

0:0:0.0 --> 0:0:3.840

Monge, Guadalupe

With conduit and we want to welcome you to the Money Network card demonstration.

0:0:8.600 --> 0:0:21.500

Monge, Guadalupe

This demonstration will be recorded and transcribed. We also will have the money network, FAQ's and guidelines available in Spanish. They will all be available on the Palco website.

0:0:27.530 --> 0:0:27.860

de8abdaf-3d6f-4475-b7ed-52debd59445a

OK.

0:0:27.450 --> 0:0:28.680

Monge, Guadalupe

At this time, everyone.

0:0:29.840 --> 0:0:33.370

Monge, Guadalupe

At this time, everyone will be muted until the end of the video.

0:0:35.510 --> 0:0:39.580

Monge, Guadalupe

If you have any questions during the presentation, please enter them into the chat.

0:0:41.830 --> 0:0:45.220

Monge, Guadalupe

There will be an opportunity for questions at the end of the PowerPoint.

0:0:47.420 --> 0:0:55.980

Monge, Guadalupe

Are the questions and answers from these sessions will be documented, consolidated and sent out to all participants that have attended by March 17th?

0:1:0.790 --> 0:1:2.770

Monge, Guadalupe

And we will now begin the presentation.

0:1:10.390 --> 0:1:30.270

Monge, Guadalupe

I am Linda Gonzales, Medicaid deputy director for the state of New Mexico. We are very excited to announce that Medicaid recipients in the state of New Mexico will now have the ability to pay for approved goods and services using the money network card MNC. The Money network card is an alternative to the current PALCO check process.

0:1:30.930 --> 0:1:46.540

Monge, Guadalupe

The purpose of today's demonstration is to give you an overview of the money network card and checks

and explain how the money network card improves access to funds, allows you to purchase goods and services online, and improves the overall timeline of obtaining funds.

0:1:47.540 --> 0:2:12.270

Monge, Guadalupe

It is very important that you know and understand when to use money, network services and understand the rules for using money, network services procedures such as holding on to your money network card and check receipts. The question and answer session will be held at the conclusion of the presentation. This session will be recorded and available on the Palco website. We thank you for your participation in today's training.

0:2:13.520 --> 0:2:16.790

Monge, Guadalupe

Today, we plan on walking you through the following subjects.

0:2:17.860 --> 0:2:21.270

Monge, Guadalupe

We will summarize what the money network card is.

0:2:22.970 --> 0:2:33.400

Monge, Guadalupe

We will demonstrate the functionality of the money network card, which we call MNC and MNC Check as payment methods.

0:2:34.870 --> 0:2:40.810

Monge, Guadalupe

For walk through MNC guidelines and important state policies related to the MNC.

0:2:42.500 --> 0:2:49.910

Monge, Guadalupe

We'll review both the updated vendor payment request, VPR form and the reimbursement request form.

0:2:51.290 --> 0:2:54.710

Monge, Guadalupe

We will go through MNC frequently asked questions.

0:2:56.30 --> 0:2:59.760

Monge, Guadalupe

We will summarize the demo and next steps.

0:3:0.990 --> 0:3:10.870

Monge, Guadalupe

We'll finish the meeting with a Q&A session, so feel free to make note of any questions you have or would like to discuss at the end of this presentation.

0:3:14.920 --> 0:3:18.150

Monge, Guadalupe

Summary of Money, Network card MNC.

0:3:22.520 --> 0:3:24.330

Monge, Guadalupe

By the end of this demonstration.

0:3:25.40 --> 0:3:25.870

Monge, Guadalupe

You will.

0:3:26.770 --> 0:3:29.100

Monge, Guadalupe

No. What's the money network card is?

0:3:29.930 --> 0:3:32.610

Monge, Guadalupe

Where you can use it and how to get started with it.

0:3:34.80 --> 0:3:38.560

Monge, Guadalupe

You will understand the benefits of the money network card and checks.

0:3:40.390 --> 0:3:43.480

Monge, Guadalupe

You will know how to get money, network card and checks.

0:3:45.370 --> 0:3:50.330

Monge, Guadalupe

You will understand the importance state rules for using the money network card.

0:3:51.420 --> 0:3:55.950

Monge, Guadalupe

And you will know who to call with questions about the money network card.

0:3:59.120 --> 0:4:1.100

Monge, Guadalupe

What is a money network card?

0:4:2.730 --> 0:4:9.310

Monge, Guadalupe

It's an alternative option to preprinted palco paper checks for approved goods and services.

0:4:10.870 --> 0:4:12.420

Monge, Guadalupe

It's a faster way to pay.

0:4:14.440 --> 0:4:17.40

Monge, Guadalupe

It works like a prepaid credit card.

0:4:19.650 --> 0:4:25.420

Monge, Guadalupe

Note that you may choose to continue to receive palco printed paper checks as you do today.

0:4:29.310 --> 0:4:32.20

Monge, Guadalupe

The Money network card is not for.

0:4:33.680 --> 0:4:35.830

Monge, Guadalupe

Employee payroll distribution.

0:4:37.890 --> 0:4:39.870

Monge, Guadalupe

It's not for ATM usage.

0:4:41.810 --> 0:4:43.300

Monge, Guadalupe

Or balance transfers.

0:4:45.360 --> 0:4:47.370

Monge, Guadalupe

That's not for cash withdrawals.

0:4:49.430 --> 0:4:51.160

Monge, Guadalupe

Cash back from purchases.

0:4:53.280 --> 0:4:56.470

Monge, Guadalupe

Or for use by anyone other than the card holder.

0:5:0.360 --> 0:5:2.540

Monge, Guadalupe

Where can I use the money network card?

0:5:4.450 --> 0:5:13.190

Monge, Guadalupe

Use the money network card to pay for approved goods and services online and in stores that accept credit or debit card payments.

0:5:14.910 --> 0:5:16.250

Monge, Guadalupe

If they accept visa.

0:5:18.810 --> 0:5:24.860

Monge, Guadalupe

Use it to pay for monthly bills such as your cell phone, Internet, landline, etcetera.

0:5:26.130 --> 0:5:30.90

Monge, Guadalupe

Contact each vendor for information on setting up this payment method.

0:5:33.990 --> 0:5:35.800

Monge, Guadalupe

Money network card options.

0:5:38.60 --> 0:5:44.800

Monge, Guadalupe

Took MNC as your payment choice on the vendor payment request form. Each time you request payment.

0:5:46.650 --> 0:5:54.280

Monge, Guadalupe

The EOR will submit a VPR form for the amount being requested to be deposited to the money network card account.

0:5:56.730 --> 0:6:0.300

Monge, Guadalupe

Money Network offers both card and check payments.

0:6:1.630 --> 0:6:9.650

Monge, Guadalupe

You will receive three checks when your money network card arrives. Order additional checks at any time free of charge.

0:6:12.650 --> 0:6:14.570

Monge, Guadalupe

How to get the money network card?

0:6:16.840 --> 0:6:24.130

Monge, Guadalupe

The employer of record completes the vendor payment request form, requesting an approved good or service.

0:6:26.320 --> 0:6:30.490

Monge, Guadalupe

The VPR form is on the palco website at this link.

0:6:32.920 --> 0:6:34.690

Monge, Guadalupe

Select the Money network card.

0:6:36.730 --> 0:6:42.270

Monge, Guadalupe

Select Money network card as the payment method to receive the Money network card.

0:6:44.720 --> 0:6:52.900

Monge, Guadalupe

The first time money network card is requested as the payment method, that EOR will be mailed one money network card.

0:6:56.20 --> 0:7:0.690

Monge, Guadalupe

It will take up to 7 to 10 days for your money network card to be delivered.

0:7:4.480 --> 0:7:16.110

Monge, Guadalupe

The big box store purchases the Money network card can be used for approved goods and services purchased at big box stores such as Walmart, Target, Best Buy, Etcetera.

0:7:18.270 --> 0:7:23.510

Monge, Guadalupe

The Money network card is a good alternative if stores will not accept paper checks.

0:7:27.290 --> 0:7:28.480

Monge, Guadalupe

Online purchases.

0:7:29.200 --> 0:7:38.910

Monge, Guadalupe

The Money network card and Money network card check maybe used for online purchases or payments when available and within the approved budget amount.

0:7:41.870 --> 0:8:11.940

Monge, Guadalupe

Ohh my name is Cayle Cox and I run the product management organization that palco today. I'm going to speak to you about a new option for making vendor payments in New Mexico using money network cards. The goal of this presentation is to explain why we're rolling out prepaid debit cards and how those money network cards checks and it's mobile application work. Hopefully, after hearing this presentation you feel comfortable choosing money network for your future vendor payments.

0:8:12.540 --> 0:8:14.710

Monge, Guadalupe

We'll begin with a quick history of this project.

0:8:21.350 --> 0:8:21.740

efc99fa9-6160-4e22-8d99-5a37db29bfb9

OK.

0:8:16.840 --> 0:8:46.750

Monge, Guadalupe

This summer I began working with the state of New Mexico and it's MCO's on this project to increase flexibility for EOR S making vendor payments. It's taken several months to implement this program because we had to write new policies, update the vendor request forms and change software packages.

Fortunately, this hard work has paid off because soon EOR would go to choose either paper check or prepaid money. Prepaid money network for all vendor payments they receive.

0:8:48.180 --> 0:9:6.310

Monge, Guadalupe

When this program goes live at the end of the month, EOR would go to choose how they receive money for vendor payments. EOR can get all of their money via the all of their money via money network. They can choose to get only paper checks or they can go with a combination of paper checks and money network distributions.

0:9:8.570 --> 0:9:34.200

Monge, Guadalupe

We designed this process to be as simple as possible. The changes we will introduce into our current process is that EOR's will just need to select either paper, check or Money network card on their vendor request forms. The first time an EOR chooses money network on the vendor request form, PALCO will automatically order a new money network card for that EOR, and then we will immediately send money to that account.

0:9:34.900 --> 0:9:42.300

Monge, Guadalupe

This approach will ensure that when the EOR receive their cards in the mail for the first time, it will already have funds available.

0:9:43.610 --> 0:9:58.580

Monge, Guadalupe

Once an EOR has money, network account in our system, we will automatically send money to that account. This will eliminate all delays in mail because the transaction or the money that is posted to a money network account will happen immediately.

0:9:59.920 --> 0:10:16.830

Monge, Guadalupe

Just remember that if an ER has a personal money network card already, we will still issue a new money network card for vendor payments. We're taking this approach because we want to ensure that vendor funds are processed separately from things like your payroll account that you may already have a money network card for.

0:10:19.220 --> 0:10:20.370

Monge, Guadalupe

And an ear war.

0:10:20.990 --> 0:10:35.690

Monge, Guadalupe

Receives their card. They're gonna get a welcome packet that looks like what's on the screen right now. Now this is an actual packet that I received on a test account that we set up. I've just taken a quick picture to walk you through so you know exactly what to expect.

0:10:37.670 --> 0:10:38.900

Monge, Guadalupe

Within this packet.

0:10:40.340 --> 0:11:9.360

Monge, Guadalupe

You will get a. A will come in a standard envelope, very plain. It will have a three checks with it and the instructions for writing checks. It will have your policies and procedures document. It will have your privacy. Notice your card holder agreement, your transaction limits, your fee schedules. You're welcome to look over all of that and you should just become familiar with it. But the two most critical pieces are the one that we're here on the right.

0:11:9.490 --> 0:11:39.720

Monge, Guadalupe

This is exactly what it will look like. It'll come on an 8 1/2 sheet, 8 1/2 by 11 sheet of paper and on it there will be a plastic card glued to the paper and you just simply peel that off. It will also have a little sticker on this card that instructs you on how to activate your card. The activation instructions are also printed on this eight NAV sheet by 11 sheet of paper. The instructions are very simple for activation all you do is call the phone number on the card. You enter the card number.

0:11:39.810 --> 0:11:47.40

Monge, Guadalupe

Invalidate that it. You got it. At that time you will also set up your new personal identification number. Otherwise called a PIN.

0:11:53.290 --> 0:11:54.380

Lemus, Edwina

OK.

0:11:57.250 --> 0:12:0.740

Lemus, Edwina

So the only day I can do next week.

0:11:48.790 --> 0:12:3.730

Monge, Guadalupe

Please don't tell anybody your pen. Just as a friendly reminder that should not be shared with anybody, even the even the money network folks. They will never ask for it. So and they'll walk you through all of that piece. But just remember that that's the way that you can identify yourself to money network.

0:12:4.940 --> 0:12:8.750

Monge, Guadalupe

As well as how you'll do ten base transactions.

0:12:26.400 --> 0:12:27.990

Cayle Cox

Hey, Guadalupe, we can't hear.



0:12:30.20 --> 0:12:33.560

Cayle Cox

It's been on mute for about 30 seconds to a minute.

0:12:37.940 --> 0:12:38.570

Cayle Cox

While we.

0:12:44.400 --> 0:12:45.50

Cayle Cox

Well, we E.

0:12:45.450 --> 0:12:50.450

Monge, Guadalupe

I can hear you. I don't know why it's on you. I haven't touched the mouse. Hold on. Let me try to reshare, OK.

0:12:51.200 --> 0:12:53.670

Cayle Cox

OK. And can you back up about a minute or so?

0:12:53.950 --> 0:12:55.840

Monge, Guadalupe

I sure can give me just one second.

0:12:55.380 --> 0:12:55.910

Cayle Cox

Thank you.

0:13:6.790 --> 0:13:7.210

efc99fa9-6160-4e22-8d99-5a37db29bfb9

Hello.

0:13:14.490 --> 0:13:18.60

Cayle Cox

Hi everybody. Guadalupe is going to fix the the presentation for us.

0:13:20.10 --> 0:13:20.800

efc99fa9-6160-4e22-8d99-5a37db29bfb9

OK. Thank you.

0:13:24.460 --> 0:13:25.290

Cayle Cox

Take your quarter.

0:13:21.710 --> 0:13:35.780

Monge, Guadalupe

Your pen, just as a friendly reminder that should not be shared with anybody, even the even the money

network folks, they will never ask for it. So and they'll walk you through all of that piece. But just remember that that's the way that you can identify yourself to money network.

0:13:36.990 --> 0:13:40.810

Monge, Guadalupe

As well as how you'll do pin based transactions.

0:13:41.890 --> 0:13:53.810

Monge, Guadalupe

Which we'll talk about in just a second. The other piece to really look for is the the checks. So let's talk about those two critical pieces. Again, a little in a little more detail. The card and the checks. Again, this is exactly what you will receive.

0:13:57.660 --> 0:14:1.910

Monge, Guadalupe

The Money network card that you receive will.

0:14:3.100 --> 0:14:5.710

Monge, Guadalupe

Look exactly what what it shows on the screen right now.

0:14:7.230 --> 0:14:37.960

Monge, Guadalupe

It is going to have the orange top and white in the bottom. It's going to be a Visa branded debit card. The key thing to realize about this is that it can be used as both a debit and a credit card as A and a can run over the credit card rails. What that means is this is a prepaid debit card, so it cannot exceed the amount of money on the card. You cannot go into debt with this card, accidentally go over or anything like that. It will allow you to spend exactly what's on your card.

0:14:38.60 --> 0:15:9.530

Monge, Guadalupe

And no more. You can obviously spend less, but you cannot exceed it because it is. These are branded. You can use this card anywhere that accepts visa transactions. You can also use it as a debit card, which means that you can do it in places that only accept debit transactions and the it's a hard distinction to explain, but if you go into a, if you go into a store, sometimes they will. Basically they will not have an option to run a visa card, but they will give you the option to run a debit.

0:15:9.680 --> 0:15:22.980

Monge, Guadalupe

In that scenario, that's where you would use that pin again, where you swipe your card and enter a the personal identification number. Your 4 digit code that you set up, or you can sign, and that's called signature debit.

0:15:25.40 --> 0:15:58.650

Monge, Guadalupe

Keep in mind that if you run it as visa, you're gonna have the most protection from Visa 0 liability, and that's what the bottom I wanna kind of call that out for a second. These are zero liability basically means that any time that your card is lost, stolen, or compromised, you would not be responsible for the

transactions. What that means is that if somebody steals your card and they go out and use all of your vendor payment money fraudulently, you call money network and they will automatically refund the.

0:15:58.950 --> 0:16:2.850

Monge, Guadalupe

Refund that money back to your account. They'll cancel this card. They will send you a new one.

0:16:4.470 --> 0:16:32.360

Monge, Guadalupe

You have all the full protections of a traditional credit card with this that you would with any other card. The biggest difference is just remember that this is a prepaid debit, so it does have that limit because it has the limit, the amount of fraud on prepaid cards is extremely low, it's just not a target that frauds frosters go after simply because you are limited to the amount of money on the card. However, please know that you do have a full faith and backing of visa.

0:17:0.350 --> 0:17:1.970

efc99fa9-6160-4e22-8d99-5a37db29bfb9

Can you use it at 8:00 PM?

0:16:33.580 --> 0:17:3.390

Monge, Guadalupe

This card will also can also be added to digital wallet so you can add this to like a Samsung wallet, Google Wallet. Something like Apple Pay, something like that if you want to. It is also a chip card so this is one of the cards that a lot of merchants have require. Now where you actually have to put the card into the device. The point of sale device and leave it there for a minute while the process is that's just an added level of security as well in addition to the card you will receive three money.

0:17:3.460 --> 0:17:20.920

Monge, Guadalupe

Network checks that can be used to pay vendors that do not accept electronic payments or that they simply prefer checks to avoid the the visas transaction fees. The key thing to remember with these checks is that they're they must be authorized with the transaction number before they will work.

0:17:21.590 --> 0:17:33.840

Monge, Guadalupe

Transaction numbers are obtained by calling the Money network, customer service and selecting check options from the automated prompts. Once you've selected this option, you will enter the the check number, a digit and the amount.

0:17:34.530 --> 0:17:36.410

Monge, Guadalupe

The check number is right up here.

0:17:37.430 --> 0:18:8.510

Monge, Guadalupe

In this scenario, I would enter 123456789 for my check number and my digit number. I would enter as one. Then I would go ahead and enter the amount of money that I wanna pay again. Because this is a

prepaid debit, you cannot exceed the amount of money on the card so and it will, it will subtract it immediately. Once this is finalized. So if I had a \$20 limit or I've had a \$20 balance on my card.

0:18:8.680 --> 0:18:26.310

Monge, Guadalupe

And I went to make a \$10 payment via check. It would immediately like when I type that information, the money network card system would immediately check to see if I have the available \$10. Once it verifies that I do, it would immediately subtract that \$10 from my \$20 balance.

0:18:27.260 --> 0:18:44.390

Monge, Guadalupe

Leaving me \$10.00 left to spend in that card and it would issue a transaction number on the phone. The transaction number is placed right here at the bottom where my mouse pointer is at right now and I would physically write the number that they read off over the phone into this box into these boxes.

0:18:46.320 --> 0:18:52.840

Monge, Guadalupe

Once that is done, those funds are automatically removed from your account because you have written a dollar amount right here.

0:18:53.630 --> 0:19:1.140

Monge, Guadalupe

You put the date and you put the transaction at that point you're good. You can go ahead and hand this to any merchant, any vendor that you want to.

0:19:2.540 --> 0:19:13.30

Monge, Guadalupe

And it's ready to go. The Nice piece about these money network checks is again, because they have to have that transaction number. It's very secure.

0:19:14.350 --> 0:19:46.40

Monge, Guadalupe

Two vendors can verify that the amount of money that or the check that you're paying them with is valid on every money network check. It's going to have this exact message that's written on this check right here. This sample check and it says checks are not valid without a transaction number or you're protection before caching, collect the information requested in the back of this back in this check and call 866-845-9322 to verify the transaction number and the dollar amount are valid.

0:19:46.960 --> 0:20:14.450

Monge, Guadalupe

By doing that, by having that on there, it gives great assurances to the vendors that you are not just writing down a random transaction number or that nobody has messed with the amount of money on here. So let's say you've got a valid transaction number for \$10 and you just went ahead and added an extra 0. If somebody just went ahead and added an extra 0, somebody calling into that number could verify that the \$100 for that transaction number does not work.

0:20:15.520 --> 0:20:46.250

Monge, Guadalupe

This one basically how this process is set up gives a high level of security for the actual vendors, and so the reason that they do this is because one it increases the security for the card holder, the errors and the scenario two, it makes it very easy for a vendor to accept this because they can check to make sure everything is valid and three it is highly secure and it's highly secured to the point where these checks can be utilized.

0:20:46.330 --> 0:21:15.880

Monge, Guadalupe

Even used even if the card is reported lost or stolen. So let's say you lose this plastic card in the left, you will still be able to use the checks on the right while you're waiting for the new payment to come through. That's a critical piece because we never want our EOR's and our participants to go without the goods and services that they need to get from a vendor. We wanna make sure that there's always an option. So with this scenario, even if you lose your card, you can use these additional checks. You can use your checks.

0:21:16.360 --> 0:21:23.870

Monge, Guadalupe

You can order additional checks at any point by simply calling the money network number on the back of your card or through the application.

0:21:26.270 --> 0:21:34.520

Monge, Guadalupe

Now that you know what to expect in the mail and understand the money, network cards and the checks and how they function, let's talk about managing your account.

0:21:37.180 --> 0:22:5.720

Monge, Guadalupe

Now I'm gonna and, and we're gonna do that through an application demo. So the money network application is available on Apple, Apple Store or on the Google Play Store. And I'm gonna go ahead. This is what I'm sharing in my phone right now is just a standard mobile telephone device. So it's just a simple cell phone. I'm gonna go ahead and log into my phone, and we're gonna pull up an exact money network with the.

0:22:6.110 --> 0:22:10.580

Monge, Guadalupe

Act application that you will install on your phone. If you choose to use the mobile application.

0:22:11.250 --> 0:22:16.840

Monge, Guadalupe

Money Network also has a website that you can manage it if you want to use that, but today I'm gonna demo the Money Network application.

0:22:17.840 --> 0:22:34.100

Monge, Guadalupe

So I'm gonna go ahead and click on money network and again this is live. This is production. This is exactly what you will see. I am using a test account but everything that I showed today is something that you can you will be able to do on your application and it will look identical to what I'm showing.

0:22:36.570 --> 0:22:46.730

Monge, Guadalupe

So the first thing you see is welcome back Kyle and the bird holder for here. For this this is my network. I can before I even log in, I can view my account balance gonna go ahead and do that.

0:22:48.180 --> 0:22:54.320

Monge, Guadalupe

I hit the quick view balances, it shows me that I have a balance of \$9.48 on this account.

0:22:56.580 --> 0:23:1.250

Monge, Guadalupe

So it's kind of nice to be able to see what you have about actually having a log all the way into the device.

0:23:2.470 --> 0:23:8.0

Monge, Guadalupe

On the next one down at the bottom left, right here we have locate ATM.

0:23:10.400 --> 0:23:41.190

Monge, Guadalupe

Locate ATM is not a feature function that you guys should. That EOR should be using and the reason I say that is because even though the money network card would allow cash withdrawals, a state policy is that all vendor payment should be processed either through a tape, a check, a money network check that we just talked about with the transaction number or as a as a electronic transaction, meaning either a debit or a credit. But prepaid credit transaction.

0:23:41.770 --> 0:23:47.50

Monge, Guadalupe

So it should never be that you need to get cash out, so they locate ATM options should never be used.

0:23:48.380 --> 0:23:54.750

Monge, Guadalupe

Next one over here is the contact us. Contact us if I hit that, it would immediately call.

0:23:56.40 --> 0:24:12.940

Monge, Guadalupe

See Money network customer service which I could use to order new checks, reported card lost or stolen or anything like that. That number is also placed in the back of my check. I'm sorry card and it's so it's readily available. However, it's just nice to be able to have that quick contact US button here.

0:24:14.0 --> 0:24:24.750

Monge, Guadalupe

Security and privacy is just going to give me privacy and security information about this card. If I wanna learn more, I can click on that and it will tell me some of the ways that this protects your identity and information.

0:24:26.880 --> 0:24:33.140

Monge, Guadalupe

The real use of this part is actually after you or application is after you hit sign in. So I'm gonna go ahead and sign in.

0:24:33.860 --> 0:25:5.570

Monge, Guadalupe

It's gonna go black for just a second, and that's because it cut down. There is a feature on here for security that covers up my login. However, I'll just kind of walk you through it. My phone says confirmed biometrics, which means that I can't use a fingerprint sensor or I can use facial ID recognition. So some some phones you just log in via your face. Some of you use via a fingerprint. You do not have to use either of those. You can also use a password. Whatever you're comfortable with, choose that method. I'm gonna go ahead and use my fingerprint real quick to sign in.

0:25:5.860 --> 0:25:10.360

Monge, Guadalupe

And what was on the screen? That's what it looks like. You just use your thing here, password if you want.

0:25:11.260 --> 0:25:16.870

Monge, Guadalupe

Now that I'm in the application, let's go ahead and walk through each of the main functions and areas.

0:25:18.620 --> 0:25:24.480

Monge, Guadalupe

First one at the top we can see my account balance. So first it says hello. OK I'll text gives me the date.

0:25:25.370 --> 0:25:27.740

Monge, Guadalupe

On the card holder so it it it would use my name.

0:25:29.80 --> 0:25:39.130

Monge, Guadalupe

Main account is going to show \$9.48. This is my balance on the card. If I want to see my transaction history I come down here and hit see activity.

0:25:41.440 --> 0:26:12.50

Monge, Guadalupe

When I pull C activity, when I hit C activity all this is going to do on the right or my my pointer is at right now those are all different transactions that I had processed on this card. So if I had gone to a store and purchased money, I'm sorry purchased an item for vendor payments. I spent that money. It would show how much how many dollars and cents were used and to which vendor. So all of this is going to be kind of kept help you keep your records within the application itself.

0:26:13.360 --> 0:26:17.670

Monge, Guadalupe

You can go down and see everything. You can go back to previous months as well.

0:26:19.80 --> 0:26:31.120

Monge, Guadalupe

Up here, if I wanted to see my account number and routing number, I could click this number. This button I don't need to see those numbers days I won't display them even though this is a test account, they're just be no reason to show them. So I'm gonna go ahead and go back.

0:26:32.880 --> 0:26:35.600

Monge, Guadalupe

That's my account balance and transaction history.

0:26:37.40 --> 0:26:40.560

Monge, Guadalupe

I'm gonna go down to the middle here. Where? It has quick tools.

0:26:41.290 --> 0:27:4.100

Monge, Guadalupe

Send money is another function that this card has, but you won't use and send money is very similar to like a Venmo situation, where it's called P to P transactions. It means that it's person to person. Meaning if I wanted to send money directly to an individual, I could do that by getting their e-mail address and simply sending them money that direction.

0:27:4.760 --> 0:27:28.230

Monge, Guadalupe

We won't be using that because, again, the state policy is that all transaction should be either done via a money network check or they should be done as a as a plastic electronic transaction. Meaning you put your card in the machine and it's processed, so you wouldn't be. You wouldn't use this, send money piece and again you wouldn't use the ATM because that's against state policy.

0:27:29.700 --> 0:27:36.870

Monge, Guadalupe

You can look at account information that's going to give you the same information that I just showed, where you can see your routing number or account number.

0:27:37.610 --> 0:28:10.620

Monge, Guadalupe

Chances are you will not need to ever reuse that, but you you can see it and you could use it. The big feature here is going to be lock card. I'm gonna go ahead and show you what this looks like. So the nice piece about your money network cards is you have the ability to turn them on or off for use by clicking this button. When I click this button I can it has a button up here that says you can lock or unlock your card. I've been practicing this demo a lot so I've actually exceeded the amount that I could do in a 24 hour period.

0:28:10.720 --> 0:28:21.380

Monge, Guadalupe

I think I've done it like 40 or 50 times and so, but basically it just has a slider. I clicked that slider on and off and it locks or unlocks by card. It's very very fast.

0:28:22.540 --> 0:28:34.950

Monge, Guadalupe

It can literally happen if you're standing in a line, you're getting ready to use your card, you can log in



mobile application, unlock it right before you put your card in the device, and the machine, and it would work. And then you can lock in immediately after.

0:28:35.770 --> 0:28:56.790

Monge, Guadalupe

This is just a nice feature to have, especially if your card is not within your control and you're concerned about it. Let's say I left my my network card in my car. I didn't wanna go out there at night and get it. I just figured I'd get it the next morning, but I don't want it to be used. I can simply lock that card at that point and then go get it in the morning.

0:28:57.590 --> 0:29:19.240

Monge, Guadalupe

So that the the ability to lock your card is a nice feature because it just gives you a little more security. You do not use locking. Your card is only used when you know where it's at and you have control of it. You can also and should also report your card lost or stolen if you absolutely lost the card, you have no idea where to get it. It's just in the wind. It's gone.

0:29:20.490 --> 0:29:27.840

Monge, Guadalupe

Or if you ever notice fraudulent activity, if you ever need to report your card lost or stolen, that would be a call into the customer service area.

0:29:30.550 --> 0:29:36.230

Monge, Guadalupe

But locking your card is just a nice feature that you can use to make sure it's secure when you know where it's at.

0:29:37.220 --> 0:29:40.210

Monge, Guadalupe

On the same menu you have the ability to change your password.

0:29:41.370 --> 0:29:47.850

Monge, Guadalupe

Disable your fingerprint biometrics or if you had facial recognition on your phone, you would be able to disable facial recognition.

0:29:49.810 --> 0:30:5.630

Monge, Guadalupe

You'll be able to see what your trusted devices are, so once you first go to set up your money network application or on the website, it will send you one time password, which means it just sends you a number like to your e-mail address you type that number in and you make it a trusted device.

0:30:6.960 --> 0:30:25.440

Monge, Guadalupe

Next one is your manage security questions. Those are there's a series of questions that they'll ask you and your first sign up for your application or I'm sorry, your yard. And so that way when you go into the application or go into the website, you just answer a series of questions that you know, and that's how they validate your identity.

0:30:26.680 --> 0:30:55.410

Monge, Guadalupe

One of the methods that they use for validating your identity, the last piece is your fraud alerts. If I click on fraud alerts, it's just gonna tell me that ways that they keep keep me protected from fraud. It's just informational section. It tells me that throughout this whole throughout the whole time I have a money network card, visa is going to and money network is going to work together to make sure that there are detecting fraudulent activity and they may have to contact you at some point just to validate your transactions or your own.

0:30:56.210 --> 0:31:20.280

Monge, Guadalupe

If you ever get a call from the money network fraud area, basically they will just ask to see if you've done a transaction. If you have, say yes and they will immediately unlock your card and you're ready to go. If you have not done the transaction that they're asking you about, you tell your report that as fraudulent and they will immediately send you a new card. Keep in mind, even if they send you a new card, you can still use your checks.

0:31:22.10 --> 0:31:30.510

Monge, Guadalupe

OK, you go back to the home area again. So that's a lock. The card features. So you see lock and unlocked. So next we're gonna look at the Piggy Bank to set aside funds.

0:31:31.180 --> 0:32:1.550

Monge, Guadalupe

Piggy banks are a completely optional feature and I want everybody to. I want to really emphasize that this is optional. You do not have to use a Piggy Bank if you want to. A Piggy Bank is basically just a way to set money to the side and I'll actually walk through a quick demo with it. I'll kind of I'll be kind of quick with it just to show people what it does, but just keep in mind that this everything that I'm gonna say is completely optional. You do not have to use a big event, OK? If you choose to use it. Errors.

0:32:1.620 --> 0:32:28.760

Monge, Guadalupe

I can think of kind of two reasons that an EOR may wanna use a Piggy Bank. The first one is if I represent multiple participants, I could right now if I'm looking at this and this represents 3 participants, money worth of money and each of them have about 3 bucks, I could create a Piggy Bank for each of those participants because I can create up to three. And what this would allow me to do is kind of basically just move money into a different pool. So.

0:32:30.820 --> 0:32:44.990

Monge, Guadalupe

That's one use case, and the second use case I could see is for moving aside money for specific bills. So if you get a vendor payment well before a bill is due or is gonna be pulled out, you can move money to a Piggy Bank.

0:32:46.550 --> 0:32:49.600

Monge, Guadalupe

That could be a use case, and that's the one that I'm going to talk about now.

0:32:51.240 --> 0:33:19.810

Monge, Guadalupe

I've demonstrated throughout this or throughout this demonstration you saw that I have \$9.48 and right now it is March 9th. Let's say that I want to schedule or I have my phone bill coming out on March thirty 30th in order to and I don't want that money being spent. I want it just to kind of set it aside, put it in a Piggy Bank for the time being. What I can do is I can create a cell phone.

0:33:20.790 --> 0:33:37.240

Monge, Guadalupe

I can call it anything I want, but I'm just going to call this cell phone bill. I can create a Piggy Bank. It's called cell phone bill and add a Piggy Bank. I am doing this in real time. This is actually happening so you can see exactly what it will look like. Now it says go to your Piggy Bank. So I'm gonna go ahead and I've got it added.

0:33:38.670 --> 0:34:6.220

Monge, Guadalupe

You can see my piggy banks popped up. I can do up to three piggy banks and basically move money aside. Biggest thing to remember is just like when you're a kid, if you put money in your Piggy Bank, it's not available to spend. Same thing with this right now I have \$9.48 available to spend. If I move anything to a Piggy Bank, it's gonna take away from my availability as my ability to spend it, which I'm going to do right now. I'm gonna click on this Piggy Bank CD activity.

0:34:7.410 --> 0:34:18.140

Monge, Guadalupe

And I've got my total Piggy Bank balance will be up here. So if I had multiple, it would add them all up, but my cell phone bill is the Piggy Bank that I wanna look at right now. So let's go ahead and click on this.

0:34:19.90 --> 0:34:22.820

Monge, Guadalupe

And I'm going to move some money into that Piggy Bank and I click move money.

0:34:24.930 --> 0:34:30.680

Monge, Guadalupe

And I'm going to move from my main account to my cell phone bill. I'm gonna move \$5.

0:34:33.760 --> 0:34:36.470

Monge, Guadalupe

I can type in a note if I want to and I'm just gonna hit send.

0:34:40.30 --> 0:34:45.150

Monge, Guadalupe

It's going to have me confirm that I wanna move it to that Piggy Bank, and I'm gonna hit send and done.

0:34:45.850 --> 0:35:3.570

Monge, Guadalupe

Now I'm gonna go back to the home page and just show you what it looks like. So now I have \$4.48 available. I can spend and \$5 available if I have a bill at the end of the month or something that I don't

wanna spend that money. I don't want to accidentally spend it or I just want to move to aside piggy banks are a good option for that.

0:35:4.870 --> 0:35:33.370

Monge, Guadalupe

The thing to remember is if I go to do a transfer, if I go to actually spend money and I needed that \$5 and to cover it. So let's say I went to pay, it's now it's March 30th. My phone bill is due. I want that \$5. If I wrote a check, I could not write a check for \$5 because it wouldn't approve and I could not do a transit. If I went to do a debit or credit card transaction for \$5, it would not approve because there's not enough money in the main account.

0:35:33.990 --> 0:35:42.300

Monge, Guadalupe

I would have to move money from the Piggy Bank over to the main account. So let's go ahead and do that real quick. I'm gonna again go into the Piggy Bank.

0:35:42.940 --> 0:35:44.370

Monge, Guadalupe

I'm gonna click the cell phone bill.

0:35:45.520 --> 0:35:52.550

Monge, Guadalupe

I'm gonna move money and this time, instead of coming from the main account, I'm gonna move money out of my Piggy Bank.

0:35:53.630 --> 0:35:55.550

Monge, Guadalupe

And I'm gonna move it into the main account.

0:35:56.500 --> 0:35:57.890

Monge, Guadalupe

And I'm gonna move that \$5.

0:36:0.460 --> 0:36:1.570

Monge, Guadalupe

I hit OK.

0:36:2.700 --> 0:36:3.450

Monge, Guadalupe

Confirm.

0:36:5.520 --> 0:36:5.890

Monge, Guadalupe

And that.

0:36:6.650 --> 0:36:12.320

Monge, Guadalupe

And now if I go back into it, it shows I have a balance of \$9.48 my main account take a Bank 0.

0:36:13.410 --> 0:36:18.370

Monge, Guadalupe

I if I don't want, if I wanna get rid of my pigman called together, I just go into it and I can delete it.

0:36:19.760 --> 0:36:23.190

Monge, Guadalupe

I flew through that presentation because.

0:36:24.230 --> 0:36:47.760

Monge, Guadalupe

I really don't because it's optional. I don't know how many people are going to use that. There is additional information online. It's just something to be aware of. The other piece that I wanna make sure that we're that I really emphasize at this point is I gave the example. If you're an EOR with multiple participants, you may you wanna use a Piggy Bank to separate your, your, your individual participants out.

0:36:48.970 --> 0:37:18.540

Monge, Guadalupe

But I also want to call out that every single vendor payment transaction you have the ability to choose if you wanna get that as a money network account or have that put on a money network account or if you want to receive a paper, check. Our paper checks are not going away, so if you're comfortable with our current process, feel free to continue to use that. If this Piggy Bank seemed overwhelming at all, don't use it. This is all optional. Everything that we're doing here is to give you.

0:37:18.790 --> 0:37:41.10

Monge, Guadalupe

A little more flexibility and ability, but if you don't like the big advantage, you don't have to use them. If you as if you're an EOR with multiple participants and you find this cumbersome, you can continue to use the paper checks or you can use most get most of your stuff on paper check and just use the Money network card for the ones that it makes sense. Like if you're going to a large vendor or something like that.

0:37:42.480 --> 0:37:45.220

Monge, Guadalupe

Again, just walking you through and giving you all the options.

0:37:46.130 --> 0:37:55.920

Monge, Guadalupe

OK, down at the bottom, we have another optional feature that you can use, this one really quick. It's manager account alerts, so go ahead and click on this.

0:37:56.820 --> 0:38:4.850

Monge, Guadalupe

And it's just gonna say alerts help you keep track of your money. Select which alert you wanna receive by e-mail or note push notification. I'm gonna hit plus.

0:38:6.130 --> 0:38:26.0

Monge, Guadalupe

To manage them and see what they are, and these are what you can get alerts on. You can be alerted when a deposit hits your account when an ATM withdrawal happens, you can be alerted when an A purchase goes over a certain amount. You can set that amount. Right now I would have it as \$2.50. I can change that to \$250 just like that.

0:38:27.680 --> 0:38:34.70

Monge, Guadalupe

Same thing for my balance under. I can get an alert if my balance ever goes below 5 bucks or however you want to set it up.

0:38:36.260 --> 0:39:8.110

Monge, Guadalupe

You can click on any of these to say I wanna push. I wanna e-mail notification e-mail will simply send you an e-mail to your inbox that tells you that this event has occurred like a a deposit has occurred or an ATM. Again, ATM should never happen because they're not allowed in the system. But you do have the ability to set the alert. Second, you can do a push notification. This is where it would pop up on the actual mobile phone. It would send you a message from the application. You can send any of those up. Once you get comfortable with them.

0:39:8.210 --> 0:39:8.910

Monge, Guadalupe

Didn't save.

0:39:10.290 --> 0:39:15.820

Monge, Guadalupe

And then immediately it's been updated and so I can then see how those are set up.

0:39:17.640 --> 0:39:19.250

Monge, Guadalupe

That is the.

0:39:21.170 --> 0:39:37.960

Monge, Guadalupe

That is the mobile application. Again, we went over account balance, transaction history, locking and unlocking the card, creating a piggybank to set aside funds and setting up account alerts. It's a very basic system. I mean it's very user friendly system.

0:39:39.190 --> 0:40:11.840

Monge, Guadalupe

You'll see all of those pieces just from the main point. The nice thing is, it's pretty easy to move in out of this application, but it gives you full control over your over your money and you can see what's been spent when, and you can set up one last thing I forgot to point out before we leave this screen. Is it upper right hand corner? You have a help menu and that will walk you through each of the things that I had talked about. So if you wanted more money on, you know, card controller wanted more information on card control, it will walk you through. So it has a bunch of questions and answers.

0:40:12.60 --> 0:40:14.540

Monge, Guadalupe

Developed in here to help you understand this system.

0:40:15.720 --> 0:40:46.650

Monge, Guadalupe

Let's say you ever get to the point where you you need additional help. That's, this is what I'm gonna kind of close at when you need additional help, you have two options for customer service. First one is the CCSC. This is you will use CCSC for program specific questions. Things like the policy and procedures. If you have a question about what was or was not permitted in this program. For example, if you accidentally forgot that cache withdrawals are not allowed on this part of this program and you just wanted to verify that.

0:40:46.830 --> 0:40:51.780

Monge, Guadalupe

You could call her the CCS and they would tell you yes, do not use my network for cache transactions.

0:40:52.780 --> 0:40:53.350

Monge, Guadalupe

Cash withdrawals.

0:40:54.30 --> 0:41:23.800

Monge, Guadalupe

You could also call them for things like help with forms if you are going through your vendor request form you have a question about how to fill that out. You can go ahead and call them for all of the account specific information. That's when you would call customer service. So customer service, I'm sorry money network, customer service and they are there for things like card activation, transaction numbers for the checks. So if you're gonna write a check to get the transaction number, you call them.

0:41:24.610 --> 0:41:54.760

Monge, Guadalupe

This is also where your report lost or stolen, or if you have questions about how to use the application that I just walked you through, that's where you would do money network. So throughout this whole process, keep in mind that errors are in charge of everything you can say have and in charge of how you get your money. You can determine if you wanna stick with paper checks if you wanna use money network, you can control if you wanna use piggy banks or alerts or anything else. The entire purpose of this project and this program right now.

0:41:54.900 --> 0:42:13.930

Monge, Guadalupe

Is to enable EOR S to feel like they're, you know, to feel the control themselves or to gain control for themselves. Whatever is going to best help you be successful to support your participants, that's what we want to do. So I really appreciate everybody's time. Thank you. And I'm gonna go ahead and turn over the presentation now.

0:42:15.480 --> 0:42:33.370

Monge, Guadalupe

Hello, my name is Tallie Tolen and I'm the Bureau chief of the long term Services and supports Bureau at Medicaid and we oversee the self-directed community benefit program. I'm going to talk to you about the money network card and check state guidelines.

0:42:37.310 --> 0:42:51.460

Monge, Guadalupe

First of all, it's very important to keep your proof of purchase when using the Money network card or check and proof of purchase can include a receipt, an invoice, or other documentation.

0:42:54.610 --> 0:43:8.120

Monge, Guadalupe

It is also important to respond to requests for documentation and information from Conduent your consultant, your support broker, community supports or care coordinator.

0:43:11.920 --> 0:43:19.840

Monge, Guadalupe

Conduent will conduct audits on purchases and may request your receipts to verify approved items were purchased.

0:43:24.840 --> 0:43:32.70

Monge, Guadalupe

Next I wanna talk about what the money network card is. Not for it is not for cash withdrawals.

0:43:32.940 --> 0:43:35.330

Monge, Guadalupe

It is not for ATM withdrawals.

0:43:36.360 --> 0:43:39.450

Monge, Guadalupe

It is not for cash back from purchases.

0:43:41.380 --> 0:43:45.420

Monge, Guadalupe

For transferring money network card funds to another bank.

0:43:47.600 --> 0:43:50.210

Monge, Guadalupe

For employee payroll distribution.

0:43:52.920 --> 0:43:54.730

Monge, Guadalupe

Or authorized use.

0:43:55.870 --> 0:43:58.650

Monge, Guadalupe

By anyone other than the card holder.



0:44:3.770 --> 0:44:9.300

Monge, Guadalupe

Now I wanna talk about what the money network card check is not to be used for.

0:44:10.720 --> 0:44:13.310

Monge, Guadalupe

It is not to be used for cash withdrawals.

0:44:15.200 --> 0:44:16.930

Monge, Guadalupe

For payment to yourself.

0:44:19.290 --> 0:44:21.980

Monge, Guadalupe

For payment to friends or family.

0:44:23.980 --> 0:44:26.570

Monge, Guadalupe

For employee payroll distribution.

0:44:29.110 --> 0:44:34.620

Monge, Guadalupe

Or to be authorized for use by anyone other than the check signer.

0:44:37.280 --> 0:44:37.970

Monge, Guadalupe

Forms.

0:44:39.730 --> 0:44:43.30

Monge, Guadalupe

Be on the lookout for new updated forms.

0:44:45.240 --> 0:44:48.270

Monge, Guadalupe

The updated vendor payment request form.

0:44:50.300 --> 0:44:54.790

Monge, Guadalupe

And the new money network card reimbursement request form.

0:44:57.490 --> 0:45:8.70

Monge, Guadalupe

Forms will be available beginning March 31st, 2023 at the following websites for focus and the Medicaid portal.

0:45:9.150 --> 0:45:14.160

Monge, Guadalupe

VPR can also be submitted to the Medicaid web portal.

0:45:14.980 --> 0:45:19.990

Monge, Guadalupe

As indicated on the slide, the New Mexico Medicaid web portal.

0:45:22.220 --> 0:45:24.530

Monge, Guadalupe

Change to vendor payment request form.

0:45:25.630 --> 0:45:31.980

Monge, Guadalupe

Request funds for approved goods and services to be distributed to the Money network card.

0:45:32.700 --> 0:45:38.200

Monge, Guadalupe

Slot the Money network card option and the desired method of payment section.

0:45:39.260 --> 0:45:51.910

Monge, Guadalupe

Complete and returned to Conduent by e-mail, by fax or online, beginning March 31st, 2023 at the New Mexico Medicaid web Portal.

0:45:56.160 --> 0:45:59.80

Monge, Guadalupe

Money network card reimbursement request form.

0:45:59.790 --> 0:46:9.280

Monge, Guadalupe

Use the money network card reimbursement request form. If your card has been lost or stolen and you haven't heard a replacement fee.

0:46:10.20 --> 0:46:17.50

Monge, Guadalupe

Complete the form to be reimbursed for the replacement fee. Send the completed form to Conduent.

0:46:19.920 --> 0:46:21.850

Monge, Guadalupe

Frequently asked questions.

0:46:24.90 --> 0:46:26.430

Monge, Guadalupe

Where can I use my money network card?

0:46:28.600 --> 0:46:37.500

Monge, Guadalupe

Anywhere that accepts visa, such as stores or businesses such as Walmart, Target, Best Buy and other retailers.

0:46:38.940 --> 0:46:47.610

Monge, Guadalupe

An online or over the phone for approved goods, a monthly vendor purchases such as Internet, phone, etcetera.

0:46:50.980 --> 0:46:58.830

Monge, Guadalupe

I requested the money network card and checks but it has been over 10 days and I still haven't gotten them. What should I do?

0:47:0.980 --> 0:47:9.30

Monge, Guadalupe

Call Money network card customer service at 1-888-913-0900.

0:47:12.510 --> 0:47:15.530

Monge, Guadalupe

How do I reorder money network card checks?

0:47:16.720 --> 0:47:29.70

Monge, Guadalupe

Called the Money Network card customer service at 1-888-913-0900 to order more checks. There is no fee to order additional checks.

0:47:33.170 --> 0:47:35.180

Monge, Guadalupe

Can I choose my own pen?

0:47:37.50 --> 0:47:44.920

Monge, Guadalupe

Yes, call Money network card customer service at 1-888-913-0900.

0:47:46.840 --> 0:47:49.60

Monge, Guadalupe

Make sure to use a four digit number.

0:47:51.190 --> 0:47:59.670

Monge, Guadalupe

Do not use personal information as your pen. Select something easy to remember but hard for others to guess.

0:48:5.770 --> 0:48:7.910

Monge, Guadalupe

What should I do if I forget my pen?

0:48:9.820 --> 0:48:20.280

Monge, Guadalupe

Call Money network card customer service at 1-888-913-0900. This number is also on the back of your card.

0:48:21.700 --> 0:48:27.580

Monge, Guadalupe

Follow the directions to create a new pen. Your new pen will become active right away.

0:48:31.300 --> 0:48:39.530

Monge, Guadalupe

What if my card is not on me, but I know where to find it? For example, you left your money network card at a family members home.

0:48:41.530 --> 0:48:48.630

Monge, Guadalupe

You can lock your card by going to the money network, mobile app or website at the following link.

0:48:51.10 --> 0:48:54.380

Monge, Guadalupe

Locking your card stops other people from using your card.

0:48:56.790 --> 0:49:3.670

Monge, Guadalupe

Once you get your card back, you can unlock the card by going to the money network, mobile app, or website.

0:49:7.820 --> 0:49:10.700

Monge, Guadalupe

What if my money network card is lost or stolen?

0:49:12.750 --> 0:49:18.30

Monge, Guadalupe

Call 1-888-913-0900 right away.

0:49:18.750 --> 0:49:23.440

Monge, Guadalupe

Tell them your card has been lost or stolen. They will freeze your card.

0:49:24.970 --> 0:49:29.470

Monge, Guadalupe

They will send a new card to your mailing address in seven to 10 days.

0:49:31.170 --> 0:49:47.340

Monge, Guadalupe

This new card will have a new the card number reminder. If you set up automatic payments for your MNC, you have to tell your vendors the new card number. If you do not notify them your automatic payment will be denied.

0:49:51.520 --> 0:49:56.50

Monge, Guadalupe

Until your new card arrives, use money network card checks to make payments.

0:50:0.70 --> 0:50:3.580

Monge, Guadalupe

Is there a fee for a lost or stolen MNC?

0:50:4.440 --> 0:50:8.770

Monge, Guadalupe

There is no fee the first time your money network card is lost or stolen.

0:50:9.980 --> 0:50:15.960

Monge, Guadalupe

If your MNC is lost or stolen more than once, your card will be charged a fee to replace it.

0:50:17.670 --> 0:50:19.820

Monge, Guadalupe

The state will pay you back for that fee.

0:50:22.180 --> 0:50:27.360

Monge, Guadalupe

To get paid back for the fee, complete the money network card reimbursement request form.

0:50:29.560 --> 0:50:38.590

Monge, Guadalupe

It will take up to 30 days after the form is sent to be paid back. Be sure to budget accordingly until the fee is reimbursed.

0:50:42.190 --> 0:50:45.250

Monge, Guadalupe

What is my MNC checks are lost or stolen.

0:50:46.600 --> 0:50:52.520

Monge, Guadalupe

Call 1-888-913-0900 to order new checks.

0:50:53.860 --> 0:50:56.60

Monge, Guadalupe

There was no cost to order more checks.

0:50:59.590 --> 0:51:2.880

Monge, Guadalupe

Does it cost anything to use the money network card?

0:51:4.310 --> 0:51:8.450

Monge, Guadalupe

No, there is no fee for using the money network card.

0:51:10.260 --> 0:51:15.320

Monge, Guadalupe

Use the card to pay for approved goods and services in a store or online.

0:51:19.100 --> 0:51:21.510

Monge, Guadalupe

Can I withdraw cash from ATM's?

0:51:23.170 --> 0:51:23.690

Monge, Guadalupe

No.

0:51:24.300 --> 0:51:32.170

Monge, Guadalupe

It is against state rules for Members and EOR S to use the money network card to take out cash of any kind.

0:51:35.280 --> 0:51:39.120

Monge, Guadalupe

Can I move my balance from the money network card to another bank?

0:51:40.810 --> 0:51:48.40

Monge, Guadalupe

No, it is against state rules for Members and EOR S to move money network card money to another bank.

0:51:52.760 --> 0:51:57.390

Monge, Guadalupe

How will I know my balance or when money has been added to my money network card?

0:51:59.330 --> 0:52:1.400

Monge, Guadalupe

Money Network mobile app too.

0:52:2.110 --> 0:52:6.560

Monge, Guadalupe

Download the mobile app at the App Store or on Google Play.

0:52:8.420 --> 0:52:14.430

Monge, Guadalupe

Account alerts set up account alerts online at this link or via the mobile app.

0:52:16.630 --> 0:52:20.980

Monge, Guadalupe

Online log in to view your account at the following link.

0:52:21.640 --> 0:52:28.920

Monge, Guadalupe

Or by phone call customer service at 1-888-913-0900.

0:52:32.560 --> 0:52:40.370

Monge, Guadalupe

I am an EOR to more than one participant or member. How many money network cards will I receive?

0:52:41.380 --> 0:52:48.340

Monge, Guadalupe

And EOR will only receive one MNC even if you have more than one participant or member.

0:52:49.250 --> 0:52:54.390

Monge, Guadalupe

It will be important to organize and manage the funds for each participant or member.

0:52:57.780 --> 0:53:1.110

Monge, Guadalupe

Can I request a second card for someone else to use?

0:53:3.430 --> 0:53:7.130

Monge, Guadalupe

No, only one card will be given to each EOR.

0:53:8.520 --> 0:53:12.950

Monge, Guadalupe

No one else is allowed to get a card or use the website or mobile app.

0:53:14.830 --> 0:53:19.310

Monge, Guadalupe

The EOR is legally in charge of the payment of services and goods.

0:53:23.190 --> 0:53:28.670

Monge, Guadalupe

What should I do if I believe a mistake has been made or I did not OK a purchase?

0:53:30.280 --> 0:53:37.120

Monge, Guadalupe

Call the Money network card customer service number at 1-888-913-0900.

0:53:39.100 --> 0:53:45.70

Monge, Guadalupe

To make a claim or ask any questions, you must contact them as soon as you have found the problem.

0:53:45.730 --> 0:53:48.70

Monge, Guadalupe

Money Network card will look into the problem.

0:53:50.250 --> 0:53:52.40

Monge, Guadalupe

Summary and next steps.

0:53:53.790 --> 0:53:54.450

Monge, Guadalupe

Recap.

0:53:56.60 --> 0:54:2.630

Monge, Guadalupe

You should now know what the money network card is, where you can use it, and how to get started with it.

0:54:3.650 --> 0:54:7.750

Monge, Guadalupe

You should understand the benefits of the money, network card and chats.

0:54:8.680 --> 0:54:12.310

Monge, Guadalupe

You should know how to get money network card and checks.

0:54:13.460 --> 0:54:18.460

Monge, Guadalupe

You should understand the importance state rules for using the money network card.

0:54:19.310 --> 0:54:22.990

Monge, Guadalupe

And now who to call with questions about the money that worked hard?

0:54:26.750 --> 0:54:27.600

Monge, Guadalupe

Next steps.

0:54:28.720 --> 0:54:31.960

Monge, Guadalupe

Start a March 31st, 2023.

0:54:33.770 --> 0:54:40.290

Monge, Guadalupe

Complete the VPR and select Money network card as the desired method of payment.

0:54:42.770 --> 0:54:47.900

Monge, Guadalupe

You should receive your money network card welcome package within 7 to 10 days.

0:54:48.710 --> 0:54:54.170

Monge, Guadalupe

The Money Network card welcome package includes your Money network card, three checks.

0:54:54.800 --> 0:54:58.740

Monge, Guadalupe

And instructions to activate your card and set up your pin.

0:55:1.760 --> 0:55:5.870

Monge, Guadalupe

Follow the instructions to activate your card and set up your pen.

0:55:7.790 --> 0:55:12.410

Monge, Guadalupe

Keep the card and checks in the safe place and do not share your pen with anyone.



0:55:14.100 --> 0:55:20.180

Monge, Guadalupe

Start using your card and checks for approved goods and services requested on the VPR.

0:55:21.780 --> 0:55:32.130

Monge, Guadalupe

If you need more checks, order them free of charge by contacting money network at 1-888-913-0900.

0:55:35.800 --> 0:55:38.710

Monge, Guadalupe

Money network card contact information.

0:55:39.560 --> 0:55:49.10

Monge, Guadalupe

You can contact money network card customer service at 1-888-913-0900.

0:55:49.780 --> 0:55:52.480

Monge, Guadalupe

Or go to the money Network card website.

0:55:53.950 --> 0:55:57.180

Monge, Guadalupe

Forms are available using the following links.

0:55:58.220 --> 0:56:6.680

Monge, Guadalupe

And you can submit forms to Conduent by e-mail, fax or online at the New Mexico Medicaid web portal.

0:56:12.910 --> 0:56:15.210

Monge, Guadalupe

Perfect. So that concludes the presentation.

0:56:15.970 --> 0:56:28.0

Monge, Guadalupe

We will now be moving into I am Linda Gonzales, Medicaid into the question and answer session. So we have SME subject matter experts from palco and the state to answer any questions.

0:56:33.740 --> 0:56:34.110

Monge, Guadalupe

Perfect.

0:56:30.880 --> 0:57:1.330

Cayle Cox

Hi, this is Kyle. We've got a couple of questions in the chat. I'll go ahead and read through real quick so everybody can get those answers as well. Hopefully this will start the ball rolling with additional questions we had tallie give a reminder that it's against rules, the rules to use the card at an ATM that's been explained to this presentation as well. They have questions from Deanna about getting direct deposits. So Kurt and what she's doing right now is she's a worker getting her pay in her account.

0:57:1.410 --> 0:57:31.800

Cayle Cox

Data, direct deposit and just called out that or let her know that this new project, this new program for money network cards, will not affect payroll at all. Some EOR S may already, and we've talked about this in the presentation, but it doesn't recall affect some EOR. The employee errors may also be an employee, a worker for somebody as well as signing off on paycheck, stuff like that. So if somebody is in that scenario.

0:57:31.900 --> 0:57:34.520

Cayle Cox

They would still get a fresh card.

0:57:35.700 --> 0:57:51.790

Cayle Cox

My network card, if they wanna receive vendor payments on money network, so even if they even if they're an employee that's getting pay even on a money network card now, you will always get a fresh card as an EOR. That way you can keep all your vendor payments separate.

0:57:55.210 --> 0:57:59.970

Cayle Cox

The next question we had was from Ariel and she said since most.

0:58:0.670 --> 0:58:6.990

Cayle Cox

Month uh. Since most monthly invoices for cell phone services, for example, are built in the same day each month.

0:58:8.30 --> 0:58:40.360

Cayle Cox

Is there an option for reoccurring automatic deposit or payment or monthly request still needed? And the answer is monthly requests will still be needed but they will go automatically once you receive the card the first time after the first time all ditional deposits will be loaded immediately onto that card so you could schedule your reoccurring payments from the card. You could use like Google Play or PayPal anything like that that you want to. But the biggest thing to call out is they will still need a reoccurring.

0:58:40.450 --> 0:58:45.50

Cayle Cox

There a vendor request form filled out each month for those reoccurring payments.

0:58:50.800 --> 0:59:3.350

Cayle Cox

Uh, that was all the questions from the chat today, but we're hooked on. I'm happy to answer additional questions if anybody wants to type them out or you can feel free to go off of mute and we'll answer your questions as they come up.

0:59:14.350 --> 0:59:21.310

efc99fa9-6160-4e22-8d99-5a37db29bfb9

Yes, I was wondering, uh, when you do the cell phone payments, how would you set that up for it?

0:59:30.610 --> 0:59:31.240

efc99fa9-6160-4e22-8d99-5a37db29bfb9

Yes.

0:59:25.710 --> 0:59:53.990

Cayle Cox

Umm, how would you put it into paying them directly from the money network card? Or how do you request them? OK, yeah, in that scenario you've got a few different options. One, you can on the like when you go into pay your cell phone bill, they'll have an option to set up a reoccurring payment and how that would work is you can. It's a couple of different ways they can do it. Some of them you can put in a credit card number to pay your cell phone bill and they'll pull it out reoccurring like that.

0:59:55.130 --> 1:0:17.0

Cayle Cox

Some of them will ask for a a routing number and an account number, and those can be found on your mobile application. So you can you can set up either either way you wanna do it so they can pull it out of your account and that's called a ACH automatic clearing house payment and that's where they.

1:0:17.730 --> 1:0:47.760

Cayle Cox

Basically you enter the routing number and the account number and they pull it out directly. Some places will charge the merchant themselves. There's no charge and the money network side, but sometimes you're merchants will charge you to make a credit card payment, but the ACH payments will be free. So basically the payment would still be processed and done on the vendor website. So like let's say, it's AT&T. If you go on AT&T's website, they'll give you the options to pay.

1:0:48.60 --> 1:1:16.390

Cayle Cox

And one of those options, if it like, let's say they charge for credit cards, one of them big credit cards and they would say we're gonna charge you an extra dollar to process this as a credit card or they'll have an option for to pull it out of your bank account directly for free. And my suggestion would be to pull it out of the account for free because you can just type in the account number and the routing number from your money network. Does that make sense? I can also show it to you if you'd like me to, where to see it online.

1:1:17.470 --> 1:1:18.480

efc99fa9-6160-4e22-8d99-5a37db29bfb9

It does make sense.

1:1:19.210 --> 1:1:19.980

Cayle Cox

OK, perfect.

1:1:24.260 --> 1:1:29.820

Cayle Cox

Did that. Any other questions on that? Did that help or anything else I can talk through?

1:1:31.480 --> 1:1:32.780

efc99fa9-6160-4e22-8d99-5a37db29bfb9

I know that be it.

1:1:33.700 --> 1:1:54.110

Cayle Cox

OK. Thanks. And by the way, your account number and your routing number will not change. So even if your credit card was ever taken or something like that, if you've done it or an ACH one where you put it in the routing number in the in the account number, even if you lose your credit card, those two things will still exist. So they won't change your routing number and your account number stays the same no matter what.

1:1:55.620 --> 1:1:56.250

Cayle Cox

If you were.

1:1:55.180 --> 1:1:56.670

efc99fa9-6160-4e22-8d99-5a37db29bfb9

OK, actually I do have one.

1:1:57.540 --> 1:1:59.270

efc99fa9-6160-4e22-8d99-5a37db29bfb9

I I did have one more question.

1:1:59.960 --> 1:2:0.340

Cayle Cox

Please.

1:2:3.250 --> 1:2:7.840

efc99fa9-6160-4e22-8d99-5a37db29bfb9

Whenever we go to like Walmart or anything like that.

1:2:8.820 --> 1:2:9.150

Cayle Cox

Umm.

1:2:8.630 --> 1:2:9.420

efc99fa9-6160-4e22-8d99-5a37db29bfb9

And.

1:2:10.470 --> 1:2:13.110

efc99fa9-6160-4e22-8d99-5a37db29bfb9

We make our purchase save for the laptop.

1:2:14.700 --> 1:2:15.160

efc99fa9-6160-4e22-8d99-5a37db29bfb9

Uh.

1:2:17.190 --> 1:2:21.510

efc99fa9-6160-4e22-8d99-5a37db29bfb9

Where they asked for like a transaction, transaction number or anything.

1:2:22.740 --> 1:2:37.870

Cayle Cox

No, they if you were to write a check, they would. But like, if you're going to a store to use your money network card to purchase a computer and you use the plastic card, they would not have a transaction number or anything. You would just run that like a typical credit card.

1:2:39.770 --> 1:2:44.640

Cayle Cox

Then that would be it. The only time that you would need a transaction number is if you're writing a check.

1:2:45.950 --> 1:2:46.580

efc99fa9-6160-4e22-8d99-5a37db29bfb9

OK.

1:2:48.170 --> 1:2:48.920

Cayle Cox

Good question though.

1:2:51.210 --> 1:2:52.40

efc99fa9-6160-4e22-8d99-5a37db29bfb9

Alright, thank you.

1:2:52.960 --> 1:2:53.430

Cayle Cox

You're welcome.

1:2:55.840 --> 1:2:58.830

Monge, Guadalupe

I see Henry used from a number ending in three, nine.

1:3:2.560 --> 1:3:3.180

efc99fa9-6160-4e22-8d99-5a37db29bfb9

Excuse me.

1:3:5.380 --> 1:3:9.630

Cayle Cox

Oh, did you was your hand? Did we answer your question that we saw a hand raised? We didn't know if that was.

1:3:10.350 --> 1:3:13.100

Cayle Cox

The answer your question I just answered if that was somebody else.

1:3:14.310 --> 1:3:18.330

efc99fa9-6160-4e22-8d99-5a37db29bfb9

And there's probably somebody else cause I'm gonna on the conference line.

1:3:19.890 --> 1:3:22.570

Cayle Cox

OK, no problem. I'll go ahead and lower real quick.

1:3:23.660 --> 1:3:24.190

Cayle Cox

There we go.

1:3:25.430 --> 1:3:26.400

Cayle Cox

Thank you for that question.

1:3:27.610 --> 1:3:28.130

efc99fa9-6160-4e22-8d99-5a37db29bfb9

Mm-hmm.

1:3:32.840 --> 1:3:33.160

Cayle Cox

OK.

1:3:30.960 --> 1:3:33.810

Monge, Guadalupe

Thank you, Carl. I don't see any more questions coming in.

1:3:36.490 --> 1:3:39.240

Monge, Guadalupe

Uh, so if there's nothing else, we can go ahead and adjourn.

1:3:40.730 --> 1:3:42.630

Monge, Guadalupe

Anybody else have anything to add?

1:3:49.140 --> 1:3:52.560

Monge, Guadalupe

See, I see that hand raised again. It's number ending in three nine.

1:4:3.100 --> 1:4:5.880

Monge, Guadalupe

Hey, I can't unmute them if they are muted.

1:4:33.750 --> 1:4:34.170

Cayle Cox

Thank you.

1:4:31.0 --> 1:4:35.780

Monge, Guadalupe

How do you see that hand raised? I just can't unmute them. And if they're speaking, I don't hear them.

1:4:36.480 --> 1:4:38.320

Cayle Cox

Yeah, I don't hear him either, but.

1:4:40.440 --> 1:4:47.240

Cayle Cox

I do see the hand raised if if somebody's having an issue with that as well, you could e-mail just the.

1:4:52.410 --> 1:4:54.670

Cayle Cox

Uh, like e-mail back to the the invite?

1:4:55.380 --> 1:5:0.600

Cayle Cox

We're just your question or if you can get in the chat or anything, we're happy to answer it for you.

1:5:1.700 --> 1:5:3.500

Cayle Cox

Would you just see a hand up?

1:5:35.670 --> 1:5:41.160

Monge, Guadalupe

Yeah, it's still not hearing anything. I don't know if they wanna type it in the chat, maybe e-mail the question.

1:5:42.600 --> 1:5:46.970

Buenviaje, Melanie, HSD

We can also move on. I have, I believe that has been up since the very beginning of the presentation.

1:5:46.810 --> 1:5:47.120

Cayle Cox

Yeah.

1:5:47.200 --> 1:5:56.540

Monge, Guadalupe

Yeah, OK. It just keeps going up. So I just wanted to make sure I don't see anything else coming in. So Melanie, I don't know if you have anything to say.

1:5:58.710 --> 1:6:24.70

Buenviaje, Melanie, HSD

No, just on my name is Melanie Buenviaje from exam services and Programs Bureau under our Bureau. We manage the 1915 C waiver, such as me via and supports waiver. And this initiative was really to help purchasing for goods and services much easier for our waiver participants and also for the Community benefit Members. So we hope that you.

1:6:24.990 --> 1:6:37.490

Buenviaje, Melanie, HSD

Can use this money network card and again, as Kyle said earlier, if if everything is working fine for you with the checks continue to just use the palco checks. Those are still available and thank you for joining us today.

1:6:41.900 --> 1:6:42.360

Cayle Cox

Thank you.

1:6:40.230 --> 1:6:43.240

Monge, Guadalupe

Thank you. You all have a great rest of your day.