID will be used to clock in and out.
Which do I need... a PIN or an ID?	Agencies do not need either and, once registered with Palco, have what they need to start.
<b>EVV PROCESS</b>	
Do I need the participant's ID and my employee ID to clock in and clock out?	Yes, employees need their own employee ID and participant's ID to clock in and clock out.
What happens if the clock in and clock out times have not been entered or need to be corrected? When do these corrections need to be made?	An Agency administrator can enter or correct time in the Authenticare System. Entry and corrections must be complete prior to submission of claims.



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Am I still responsible for submitting claims through Conduent, or is that taken care of by EVV?	Yes. Claims will need to be submitted to Conduent in order to be paid – just as you are currently doing. There is no change to that process.
Do clock in and clock out have to occur at the participant’s home? There are times when the service begins in the participant’s home but ends in the community such as at a doctor’s office.	<p>During phase 1 (January 1, 2021 to March 31, 2021) clock in and clock out can occur using the IVR/Telephony system. Employees can call the IVR phone number using the telephone at the participant’s home or by calling the IVR number from any mobile phone.</p> <p>After April 1, 2021, employees can continue to call from the participant’s home landline phone or use the Authenticare mobile app. Allowing the use of the participant’s home landline, mobile phone, or the mobile app to clock in and clock out provides flexibility as to where services can be provided.</p>
<b>PROGRAMMATIC QUESTIONS</b>	
If a caregiver/employee is serving two or more participants in the same home, does caregiver clock in for each participant they are serving?	The caregiver/ employee should clock in and clock out for each participant they serve.
<b>CONSOLIDATED CUSTOMER SERVICE CENTER (CCSC)</b>	
What is the usual wait times for the CCSC?	Wait times can vary based on call volumes which fluctuate throughout the day. If you unable to wait on the phone you can send an email to: <a href="mailto:NM.Customers@state.nm.us">NM.Customers@state.nm.us</a> and you should receive a response within 24 hours. The Consolidated Customer Service Center (CCSC) will be working on other communication options such as Text and Chat functionality.
How do I contact the Consolidated Customer Service Center?	The CCSC can be reached at 1-800-283-4465, Monday through Friday, 7 am to 5 pm. Select option ‘5’ for EVV.



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or more participants in the same home, does caregiver clock in for each participant they are serving?	or PRF for each employee in Mi Via or a DDW provider agency submitting a claim for each participant.
Mi VIA: Who do In-Home Living Providers give their Palco ID to? Who checks their clock in and clock out time?	The vendor agency provider you contract with will receive and check your clock in and clock out time. You must provide your Palco ID to the vendor agency you contract with.
MI VIA: Do independent contractors hired directly by the participant or EOR (not contracted through a vendor agency) have to comply with EVV?	Anyone providing homemaker, respite or IHLS must comply with EVV.
What is Respite?	Respite is a family support service, the primary purpose of which is to give the primary, unpaid caregiver time away from their duties. Respite services include assisting participants with routine activities of daily living (e.g., bathing, toileting, preparing or assisting with meal preparation and eating) and self-help skills.
<b>CONSOLIDATED CUSTOMER SERVICE CENTER (CCSC)</b>	
The CCSC is unable to answer questions on ID numbers, status of EOR paperwork. The system is not user friendly. How do we reach someone to speak to or ask questions about EVV?	CCSC has a spreadsheet with names and associated IDs. An agent can provide the ID once the caller has been authenticated. The CCSC can assist with EOR paperwork as well. If you unable to wait on the phone you can send an email to: <a href="mailto:NM.Customers@state.nm.us">NM.Customers@state.nm.us</a> and you should receive a response within 24 hours.
What is the usual wait times for the CCSC?	Wait times can vary based on call volumes which fluctuate throughout the day. The CCSC will be working on other communication options such as Text and Chat functionality.