ELECTRONIC VISIT VERIFICATION (EVV)
DDW & SUPPORTS WAIVER AGENCY BASED

POST-GO LIVE INFORMATION SESSION : JANUARY 15, 2021

NICOLE COMEAUX, MEDICAID DIRECTOR

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MISSION

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To transform lives. Working with our partners, we design and deliver innovative, high quality health and human services that improve the security and promote independence for New Mexicans in their communities.

GOALS

We help
NEW MEXICANS

1. Improve the value and range of services we provide to ensure that every qualified New Mexican receives timely and accurate benefits.

We communicate
EFFECTIVELY

2. Create effective, transparent communication to enhance the public trust.

We make access
EASIER

3. Successfully implement technology to give customers and staff the best and most convenient access to services and information.

We support
EACH OTHER

4. Promote an environment of mutual respect, trust and open communication to grow and reach our professional goals.

GOALS

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GOALS

- Address questions received from providers and other stakeholders as a result of the EVV go-live

- This session is targeted to DDW and Supports Waiver agency-based providers

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QUESTIONS & CONCERNS

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QUESTIONS AND CONCERNS

QUESTION	RESPONSE
What is a Primary Administrator? How is one set up in AuthentiCare?	Agencies should designate a Primary Administrator who should be accessible to workers for functions such as resetting/unlocking accounts. More than one Administrator is preferred. Examples of Primary Administrator functions include: • Enroll new workers • Establish administrative users • Reset passwords • Manage workers and participant information • Run and view reporting Detailed functions of a Primary Administrator are outlined in the Authenticare Agency User Guide available at: **https://palcofirst.com/wpcontent/uploads/2020/12/ACR_Palco_NM_User_Guide.pdf**

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QUESTIONS AND CONCERNS

QUESTION	RESPONSE
Who sets up and gives my agency employees their worker ID?	A Provider Agency sets up their worker in AuthentiCare using the "provider registration". When the Agency registers their worker in AuthentiCare, they will be assigned a Worker ID. The Agency must share the Worker ID with the worker/employee. The Worker ID will be used by provider/vendor agency employee to clock in and out.
What is the difference between a Worker ID and Palco ID? When is the Worker ID used? When is the Palco ID used?	**Worker ID** is generated by AuthentiCare when agencies register their workers. Worker IDs are used by agency employees to clock in and out. **Palco ID** comes from Palco and is used by employees who are directly hired by the Mi Via or Supports Waiver participant/EOR to clock in/clock out. Please reference the EVV Workstream to determine the proper IDs to be used for clocking in and out. https://palcofirst.com/wp-content/uploads/2020/12/NM-EVV-WORKSTREAMS-FINAL-FOR-DISTRIBUTION.pdf

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QUESTIONS AND CONCERNS

QUESTION	RESPONSE
My employees received a letter with client and employee IDs. Was this in error?	It is important to note that employees of agencies may also be providing services under the self-directed waivers and will be also be issued a Palco ID for use when clocking in and out for these self-directed waiver services. In these cases, the employee will use a Worker ID for agency-based services and a Palco ID when providing services under a participant/EOR. Agencies should continue to register their employees and obtain a Worker ID. When providing services under your agency, your employee must use the Worker ID you provided them to clock in and clock out. Please reference the EVV Workstream to determine the proper IDs to be used for clocking in and out. https://palcofirst.com/wp-content/uploads/2020/12/NM-EVV-WORKSTREAMS-FINAL-FOR-DISTRIBUTION.pdf

QUESTIONS AND CONCERNS

QUESTION	RESPONSE
The participant's Medicaid ID# is needed to use the IVR system. There are concerns with using this personal information. Will there be changes to this process?	The process to change the use of the Participant Medicaid ID is a large-scale change involving several systems and will need to be discussed and evaluated further.

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QUESTIONS AND CONCERNS

QUESTION	RESPONSE
Providers use other programs for daily progress notes. There may be a difference in EVV clock in and clock out times and time stamps on daily progress notes. Will this be an issue moving forward during audits?	The DOH Office of Internal Audit (OIA)and Division of Health Improvement (DHI)/ Quality Management Bureau (QMB) will continue to review daily progress notes as appropriate. The State is exploring a response as to the level of scrutiny that will be used in comparison of EVV data and data included in daily progress notes.

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QUESTIONS AND CONCERNS

QUESTION	RESPONSE
What are Critical vs. Information Exceptions?	Exceptions are used to readily identify visits that do not meet the business rules established for the program. Exceptions can be informational to alert the user that a criterion was not met (like the check in phone number not matching the authorized number) or can be critical, which prevent the visit from being exported for adjudication (for example, no authorization for service). In AuthentiCare, the Exception Report, which can be accessible to the Primary Administrator, is structured to identify exceptions for a single member or for multiple members with the same exception. AuthentiCare is not enforcing any of the exceptions during Phase 1. Critical and Information exceptions and processes to address and correct may be in place in Phase 2.

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QUESTIONS AND CONCERNS

QUESTION	RESPONSE
A waiver participant may be in a location outside of their home, such as in the community or on vacation but require EVV services. How should these be addressed within the EVV system.	Agencies should refer to waiver Service Standards as to where services can be rendered. Agencies should develop internal processes that address concerns of potential misuse EVV system. Some agencies are getting notification of exceptions. When calling into IVR from an unidentified number, an exception occurs indicating that the agency must review the clock in and clock out. ***AuthentiCare is not enforcing any exceptions during Phase 1.*** However, in the future, calling into the IVR should occur on a phone number registered and identified in the AuthentiCare system. When calling into the IVR from an unidentified number, a critical exception will occur indicating that the agency must review the clock in and clock out. In Phase 2, IVR clock in and clock out must occur from a registered number. Additional training to follow.

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QUESTIONS AND CONCERNS

QUESTION	RESPONSE
Employees have chosen the wrong service code when clocking in and out. What should we do?	Agency Primary Administrators should correct the service code in AuthentiCare. The IVR menu lists all the EVV services for all the waivers: DDW, Mi Via, and Supports Waiver. Agencies must provide guidance to employees of the correct service to choose in the IVR menu. DDW and Supports Waiver Agency-Based services are read aloud in the IVR system as follows: (see table slide 14).

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QUESTIONS AND CONCERNS

SERVICE NAME	SPANISH TRANSLATION
DD Waiver Customized In Home Supports - Family Natural Supports	Apoyos en el hogar personalizados del programa de **Exención por Discapacidades del Desarrollo:** apoyo familiar
DD Waiver Customized In Home Supports - Independent Living	Apoyos en el hogar personalizados del programa de **Exención por Discapacidades del Desarrollo**: vida independiente
DD Waiver Respite	**Exención por Discapacidades del Desarrollo** del programa de descanso
DD Waiver Respite-Group	**Exención por Discapacidades del Desarrollo** del grupo del programa de descanso
Supports Waiver Personal Care	**Exención de apoyos** de cuidado personal
Supports Waiver Respite	**Exención de apoyos** del programa de descanso

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QUESTIONS AND CONCERNS

QUESTION	RESPONSE
The participant does not have a working home phone, and the employee does not want to use their own phone to call the IVR. Do agencies need to supply the worker with a method to use the IVR?	This is an agency decision.
My agency is having difficulty with set up or has AuthentiCare questions. Who should be contacted for technical assistance?	Beginning January 4, 2021, for Electronic Visit Verification questions related to IVR logins or technical issues please call the CCSC: **1-800-283-4465 and Press *** (IVR or technical issues will be transferred to Palco)

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PHASE 2: SPRING 2021

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PHASE 2

- Phase 2 will begin 2nd Quarter 2021
  - EVV mobile application will be made available in addition to IVR
  - Captures the check in/check out data for each visit

- Training and information sessions will be scheduled prior to Phase 2

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RESOURCES

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LOCATIONS OF INFORMATION

ELECTRONIC VISIT VERIFICATION (EVV) —

RESOURCES

EVV Frequently Asked Questions

EVV Frequently Asked Questions – Spanish

EVV Telephony User Guide – Mi Via and Supports Waiver Direct Hire Employees

EVV Telephony User Guide – Mi Via and Supports Waiver Direct Hire Employees – Spanish

EVV Telephony User Guide – Self-Directed Community Benefits

EVV Workstreams

EVV Workstreams – Spanish

MIVIA & SUPPORTS WAIVER

EVV FFS Training Recording Links

EVV FFS Training Slides

EVV FSS Spanish Training Slides

Mi Via EVV Exemption Code Guidance

PROVIDER AGENCIES

Agency Welcome Letter

Agency User Guide – Authenticare

EVV Agency Training Slides

EVV Agency Training Recording Link

EVV Forum Q&A

EVV HSD-MAD Information Session

EVV Telephony User Guide – Provider and Self-Directed Vendor Agencies

EVV Telephony User Guide – Provider and Self-Directed Vendor Agencies – Spanish

EVV Vendor Agency FAQ

- Additional information such as enrollment packets, user guides, FAQs, training presentations, and training recordings can be found on the *Palco* website as shown below at
https://palcofirst.com/new-mexico

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GUIDANCE FOR USING EVV ACROSS AGENCIES & SELF-DIRECTION

GUIDANCE FOR USING EVV ACROSS AGENCIES & SELF-DIRECTION

	DOH TRADITIONAL PROVIDER AGENCIES	MI VIA AND SUPPORTS WAIVER PARTICIPANT DIRECTION	
	DDW and Supports Waiver Agency-Based Providers *The provider agency pays you directly and issues your 1099 or W2*	**Direct Hire Employees** *On behalf of your participant-employer, Palco (replacing TNT) pays you and sends you a W-2*	**Vendor Agencies** *The vendor agency hired by participant/EOR pays you directly and sends you a W-2.*
2 ID NUMBERS	Participants use their **Medicaid ID**. Workers are issued an **AuthentiCare ID** under their provider agency.	The Participants and their Employees have been provided **Palco IDs** by Conduent / mail.	Participants use their **Medicaid ID**. Workers are issued an **AuthentiCare ID** under their vendor agency.
3 CLOCKING IN/OUT	Workers use the ID number provided by the agency and the participant's Medicaid ID.	Use the Palco ID numbers for both the participant and their employees.	Workers use the ID number provided by the agency and the participant's Medicaid ID.

ICES

day.

GUIDANCE FOR USING EVV ACROSS AGENCIES & SELF-DIRECTION

DOH TRADITIONAL PROVIDER AGENCIES	**MI VIA AND SUPPORTS WAIVER PARTICIPANT DIRECTION**	
DDW and Supports Waiver Agency-Based Providers *The provider agency pays you directly and issues your 1099 or W2*	**Direct Hire Employees** *On behalf of your participant-employer, Palco (replacing TNT) pays you and sends you a W-2*	**Vendor Agencies** *The vendor agency hired by participant/EOR pays you directly and sends you a W-2.*

5	**TIME APPROVAL**	Time approval processes within the Agency will remain the same.	Time approval processes within the Focos system by the Employer will remain the same.	Time approval processes within the Agency will remain the same.
6	**PAYMENT**	Payment from the Agency will remain the same. Provider Agencies will continue to bill Omnicaid.	Payments will be issued by Palco starting in January.	Payment from the Agency will remain the same. Agencies will continue to submit PRF for phase one.

FORMS AND RESOURCES: WWW.PALCOFIRST.COM/NEW-MEXICO/

CONSOLIDATED CUSTOMER SERVICE CENTER

▪ The Consolidated Customer Service Center (CCSC) is available to provide information about all Medicaid programs, including EVV.

Hours of Operation:

Monday -Friday from 7:00 a.m. - 5:00 p.m. (Mountain Time)

▪ Beginning January 4, 2021, for <u>Electronic Visit Verification questions related to IVR logins or technical issues,</u> please call:

1-800-283-4465 and Press *
(IVR or technical issues will be transferred to Palco)

▪ For immediate assistance please go to Palco's website for EVV forms, FAQs and resources
Palco Website : https://palcofirst.com/new-mexico

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QUESTIONS AND COMMENTS?

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