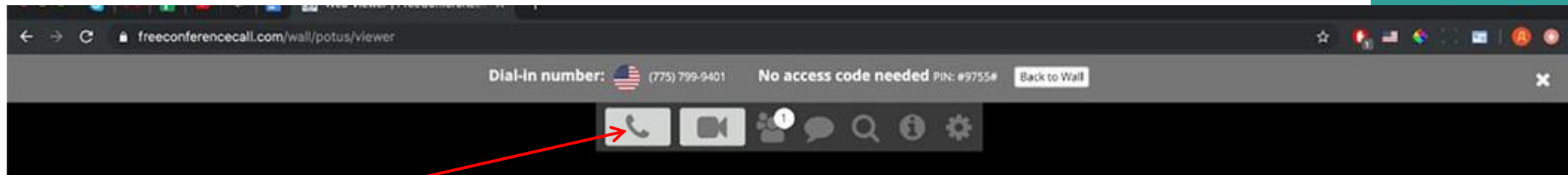# Electronic Visit Verification Training
## New Mexico - Agencies

Once you are on, you need to connect your speakers by clicking the Phone icon on the top of your screen. If that does not work for you, you can dial in using any phone.

**Dial-in number (US):** 605-313-5625
**Access Code:** 673022#.

# Palco Electronic Visit Verification (EVV) Training

**NM Agency EVV Training – Phase I**

**December 2020**

# Thank you for your time today!

**01**    **Introductions**

**02**    **Welcome to Palco**

**03**    **Electronic Visit Verification (EVV)**

**04**    **Questions**

# Training Audience

- This training is focused on Agencies who will be complying with the Federal EVV mandate on 1/1/2021.
  - Providers who serve DDW, Mi Via and Supports Waiver clients and provide non-self-directing SW clients and perform **Homemaker, Respite, In-Home Living Supports, Customized In-Home Supports, or Personal Care services**
  - Call center and State staff are encouraged to attend.

# Training Guidelines

- All lines are muted and should remain muted.

- We will use the chat feature for questions and pause at designated times to answer them.

- Please keep questions focused to the topic being discussed.

# Hello, it's my pleasure to be here!

**Cody Waits**, Account Manager

→ **Account Manager and EVV Implementation Lead**

→ **Three years providing product development in Medicaid Financial Management Services long-term home and community based care waivers, consumer-directed programs, and case management.**

# Palco Mission

**We serve people.** We provide services that enable individuals to live independent lives, where they are empowered to make their own choices about what's best for them. We embrace diversity of thought and the promise of new ideas, honed by experience and enhanced by technology.

# Leader in Medicaid

**National Industry leader providing premium FMS services to 9 states and growing.**

**Palco has been at the forefront of pioneering technologies to support public and HCBS programs, such as self-direction in the late 90s, VDHCBS in the mid-2000s, and now EVV.**

**Focused on industry standards and compliance, particularly in EVV, where we've implemented across multiple states.**

**Providing service in New Mexico since 2017 .**
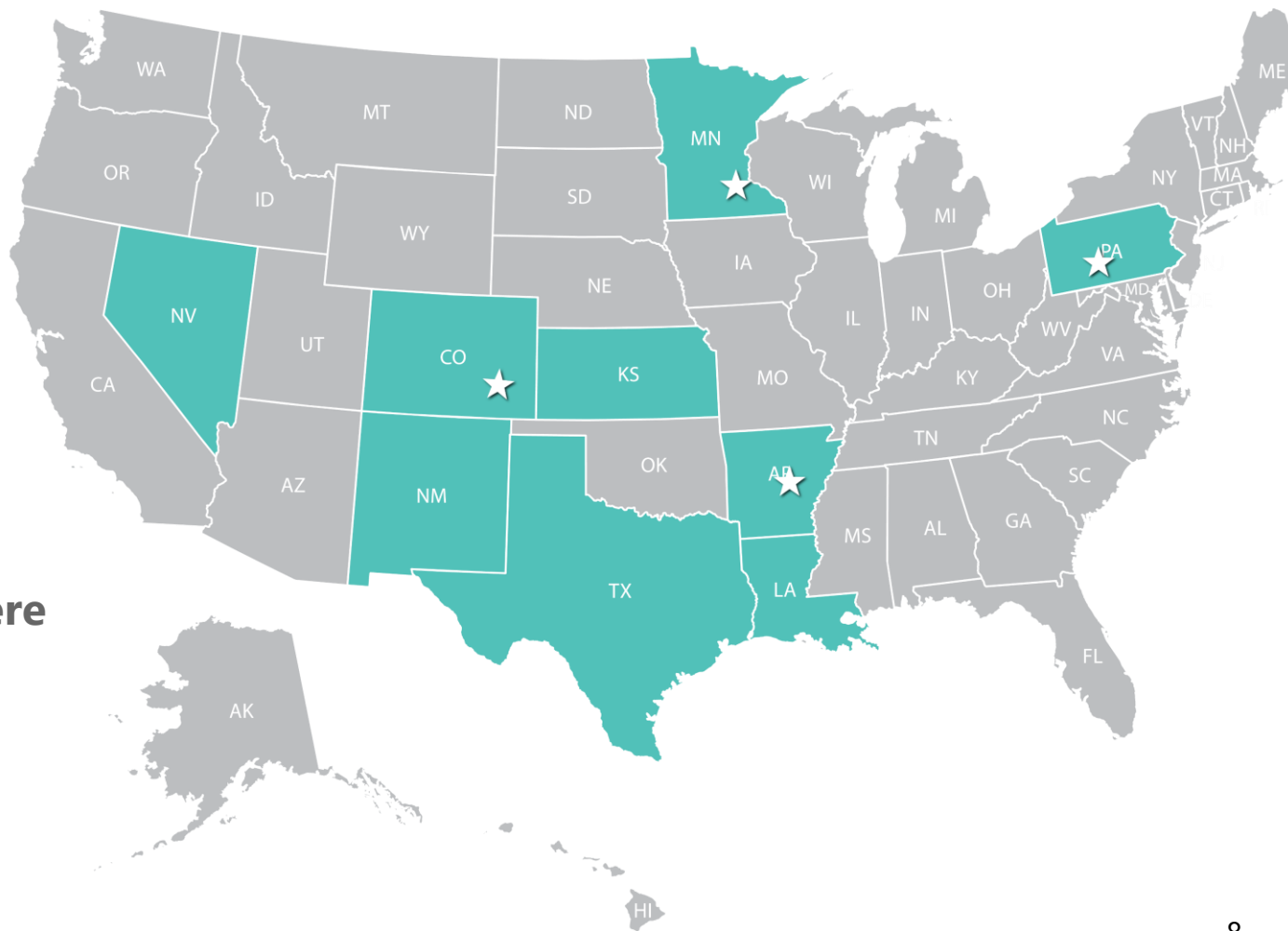
*There is freedom of choice in home-based care.*

# 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 actually delivered to people needing those services by documenting the precise time service begins and ends.

# Why is EVV Required?

- Implementing EVV is a federal requirement. Section 12006 of the 21st Century Cures Act requires all state Medicaid agencies implement an EVV solution to manage their Personal Care services by January 1, 2021, and for all Home Health services by January 1, 2023.

# 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

# Statewide EVV Solution

- Palco has partnered with FiServ to provide our clients with one of the best EVV platforms that exists nationwide.

- Authenticare by FiServ is compliant with the Cures Act, user friendly, and secure.

- **All providers must use AuthentiCare for Medicaid Programs.** If you are currently using an EVV system you will have to switch systems.

# Palco's EVV Solution

- Authenticare by FirstData offers Agencies the choice of EVV via a mobile application or telephony/IVR via a landline phone.
  - For Phase 1: We will allow landline phones and mobile phones for check-ins

- Agencies will be responsible for working with their employees to designate what method will be used and registering them in Authenticare (more to come, later in training).

# Palco's EVV Solution

- Palco will be implementing EVV in two phases.

| Phase 1 – January 1st | Phase 2 |
|---|---|
| • IVR/Telephony only<br>• Palco will enroll providers<br>• Providers continue to bill Omnicaid or Focos (via PRF for Mi Via) directly<br>• DDW and agency-based Supports Waiver providers will continue to bill Conduent<br>• Mi Via and participant directed Supports Waiver providers will continue to bill Focos | • Mobile application also allowed<br>• Providers need to keep enrollment information updated<br>• For agencies in Mi Via and participant–directed SW, Payment Request Form no longer needed |

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# What Services Require EVV?

If you use any of the services listed below, you will be required to use EVV starting January 1, 2021:

- **99509/99509-E – Homemaker/Personal Care Services**
- **T1005SD/T1005SD-E - Respite Services**
- **T2033 - In Home Living Supports**
- **T1005HB - DD Waiver Respite**
- **T1005HBHQ – DD Waiver Respite – Group**
- **S5125HB – DD Waiver Customized In Home Supports – Family Natural Supports**
- **S5125HBUA – DD Waiver Customized In Home Supports – Independent Living**

*All other services are not required to go through AuthentiCare.*

# QUESTIONS?

**Enter your questions in the CHAT box, we will answer as many as we can.**

*We care about independence.*

# Telephony / Interactive Voice Recognition (IVR)

# What is Telephony/IVR?

- AuthentiCare Telephony/IVR software allows you to utilize any phone to clock in and out and meet the criteria of the 21st Century Cures Act.

- Interactive Voice Recognition (IVR) is sometimes referred to as "Telephony."

  - Phone can be landline or participant/client cell.
  - Remember, mobile device application will occur in Phase 2.

# Using Telephony

**Using the Participant's landline 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 worker ID
- **Step 2:** Follow the prompts to clock in

End of visit:

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

# Service Code Selection

**When logging your service code, make sure you select the correct code for the correct waiver. The system will also present service codes for other programs, which you will not need to select.**

Codes presented on the IVR prompt

| CODE | TITLE |
|------|-------|
| T2033 | Mi Via In Home Living Supports |
| T1005HB | DD Waiver Respite |
| T1005HBHQ | DD Waiver Respite-Group |
| S5125HB | DD Waiver Customized In Home Supports-Family Natural Supports |
| S5125HBUA | DD Waiver Customized In Home Supports -Independent Living |
| 99509 | Supports Waiver Personal Care |
| T1005SD | Supports Waiver Waiver Respite |
| 99509 | Mi Via Homemaker/Direct Support |
| T1005SD | Mi Via Respite |

# Using Telephony



Recording of sample IVR EVV call

# What number do employees call?

- Refer to the Telephony/IVR user guide for the toll-free number you will use to check in and out.

- **1-800-222-2943**

# Being Paid for Services

- To be paid for services in Phase 1:
    - Mi Via and Supports Waiver (self-directed) providers will submit vendor payment requests to Conduent.
    - DDW and Supports Waiver (non-self-directed) providers will continue to bill Omnicaid.

- Non-EVV services are not impacted. You can continue to follow your current practices.

# How EVV Shifts turn in to claims

**05** Agency processes employee payments.

**04** Agency submits 837s to Omnicaid, if DDW or Supports Waiver (non-self-directed).

**03** Agency submits vendor payment request to FoCOS, if Mi Via or Self-Directed Supports Waiver

Shifts are stored in Authenticare. **02**

**01** Employee Clocks in using EVV.
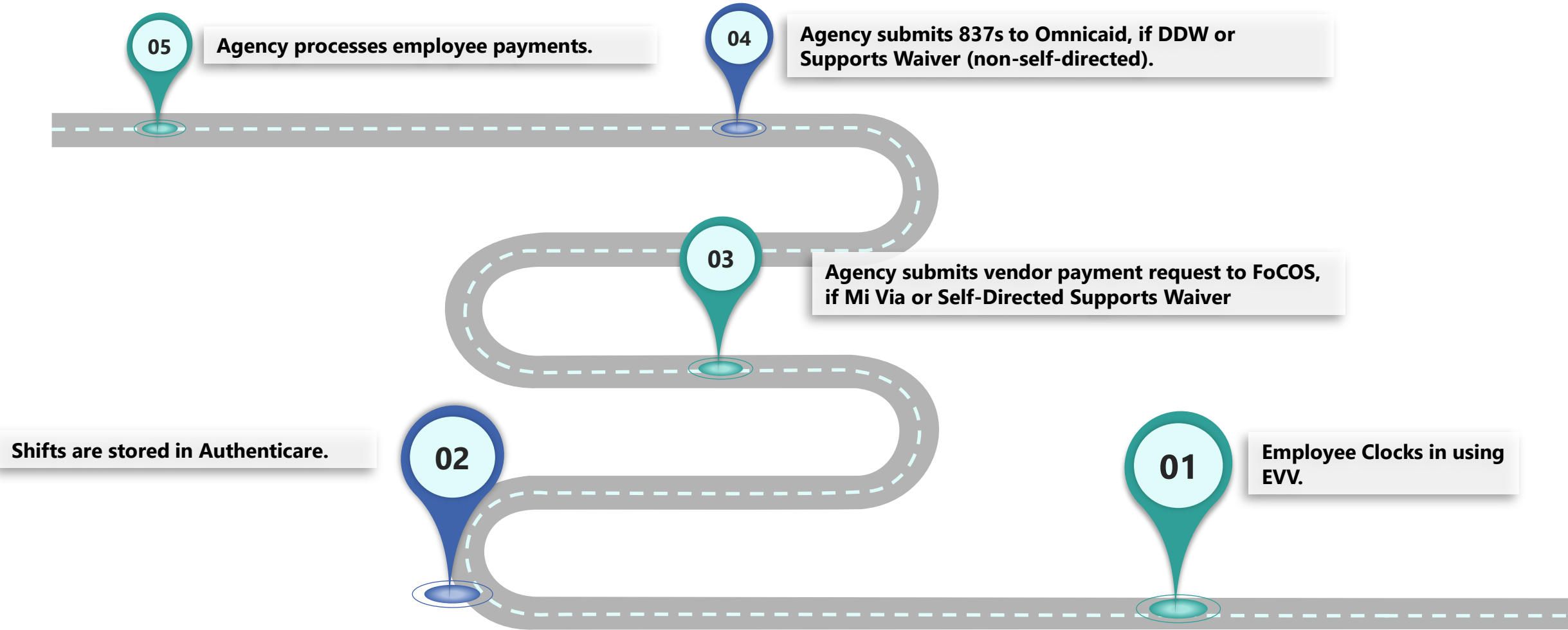
# Authenticare Provider Admin Role

# Provider Admin Role

- Authenticare Admin site will be used to:
  - Add Workers
  - Create Logins
  - Terminate Workers
  - Reset Passwords
  - Control who has access to the agency account
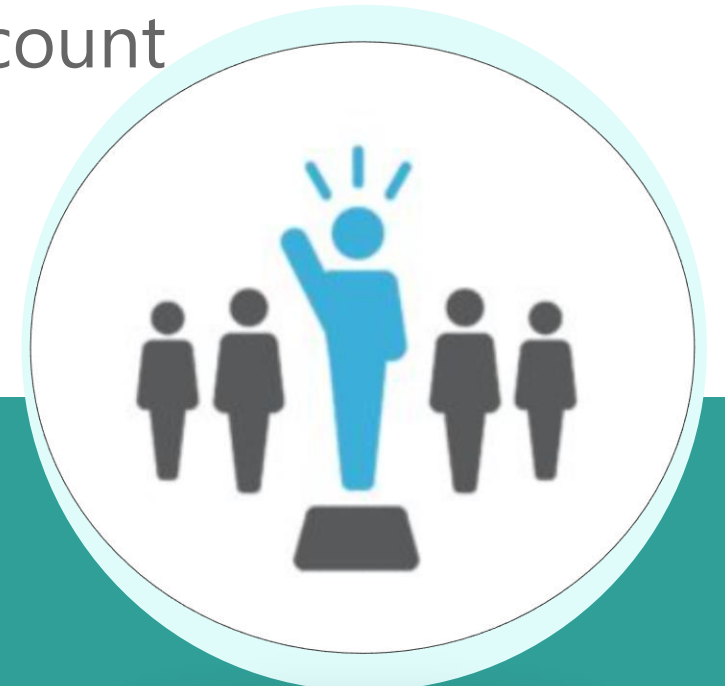
# Provider Admin Role

- Each agency will have their own admin Authenticare account which they will use to manage their agency.
- Provider Administrator can set up additional Provider Administrators to assist with these setup items.

# Registration

- To prepare for the EVV implementation, **Agencies** must register with Authenticare.

- **Agencies** must email cody.waits@palcofirst.com and include:
  - Names and email addresses of the individuals who need credentials –and-
  - Subject: **Palco New Mexico**
  - The agency's:
    - Full business name
    - Physical address
    - Email address
    - Phone number(s)
    - Federal ID number (FID)
    - National Provider Identifier (NPI)
    - Provider Services (i.e. Mi Via In Home Living Supports, DD Waiver Respite, etc.)
    - Billing Medicaid ID (if applicable)

# Credentials

- Each of the individuals who require credentials will receive two emails – one containing their username, and another one with the temporary password. AuthentiCare will prompt the user to create a new password upon logging in for the first time.

- Credentials typically take within 1 to 2 business days to be issued.

- These credentials will be used to create your shifts in FiServ's Authenticare telephony/IVR (Interactive Voice Recognition) system which will utilize the participant's home landline phone or cell phone.

# Worker Registration

- Provider Administrators will set up their workers in AuthentiCare and be responsible for maintaining workers, including setup and terminations.

- Scheduling feature will not be used, All visits will be captured as an unscheduled visit.

- User Guide for Provider Agencies: **https://palcofirst.com/new-mexico/**
  - Under DDW or SW Agency section

# Worker Registration Cont.

1) Log into AuthentiCare
2) On the main page, hover over "Create" and select "New Worker" or click on the "Worker" link in the Entities section:

# Worker Registration Cont.

3) The "Worker Entity Settings" page will display

4) Complete all the required fields for the worker (marked with an asterisk), including the worker's address and phone number, located on the top right corner.

5) The sections titled "Holidays/Days Off" and "Work Hours" are not required and can be disregarded.

6) Once the fields have been completed, press the "Save" button at the bottom of the screen. Upon pressing Save, AuthentiCare assigns that worker a unique AuthentiCare Worker ID.

# Maintaining Workers

- Instructions for managing workers such as creating logins, terminate workers, resetting passwords, and managing who has access to the agency account will be available in the User Guide.

- User Guide for Provider Agencies: COMING SOON!
  **https://palcofirst.com/new-mexico/**
  - Under DDW or SW Agency section

# RESOURCES

## https://palcofirst.com/new-mexico/

- EVV Frequently Asked Questions (FAQ)
- EVV User Guide NM - Telephony
- PowerPoint Training Slides
- Training Recording
- Agency Authenticare User Guides

# Next Steps

- Agency Administrators should make sure they have registered with Authenticare and obtained your credentials.
- Agencies should ensure all employees are registered in Authenticare.
- Agency Administrators should relay information and instructions for EVV to all employees providing services that mandate EVV and ensure everyone is prepared for go-live January 1$^{st}$

# QUESTIONS?

**Enter your questions in the CHAT box, we will answer as many as we can.**

# ADDITIONAL SUPPORT

If you have questions, please contact Consolidated Customer Service Center at **1-800-283-4465** and press "5" for assistance.

**Please visit the Palco website for forms and resources!** **https://palcofirst.com/new-mexico/**

Send any enrollment paperwork to Conduent:
    Fax: 866.302.6787
    Email: Mi.via@conduent.com
    Mailing Address: PO Box 27460, Albuquerque,
    NM  87125-7460

PALCO

**For more information about Palco visit:**

https://www.palcofirst.com/

Thank You for your time!