EVV Post Go-Live Provider Session 1/15/2021
DOH Approved Agencies (DDW and Supports Waiver Agency-Based)

QUESTION	ANSWER
What is the timeframe for correcting errors with clocking in and clocking out issues?	Prior to billing through Omnicaid, ensure that the EVV data matches billing. This information may be audited as part of waiver program compliance. Correcting errors are determined by the agency in relation to individual payroll or billing for waiver services.
What shows up on the exception report and what should I do with that information?	The exception report will include different exceptions by participant and exceptions grouped by common exceptions that may be seen. Exceptions can be informational to alert the user that a criterion was not met. Currently, we recommend agencies review the report to see errors and time related issues. See the AuthentiCare User Guide, Chapter 6 for Reports. EVV Phase 2 requires the exceptions report be included within the process for regular review as it may impact the transmission of data. Exceptions may impact payment in the future.
The exception report shows all exceptions, and not those specific to the user because the user is not calling from a registered phone number.	Although this exception will not be enforced until Phase II, providers can avoid the exception by entering any client home phone numbers that are being used for check in and out of EVV. Client home phone numbers can be entered on the client entity page. The agency administrator can update phone numbers in AuthentiCare by going to the client entity settings. See page 18 of the AuthentiCare User Guide.
All my employee's ID are coming up as invalid and no reply received for the inquiries made	Please ensure you are using the correct IDs per the EVV Workstream located here: https://palcofirst.com/wp-content/uploads/2021/01/NM-EVV-WORKSTREAMS-4.pdf If you still need assistance, Call the Consolidated Customer Service Center (CCSC) for assistance using the * function and Palco can provide assistance. **1-800-283-4465 and Press ***
Are all agencies getting an exception report emailed to you?	The exception report can be found in the AuthentiCare system. See Chapter 6, Reports in the AuthentiCare User Guide. Agency administrators can schedule reports to run daily, weekly, monthly, etc.
Agencies cannot access clients through Authenticare, using Medicaid ID number. What should we do?	Call the Consolidated Customer Service Center (CCSC) for assistance using the * function and Palco can provide assistance. **1-800-283-4465 and Press ***

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Is the administrator the only one who can make changes in AuthentiCare?	The primary administrator is the one designated to make changes. There can be more than one administrator assigned per agency. See AuthentiCare User Guide, Chapter 1.4 Adding new Web Users.
Can a primary administrator add another primary administrator?	Yes, it is recommended that provider agencies have at least two administrators as a minimum.
Is there a way for agencies to fix incorrect clock in/clock out days or clock in/clock out times? Agencies are unable to correct days; only incorrect clock in times.	Corrections are made in the Authenticare system by the Primary Administrator. This is done by searching and/or reviewing a claim. The date and time fields will be editable.
Agencies have called CCSC only to be transferred to AuthentiCare, then back to CCSC. Where do we go for technical assistance?	The CCSC has received additional training. Please continue to call the Consolidated Customer Service Center (CCSC) for assistance using the * function and Palco can provide assistance. **1-800-283-4465 and Press ***
Agencies request for additional training on the Authtenticare system. Where can we get additional information and training?	All trainings have been posted and links have been provided in the Palco site. https://palcofirst.com/new-mexico

Agencies notice that addresses for participants are incorrect in the AuthentiCare system. Agencies attempt to correct the address but corrections reverted back to the incorrect address. How should agencies correct this?	The AuthentiCare system receives participant information including addresses from the Human Services Department. The participant address is what is on file with the Income Support Division (ISD).
	
	Updates to the participant address should be made with ISD by:
	  1. Visiting: www.yes.state.nm.us or
	  2. Sending a Client Information Update (CIU) form to the ISD

Can there be more than one phone number attached per participant in the AuthtentiCare System?	Participants can have more than one phone number and address on file in the AuthtentiCare System. Primary Administrators can add additional phone numbers and addresses. Mobile phone numbers can be used. Detailed instructions can be found in the AuthtentiCare User Guide, page 18.
The participant we serve is moving to Mi Via at the end of the month; will this affect payment/billing?	Movement of participants between waivers does not impact a provider's billing.
Can workers call from more than one phone number?	More than one phone number can be entered for a participant for which workers can call into the Authenticare using IVR (Interactive Voice Response). In EVV Phase 2, workers will have a choice of clocking in and clocking out via either IVR or the Authenticare mobile app.

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QUESTION	ANSWER
Can a worker use the participant's cell phone to call into the IVR?	Workers can use the participant's cell phone to call into the IVR. Beginning in EVV Phase 2, all phone numbers will be required to be registered in the AuthentiCare system. Phone numbers that are not registered will result in a Critical Exception.
Do primary administrators have permission to revise/reset IDs?	Primary Administrators can add and delete their agency workers/users and adjust their roles.
When workers use their own cell phone when calling into the IVR there is not enough time to enter Medicaid ID. Is it an issue when using a landline to call the IVR??	This is not a known issue when a worker calls into the IVR system using a landline or cell phone. In EVV Phase 2 workers can download the Authenticare mobile app to clock in and clock out.

EVV Post Go-Live Provider Session 1/15/2021
Mi Via and SW Participant-Directed

QUESTION	ANSWER
On 08/08/2019, memo released by CMS stating the following in their FAQs, "Do EVV requirements apply to individuals receiving Personal Care or Home Health care (HHC), if they live with the caregiver and the caregiver is providing services in their residence?" The CMS response is, "No, EVV requirements do not apply if the recipient and beneficiary live together. PCS services rendered by an individual living in the residence does not constitute an in-home visit. However, states are encouraged to apply appropriate oversight to services provided in these circumstances." Why is NM requiring EVV for services where participants may living with their caregivers such as In-home Living Supports?	Under Mi Via, In-Home Living Supports (IHLS) can be provided by a worker hired by an agency, or caregivers that live with the participant who are contracted by the agency. IHLS is a service that provides personal care services. In NM, we are requiring EVV for all Personal Care services, regardless of the nature of the employment agreement and the living arrangements.
Does the system clock out at midnight?	No, you can clock-in/clock-out on a 24-hour basis. The system is functioning all hours.

Do community services need to clock in/out every day?	If an EVV service ends in the community, the employee needs to clock out when the service ends.
What if an employee/provider forgets to call in?	If you are an employee who works for an EOR, enter time in the FOCoS system as you normally do or contact the EOR to enter the time for you. If you work for an agency, the primary administrator for the agency can enter or correct your time.
Are paper checks mailed directly to EOR?	Vendor agency payment checks are mailed to the EOR. Checks to employees hired by EORs go to the mailing address on file in the FOCos system. Employee should go into the FOCoS system to verify the mailing address. Addresses can be corrected using the Change of Information Employee Form found at: https://palcofirst.com/new-mexico or https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm#Self-DirectionForms To sign up for Direct Deposit, complete the Direct Deposit Form and submit to Conduent. The form is available at: https://palcofirst.com/new-mexico or https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm#Self-DirectionForms
If a direct deposit authorization agreement did not go through, which Direct Deposit form do I use - new account or change?	Please use the Palco Pay Selection form can be found at: https://palcofirst.com/new-mexico
Palco is telling vendors that all Direct Deposits are cancelled, and we need to send in new forms. Is this correct?	If you had a Direct Deposit with TNT, you do not need to update your form unless you changed your bank, or we contact you because there was an issue with your Direct Deposit transaction. In those cases, please fill out and submit a Direct Deposit form to ensure we have the correct information.
QUESTIONS FROM EOR'S	
How can an EOR properly approve timecards if there is no way to fix time?	EOR's can correct or add missing times in the FOCoS system prior to approving timesheets.
Not all my employees have received IDs. Where can EORs get employee Palco ID information?	Call the Consolidated Customer Service Center (CCSC) for assistance using the * function and Palco can provide assistance. **1-800-283-4465 and Press *** In the meantime, EOR's can enter and approve time in FOCoS system to ensure timely payment.

How often are timesheets uploaded from Palco EVV to NM FOCoS Online?	At this time uploads to the FOCoS system are not happening in real-time. Palco is working to complete the transfer process on a daily basis.
EOR's are supposed to approve timesheets by Tuesday 12 noon. If download is not completed on time, do EOR's manually enter in time and approve that way?	The time requirements have not changed for timesheet approval. If the employee's clock in and clock out information is not in the system by the time the EOR needs to approve timesheets, time should be manually entered by EOR or the employee and the EOR can approve time for timely payment.
Today, one employee was paid and one was not. What happened? How do we correct?	Employees may be signed up for different payment methods, either direct deposit or check. If both employees are signed up for direct deposit, their deposits may hit the bank at a slightly different time. Since this is Palco's first deposit for many banks, the banks may take more time to process the transaction. To ensure deposits go to the correct place, correct and accurate information is needed. It is recommended that employees complete and submit a Pay Selection form to ensure correct banking information. Forms can be found on the Palco website: https://palcofirst.com/new-mexico or https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm#Self-DirectionForms
I called in every day for the 10 clock in and clock outs, but only 3 days out of 10 days' clock-in/outs showed up. The EOR added the information into FOCoS and corrected the time. Is it because of the new system? Did we handle this appropriately?	That is the appropriate way to handle that situation. The data transfer issues are being worked on and will improve as we move through implementation of EVV. Continue the same process if you don't see your clock in or clock out time prior to approval on Tuesdays.
What is the purpose of the Palco ID for employees only providing Community Direct Support (CDS)?	CDS is not an EVV service. The individual cannot not clock in and clock out on the IVR as the service is not listed. All employees, EORs, Participants received Palco IDs in anticipation of the transition from the FOCos System to the Palco System. The Palco ID is the ID that identifies an employee in the Palco system. For questions on which ID should be used for clocking in/out, review the EVV workstream and make sure you are using the correct one. https://palcofirst.com/wp-content/uploads/2021/01/NM-EVV-WORKSTREAMS-4.pdf
Is there an activity code I should be using for in-home support provider?	Callers may hear, "Press "8" to enter activity code" when calling the IVR. At this time, an activity code is not needed for the Mi Via and Supports Waivers. Note: The activity code is required if the individual is receiving services under Centennial Care Community Benefit with the MCOs.

QUESTIONS FROM VENDORS	
I am an in-home living support. I made some mistakes when clock in and clocking out. Who do I contact to correct my time?	Contact the vendor agency you are contracted with and the Primary Administrator will correct your time.
We have a very new vendor that we submitted the PRF a few days ago. Since it's so recent and I don't even see anything in FOCoS. Should we resubmit his Direct Deposit as well?	Yes, please resubmit the forms to ensure the accurate information is captured. Forms can be found on the Palco website: https://palcofirst.com/new-mexico or https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm#Self-DirectionForms
What to do when vendors have not received credentials, a month after they were submitted.	Call the Consolidated Customer Service Center (CCSC) for assistance using the * function and Palco can provide assistance. **1-800-283-4465 and Press *** In the meantime, submit your Payment Request Form (PRF) to the EOR to ensure timely reimbursement of services.