

0:0:0.0 --> 0:0:19.880

Monge, Guadalupe

I am Linda Gonzalez, 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 PELCO check process.

0:0:20.560 --> 0:0:36.150

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.

0:0:37.140 --> 0:1:1.880

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. A 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.

0:1:3.130 --> 0:1:6.400

Monge, Guadalupe

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

0:1:7.470 --> 0:1:10.880

Monge, Guadalupe

We will summarize what the money network card is.

0:1:12.580 --> 0:1:23.10

Monge, Guadalupe

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

0:1:24.460 --> 0:1:30.410

Monge, Guadalupe

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

0:1:32.100 --> 0:1:39.520

Monge, Guadalupe

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

0:1:40.900 --> 0:1:44.330

Monge, Guadalupe

We will go through MNC frequently asked questions.

0:1:45.640 --> 0:1:49.370

Monge, Guadalupe

We will summarize the demo and next steps.

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Monge, Guadalupe

We'll finish the meeting with the 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.

0:2:4.530 --> 0:2:7.770

Monge, Guadalupe

Summary of Money, Network card MNC.

0:2:12.130 --> 0:2:13.940

Monge, Guadalupe

By the end of this demonstration.

0:2:14.670 --> 0:2:15.480

Monge, Guadalupe

You will.

0:2:16.370 --> 0:2:18.700

Monge, Guadalupe

No. What's the money network card is?

0:2:19.580 --> 0:2:22.220

Monge, Guadalupe

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

0:2:23.700 --> 0:2:28.160

Monge, Guadalupe

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

0:2:29.990 --> 0:2:33.80

Monge, Guadalupe

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

0:2:34.980 --> 0:2:39.940

Monge, Guadalupe

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

0:2:41.30 --> 0:2:45.560

Monge, Guadalupe

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

0:2:48.730 --> 0:2:50.720

Monge, Guadalupe

What is a money network card?

0:2:52.340 --> 0:2:58.900

Monge, Guadalupe

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

0:3:0.460 --> 0:3:2.10

Monge, Guadalupe

It's a faster way to pay.

0:3:4.30 --> 0:3:6.650

Monge, Guadalupe

It works like a prepaid credit card.

0:3:9.250 --> 0:3:15.30

Monge, Guadalupe

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

0:3:18.920 --> 0:3:21.630

Monge, Guadalupe

The Money network card is not for.

0:3:23.290 --> 0:3:25.440

Monge, Guadalupe

Employee payroll distribution.

0:3:27.500 --> 0:3:29.480

Monge, Guadalupe

It's not for ATM usage.

0:3:31.420 --> 0:3:32.910

Monge, Guadalupe

Or balance transfers.

0:3:34.990 --> 0:3:36.980

Monge, Guadalupe

That's not for cash withdrawals.

0:3:39.40 --> 0:3:40.770

Monge, Guadalupe

Cash back from purchases.

0:3:42.890 --> 0:3:46.80

Monge, Guadalupe

Or for use by anyone other than the cardholder.

0:3:49.970 --> 0:3:52.140

Monge, Guadalupe

Where can I use the money network card?

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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.

0:4:4.530 --> 0:4:5.860

Monge, Guadalupe

If they accept visa.

0:4:8.420 --> 0:4:14.470

Monge, Guadalupe

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

0:4:15.720 --> 0:4:19.690

Monge, Guadalupe

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

0:4:23.600 --> 0:4:25.430

Monge, Guadalupe

Money network card options.

0:4:27.670 --> 0:4:34.410

Monge, Guadalupe

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

0:4:36.240 --> 0:4:43.890

Monge, Guadalupe

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

0:4:46.340 --> 0:4:49.910

Monge, Guadalupe

Money Network offers both card and check payments.

0:4:51.250 --> 0:4:59.260

Monge, Guadalupe

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

0:5:2.260 --> 0:5:4.190

Monge, Guadalupe

How to get the money network card?

0:5:6.440 --> 0:5:13.740

Monge, Guadalupe

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

0:5:15.930 --> 0:5:20.100

Monge, Guadalupe

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

0:5:22.510 --> 0:5:24.300

Monge, Guadalupe

So what the money network card?

0:5:26.330 --> 0:5:31.870

Monge, Guadalupe

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

0:5:34.320 --> 0:5:42.510

Monge, Guadalupe

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

0:5:45.610 --> 0:5:50.300

Monge, Guadalupe

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

0:5:54.160 --> 0:6:5.710

Monge, Guadalupe

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.

0:6:7.880 --> 0:6:13.120

Monge, Guadalupe

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

0:6:16.900 --> 0:6:18.90

Monge, Guadalupe

Online purchases.

0:6:18.810 --> 0:6:28.520

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.

0:6:31.480 --> 0:7:1.550

Monge, Guadalupe

Ohh my name is Kyle Cox and I run the product management organization at 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.

0:7:2.140 --> 0:7:4.320

Monge, Guadalupe

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

0:7:6.460 --> 0:7:36.380

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, ER, 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 ER should go to choose either paper check or prepaid money. Prepaid money network for all vendor payments they receive.

0:7:37.810 --> 0:7:55.950

Monge, Guadalupe

When this program goes live at the end of the month, ER would go to choose how they receive money for vendor payments. ER 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.

0:7:58.200 --> 0:8:23.820

Monge, Guadalupe

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

0:8:24.520 --> 0:8:31.910

Monge, Guadalupe

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

0:8:33.220 --> 0:8:48.190

Monge, Guadalupe

Once an ER has my 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.

0:8:49.530 --> 0:9:6.420

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.

0:9:8.860 --> 0:9:9.980

Monge, Guadalupe

And then ear war.

0:9:10.620 --> 0:9:25.300

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.

0:9:27.290 --> 0:9:28.510

Monge, Guadalupe

Within this packet.

0:9:29.950 --> 0:9:58.900

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.

0:9:59.90 --> 0:10:29.300

Monge, Guadalupe

This is exactly what it will look like. It'll come on 8 1/2 sheet, 8 1/2 by 11 sheet of paper and on it there will be a a plastic card glued to the paper. Then 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 8 nasheet 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.

0:10:29.420 --> 0:10:36.650

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.

0:10:38.400 --> 0:10:53.270

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 I'll walk you through all of that piece. But just remember that that's the way that you can identify yourself to money network.

0:10:54.490 --> 0:10:58.300

Monge, Guadalupe

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

0:10:59.390 --> 0:11:11.330

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.

0:11:15.160 --> 0:11:19.390

Monge, Guadalupe

The Money network card that you receive will.

0:11:20.580 --> 0:11:23.190

Monge, Guadalupe

Look exactly what it shows on the screen right now.

0:11:24.710 --> 0:11:55.440

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.

0:11:55.570 --> 0:11:59.420

Monge, Guadalupe

And no more. You can obviously spend less, but you cannot exceed it.

0:12:0.480 --> 0:12:29.790

Monge, Guadalupe

Because it is Visa 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 in that scenario. That's where you would use that pin again.

0:12:30.310 --> 0:12:40.480

Monge, Guadalupe

Where are you? Swipe your card and enter it a the personal identification number. Your 4 digit code that you've set up, or you can sign and that's called signature debit.

0:12:42.540 --> 0:13:11.0

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 at 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.

0:13:11.390 --> 0:13:20.320

Monge, Guadalupe

Fraudulently you call money network and they will automatically refund the refund that money back to your account. They'll cancel this card. They will send you a new one.

0:13:21.950 --> 0:13:49.840

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 fraudsters 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.

0:13:51.60 --> 0:14:20.870

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.

0:14:20.940 --> 0:14:38.400

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 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.

0:14:39.60 --> 0:14:51.320

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.

0:14:52.0 --> 0:14:53.880

Monge, Guadalupe

The check number is right up here.

0:14:54.910 --> 0:15:25.990

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.

0:15:26.140 --> 0:15:43.790

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.

0:15:44.730 --> 0:16:1.880

Monge, Guadalupe

Leading 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.

0:16:3.830 --> 0:16:18.660

Monge, Guadalupe

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

0:16:20.30 --> 0:16:30.530

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.

0:16:31.820 --> 0:17:3.520

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 for your protection before caching, collect the information requested in the back of this back of this check and call 866-845-9322 to verify the transaction number and the dollar amount are valid.

0:17:4.450 --> 0:17:31.850

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 \$100 for that transaction number does not work.

0:17:33.10 --> 0:18:2.570

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.

0:18:2.660 --> 0:18:33.380

Monge, Guadalupe

Can be utilized 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 ears 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.

0:18:33.820 --> 0:18:41.350

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.

0:18:43.730 --> 0:18:52.0

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.

0:18:54.650 --> 0:19:25.970

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 at the exact application that you will install on your phone.

0:19:26.60 --> 0:19:34.350

Monge, Guadalupe

If you choose to use the mobile application, money network also has a website that you can manage it. If you wanna use that. But today I'm gonna demo the Money network application.

0:19:35.310 --> 0:19:37.740

Monge, Guadalupe

So I'm gonna go ahead and click on money network.

0:19:38.400 --> 0:19:51.660

Monge, Guadalupe

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 be identical to what I'm showing.

0:19:54.50 --> 0:20:4.210

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 is gonna go ahead and do that.

0:20:5.640 --> 0:20:11.800

Monge, Guadalupe

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

0:20:14.60 --> 0:20:18.730

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.

0:20:19.950 --> 0:20:25.490

Monge, Guadalupe

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

0:20:27.880 --> 0:20:58.670

Monge, Guadalupe

Locate ATM is not a feature function that you guys should. That ER 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 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.

0:20:59.290 --> 0:21:4.540

Monge, Guadalupe

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

0:21:5.880 --> 0:21:12.230

Monge, Guadalupe

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

0:21:13.560 --> 0:21:30.410

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.

0:21:31.480 --> 0:21:42.230

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.

0:21:44.360 --> 0:21:50.610

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.

0:21:51.340 --> 0:22:23.50

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 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.

0:22:23.330 --> 0:22:27.830

Monge, Guadalupe

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

0:22:28.750 --> 0:22:34.340

Monge, Guadalupe

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

0:22:36.90 --> 0:22:41.950

Monge, Guadalupe

There's one at the top. We can see my account balance. So first it says hello. OK, I'll text gives me the date.

0:22:42.850 --> 0:22:45.220

Monge, Guadalupe

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

0:22:46.560 --> 0:22:56.620

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.

0:22:58.920 --> 0:23:29.530

Monge, Guadalupe

When I pull see a kid, 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 have 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.

0:23:30.830 --> 0:23:35.140

Monge, Guadalupe

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

0:23:36.570 --> 0:23:48.600

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, there just be no reason to show them. So I'm gonna go ahead and go back.

0:23:50.360 --> 0:23:53.80

Monge, Guadalupe

That's my account balance and transaction history.

0:23:54.510 --> 0:23:58.40

Monge, Guadalupe

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

0:23:58.770 --> 0:24:21.560

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.

0:24:22.240 --> 0:24:45.710

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.

0:24:47.190 --> 0:24:54.360

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.

0:24:55.100 --> 0:25:28.110

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.

0:25:28.210 --> 0:25:38.880

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.

0:25:40.20 --> 0:25:52.450

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 and lock 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.

0:25:53.280 --> 0:26:14.270

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.

0:26:15.70 --> 0:26:36.720

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.

0:26:37.970 --> 0:26:45.320

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.

0:26:48.20 --> 0:26:53.700

Monge, Guadalupe

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

0:26:54.710 --> 0:26:57.680

Monge, Guadalupe

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

0:26:58.840 --> 0:27:5.360

Monge, Guadalupe

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

0:27:7.330 --> 0:27:23.140

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.

0:27:24.470 --> 0:27:42.960

Monge, Guadalupe

Next one is your managed 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.

0:27:44.190 --> 0:28:12.940

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 my 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.

0:28:13.720 --> 0:28:37.790

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 a transaction that they're asking you about you 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.

0:28:39.530 --> 0:28:48.40

Monge, Guadalupe

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

0:28:48.700 --> 0:29:18.130

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.

0:29:18.650 --> 0:29:46.290

Monge, Guadalupe

You ours I can think are kind of two reasons at an ER may want to 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.

0:29:48.360 --> 0:30:2.500

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.

0:30:4.70 --> 0:30:7.110

Monge, Guadalupe

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

0:30:7.230 --> 0:30:37.320

Monge, Guadalupe

Yes, 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.

0:30:38.320 --> 0:30:54.770

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. I've got it added.

0:30:56.180 --> 0:31:23.740

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.

0:31:24.930 --> 0:31:35.660

Monge, Guadalupe

And I've got my total piggybank. 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 me go ahead and click on this.

0:31:36.600 --> 0:31:40.330

Monge, Guadalupe

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

0:31:42.450 --> 0:31:48.180

Monge, Guadalupe

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

0:31:51.270 --> 0:31:53.980

Monge, Guadalupe

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

0:31:57.550 --> 0:32:2.670

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.

0:32:3.370 --> 0:32:21.80

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 that 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 it aside. Piggy banks are a good option for that.

0:32:22.380 --> 0:32:50.900

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. 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.

0:32:51.520 --> 0:32:59.810

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.

0:33:0.440 --> 0:33:1.890

Monge, Guadalupe

I'm gonna click the cell phone bill.

0:33:3.40 --> 0:33:4.130

Monge, Guadalupe

I'm gonna move money.

0:33:4.880 --> 0:33:10.70

Monge, Guadalupe

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

0:33:11.140 --> 0:33:13.50

Monge, Guadalupe

And I'm going to move it into the main account.

0:33:14.10 --> 0:33:15.410

Monge, Guadalupe

And I'm gonna move that \$5.

0:33:17.990 --> 0:33:19.80

Monge, Guadalupe

I hit OK.

0:33:20.220 --> 0:33:20.980

Monge, Guadalupe

Confirm.

0:33:23.20 --> 0:33:23.410

Monge, Guadalupe

And done.

0:33:24.160 --> 0:33:29.830

Monge, Guadalupe

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

0:33:30.940 --> 0:33:35.890

Monge, Guadalupe

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

0:33:37.280 --> 0:33:40.700

Monge, Guadalupe

I flew through that presentation because.

0:33:41.740 --> 0:34:5.280

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 ER with multiple participants, you may you wanna use a Piggy Bank to separate your your, your individual participants out.

0:34:6.480 --> 0:34:36.50

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.

0:34:36.310 --> 0:34:58.480

Monge, Guadalupe

A little more flexibility and ability, but if you don't like the pigments, you don't have to use them. If you as if you're an ER 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.

0:35:0.0 --> 0:35:2.730

Monge, Guadalupe

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

0:35:3.640 --> 0:35:13.430

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.

0:35:14.340 --> 0:35:22.360

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.

0:35:23.650 --> 0:35:43.510

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 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.

0:35:45.210 --> 0:35:51.600

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.

0:35:53.770 --> 0:36:12.520

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 up that alert.

0:36:13.190 --> 0:36:26.430

Monge, Guadalupe

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, you hit save.

0:36:27.800 --> 0:36:33.350

Monge, Guadalupe

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

0:36:35.150 --> 0:36:36.760

Monge, Guadalupe

That is the.

0:36:38.690 --> 0:36:55.460

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.

0:36:56.700 --> 0:37:29.370

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 the 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 control or wanted more information on card control, it will walk you through. So it has a bunch of questions and answers.

0:37:29.570 --> 0:37:32.50

Monge, Guadalupe

Developed in here to help you understand this system.

0:37:33.230 --> 0:38:4.280

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 CCC. This is you will use ccse for program specific questions. Things like the policy and procedures. If

you had 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.

0:38:4.440 --> 0:38:9.320

Monge, Guadalupe

You could call into the CS and they would tell you yes, do not use money network for cache transactions.

0:38:10.290 --> 0:38:10.890

Monge, Guadalupe

Cathedrals.

0:38:11.570 --> 0:38:41.340

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're 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.

0:38:42.140 --> 0:39:12.310

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 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.

0:39:12.470 --> 0:39:31.490

Monge, Guadalupe

Is to enable ER'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.

0:39:33.30 --> 0:39:50.950

Monge, Guadalupe

Hello, my name is Tally Tolan 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.

0:39:54.870 --> 0:40:9.20

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.

0:40:12.160 --> 0:40:25.690

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.

0:40:29.480 --> 0:40:37.400

Monge, Guadalupe

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

0:40:42.400 --> 0:40:49.630

Monge, Guadalupe

Next, I want to talk about what the Money network card is. Not for. It is not for cash withdrawals.

0:40:50.490 --> 0:40:52.890

Monge, Guadalupe

It is not for ATM withdrawals.

0:40:53.910 --> 0:40:57.10

Monge, Guadalupe

It is not for cash back from purchases.

0:40:58.940 --> 0:41:2.970

Monge, Guadalupe

For transferring money network card funds to another bank.

0:41:5.150 --> 0:41:7.760

Monge, Guadalupe

For employee payroll distribution.

0:41:10.480 --> 0:41:12.290

Monge, Guadalupe

Or authorized use.

0:41:13.430 --> 0:41:16.200

Monge, Guadalupe

By anyone other than the card holder.

0:41:21.330 --> 0:41:26.860

Monge, Guadalupe

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

0:41:28.270 --> 0:41:30.900

Monge, Guadalupe

It is not to be used for cash withdrawals.

0:41:32.770 --> 0:41:34.650

Monge, Guadalupe

For payment to yourself.

0:41:36.880 --> 0:41:39.550

Monge, Guadalupe

For payment to friends or family.

0:41:41.550 --> 0:41:44.160

Monge, Guadalupe

For employee payroll distribution.

0:41:46.690 --> 0:41:52.180

Monge, Guadalupe

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

0:41:54.860 --> 0:41:55.550

Monge, Guadalupe

Forms.

0:41:57.310 --> 0:42:0.600

Monge, Guadalupe

Be on the lookout for new updated forms.

0:42:2.820 --> 0:42:5.850

Monge, Guadalupe

The updated vendor payment request form.

0:42:7.870 --> 0:42:12.370

Monge, Guadalupe

And the new money network card reimbursement request form.

0:42:15.60 --> 0:42:25.650

Monge, Guadalupe

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

0:42:26.730 --> 0:42:31.730

Monge, Guadalupe

VPR can also be submitted through the Medicaid web portal.

0:42:32.560 --> 0:42:37.560

Monge, Guadalupe

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

0:42:39.800 --> 0:42:42.80

Monge, Guadalupe

Change to vendor payment request form.

0:42:43.180 --> 0:42:49.530

Monge, Guadalupe

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

0:42:50.250 --> 0:42:55.740

Monge, Guadalupe

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

0:42:56.810 --> 0:43:9.460

Monge, Guadalupe

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

0:43:13.700 --> 0:43:16.620

Monge, Guadalupe

Money network card reimbursement request form.

0:43:17.340 --> 0:43:26.820

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.

0:43:27.570 --> 0:43:34.590

Monge, Guadalupe

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

0:43:37.470 --> 0:43:39.400

Monge, Guadalupe

Frequently asked questions.

0:43:41.620 --> 0:43:43.980

Monge, Guadalupe

Where can I use my money network card?

0:43:46.120 --> 0:43:55.50

Monge, Guadalupe

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

0:43:56.490 --> 0:44:5.160

Monge, Guadalupe

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

0:44:8.510 --> 0:44:16.360

Monge, Guadalupe

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

0:44:18.530 --> 0:44:26.580

Monge, Guadalupe

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

0:44:30.70 --> 0:44:33.80

Monge, Guadalupe

How do I reorder money network card chats?

0:44:34.260 --> 0:44:46.630

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.

0:44:50.730 --> 0:44:52.740

Monge, Guadalupe

Can I choose my own pen?

0:44:54.600 --> 0:45:2.470

Monge, Guadalupe

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

0:45:4.410 --> 0:45:6.610

Monge, Guadalupe

Make sure to use a four digit number.

0:45:8.730 --> 0:45:17.220

Monge, Guadalupe

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

0:45:23.300 --> 0:45:25.470

Monge, Guadalupe

What should I do if I forget my pen?

0:45:27.360 --> 0:45:37.840

Monge, Guadalupe

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

0:45:39.240 --> 0:45:45.130

Monge, Guadalupe

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

0:45:48.840 --> 0:45:57.80

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.

0:45:59.80 --> 0:46:6.180

Monge, Guadalupe

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

0:46:8.570 --> 0:46:11.940

Monge, Guadalupe

Locking your card stops other people from using your card.

0:46:14.320 --> 0:46:21.210

Monge, Guadalupe

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

0:46:25.360 --> 0:46:28.250

Monge, Guadalupe

What if my money network card is lost or stolen?

0:46:30.290 --> 0:46:35.580

Monge, Guadalupe

Call 1-888-913-0900 right away.

0:46:36.280 --> 0:46:40.990

Monge, Guadalupe

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

0:46:42.520 --> 0:46:47.40

Monge, Guadalupe

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

0:46:48.760 --> 0:47:4.910

Monge, Guadalupe

This new card will have a new 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 you're automatic payment will be denied.

0:47:9.70 --> 0:47:13.600

Monge, Guadalupe

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

0:47:17.630 --> 0:47:21.140

Monge, Guadalupe

Is there a fee for a lost or stolen MNC?

0:47:22.0 --> 0:47:26.310

Monge, Guadalupe

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

0:47:27.540 --> 0:47:33.500

Monge, Guadalupe

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

0:47:35.240 --> 0:47:37.370

Monge, Guadalupe

The state will pay you back for that fee.

0:47:39.720 --> 0:47:44.910

Monge, Guadalupe

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

0:47:47.130 --> 0:47:56.150

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.

0:47:59.730 --> 0:48:2.800

Monge, Guadalupe

What if my MNC checks are lost or stolen?

0:48:4.130 --> 0:48:10.70

Monge, Guadalupe

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

0:48:11.410 --> 0:48:13.620

Monge, Guadalupe

There was no cost to order more checks.

0:48:17.150 --> 0:48:20.430

Monge, Guadalupe

Does it cost anything to use the money network card?

0:48:21.850 --> 0:48:26.0

Monge, Guadalupe

No, there was no fee for using the Money network card.

0:48:27.820 --> 0:48:32.870

Monge, Guadalupe

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

0:48:36.640 --> 0:48:39.60

Monge, Guadalupe

Can I withdraw cash from ATM's?

0:48:40.720 --> 0:48:41.230

Monge, Guadalupe

No.

0:48:41.860 --> 0:48:49.730

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.

0:48:52.840 --> 0:48:56.710

Monge, Guadalupe

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

0:48:58.370 --> 0:49:5.600

Monge, Guadalupe

No, it is against state rules for members and EHR's to move money network card money to another bank.

0:49:10.310 --> 0:49:15.20

Monge, Guadalupe

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

0:49:16.860 --> 0:49:18.940

Monge, Guadalupe

Money Network mobile app too.

0:49:19.660 --> 0:49:24.100

Monge, Guadalupe

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

0:49:25.970 --> 0:49:31.960

Monge, Guadalupe

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

0:49:34.180 --> 0:49:38.530

Monge, Guadalupe

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

0:49:39.170 --> 0:49:46.470

Monge, Guadalupe

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

0:49:50.110 --> 0:49:57.920

Monge, Guadalupe

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

0:49:58.930 --> 0:50:5.890

Monge, Guadalupe

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

0:50:6.790 --> 0:50:11.940

Monge, Guadalupe

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

0:50:15.310 --> 0:50:18.670

Monge, Guadalupe

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

0:50:20.980 --> 0:50:24.670

Monge, Guadalupe

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

0:50:26.70 --> 0:50:30.500

Monge, Guadalupe

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

0:50:32.390 --> 0:50:36.860

Monge, Guadalupe

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

0:50:40.740 --> 0:50:46.220

Monge, Guadalupe

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

0:50:47.830 --> 0:50:54.660

Monge, Guadalupe

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

0:50:56.650 --> 0:51:2.620

Monge, Guadalupe

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

0:51:3.300 --> 0:51:5.620

Monge, Guadalupe

Let me not work hard. We'll look into the problem.

0:51:7.800 --> 0:51:9.590

Monge, Guadalupe

Summary and next steps.

0:51:11.330 --> 0:51:12.0

Monge, Guadalupe

Recap.

0:51:13.610 --> 0:51:20.180

Monge, Guadalupe

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

0:51:21.180 --> 0:51:25.300

Monge, Guadalupe

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

0:51:26.220 --> 0:51:29.890

Monge, Guadalupe

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

0:51:31.30 --> 0:51:36.20

Monge, Guadalupe

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

0:51:36.880 --> 0:51:40.570

Monge, Guadalupe

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

0:51:44.290 --> 0:51:45.160

Monge, Guadalupe

Next steps.

0:51:46.250 --> 0:51:49.500

Monge, Guadalupe

Starting March 31st, 2023.

0:51:51.320 --> 0:51:57.830

Monge, Guadalupe

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

0:52:0.310 --> 0:52:5.440

Monge, Guadalupe

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

0:52:6.240 --> 0:52:11.720

Monge, Guadalupe

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

0:52:12.340 --> 0:52:16.290

Monge, Guadalupe

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

0:52:19.330 --> 0:52:23.420

Monge, Guadalupe

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

0:52:25.330 --> 0:52:29.970

Monge, Guadalupe

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

0:52:31.650 --> 0:52:37.730

Monge, Guadalupe

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

0:52:39.340 --> 0:52:49.680

Monge, Guadalupe

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

0:52:53.360 --> 0:53:6.560

Monge, Guadalupe

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

0:53:7.330 --> 0:53:10.40

Monge, Guadalupe

Or go to the money Network card website.

0:53:11.510 --> 0:53:14.720

Monge, Guadalupe

Forms are available using the following links.

0:53:15.760 --> 0:53:24.230

Monge, Guadalupe

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

0:53:31.490 --> 0:53:36.780

Monge, Guadalupe

Alright, so that has concluded the presentation. We will now move on to our question and answer session.

0:53:45.440 --> 0:53:45.880

Cayle Cox

Thanks.

0:53:45.960 --> 0:53:46.990

Monge, Guadalupe

Talk, yes.

0:53:47.720 --> 0:53:56.10

Cayle Cox

Thanks Philippe. I can read the questions if you want me to. And then they have been in the chat. We'll get everybody caught up and then they can add additional questions in there or raise your hand if that works for you.

0:53:56.560 --> 0:53:58.60

Monge, Guadalupe

OK works for me.

0:53:58.760 --> 0:54:26.990

Cayle Cox

OK, thanks. We had first question in the chat was can an overdraft on the money network, can you get an overdraft on the money network cards or checks? And the answer is you cannot, it's impossible to get an overdraft on these cards or checks because they're prepaid, ER will only be able to spend the amount of money in the account. So if you went to get a, if you went to write a check for more than you had in your account, you would not get an A transaction number.

0:54:27.140 --> 0:54:36.930

Cayle Cox

They wouldn't process and if you went to spend more in a store, it would just reject the transaction. So you'd have to spend either the the exact amount or less on the card.

0:54:38.110 --> 0:54:42.20

Cayle Cox

Now for that same reason, it is impossible to go into debt with these cards.

0:54:44.680 --> 0:55:15.150

Cayle Cox

We had a question. Can you please explain the issue number on the check and where the ER would get it and when it is used and the response is the issuer number is rarely used but it is used sometimes to link a check to a specific debit issuer. It's not used often, but if it is ever needed you will get that number from money network customer support at the same time they issue the transaction number. So basically unless they give it to you you won't have to put it down.

0:55:15.250 --> 0:55:32.50

Cayle Cox

And if they give it to you, which again is rare, but if they were to give it to you, then you would just simply write that number on the front of their check as well, and they would, if you have any questions, you can always ask on customer service, but they won't read out your direction. They'll tell you what exactly to do on that check when you go to write them.

0:55:34.490 --> 0:56:2.980

Cayle Cox

We had a met question about are there any transaction fees for using the card, IE a dollar fee for using the card to pay the Internet service bill. So the answer to that is there is no charge on the card itself or the check. So from a money network perspective, there is no transaction fee. Some merchants might charge a transaction fee though, which was is something to be considered. So every now and then you'll get a merchant that.

0:56:4.280 --> 0:56:33.410

Cayle Cox

They charge a fee to run a credit card, and in that scenario to avoid that fee, you can see simply use one of the money network checks to pay it instead, just as a an informational message. The reason that some merchants charge those fees is because basically they they do it to cover their cost or they do it because they've allowed another vendor to come in and and establish basically the credit card processing. So a lot of like DMV.

0:56:33.490 --> 0:56:52.820

Cayle Cox

Airport government organizations sometimes will have a they don't actually process the credit cards, but they'll allow a vendor to come in they process. Then they charge that fee, and that's how they make their money. But again, if you wanna avoid that, if you ever run into a situation where somebody's gonna charge you a fee for riding a credit card, you can simply use the checks and you will not have to pay that.

0:56:53.810 --> 0:57:2.180

Cayle Cox

Because again, no, there's no fees for money network. That program is completely free. It's just if the you just have to watch your merchant sometimes.

0:57:3.960 --> 0:57:21.410

Cayle Cox

Can I use money network to make purchases on Amazon? Yes, my network is an approved vendor and we go into it a little bit more and just a second which I'll read to that second part of the question which is does Amazon qualify as a big box vendor under program guidelines and?

0:57:22.230 --> 0:57:22.830

Cayle Cox

Umm.

0:57:24.60 --> 0:57:26.910

Cayle Cox

Uh Deanna's responses or?

0:57:27.660 --> 0:57:37.450

Cayle Cox

Is money network card be ordered once you complete the VPR, the vendor payment request form and you start and you want to make a payment to.

0:57:38.590 --> 0:58:4.460

Cayle Cox

Amazon, so yes, you can use it. We expect that this will be something that is used from time to time for Amazon. And in fact that's one of the reasons that we wanted to put this in place was to give flexibility for something like that because we the paper checks for Palca would be written out to a vendor. It wouldn't really work to try and pass that paper check on to Amazon, but for a money network card, you could easily process that transaction that Amazon.

0:58:5.940 --> 0:58:6.660

Cayle Cox

Reminder.

0:58:8.320 --> 0:58:16.530

Cayle Cox

This is a from a. From a policy standpoint, that money, network cards or checks cannot be used for cannabis, even if it's medical.

0:58:18.100 --> 0:58:45.870

Cayle Cox

Had a question, will the money network cards be issued to everybody automatically or do we quest new one through palco? And the answer to this is you will not have to request a money network. You won't have to fill out paperwork or request or anything when you fill out the money network check or I'm sorry when you fill out your vendor request form and you indicate you want to receive your money on money network the first time that that happens, Palco will automatically order a card for you.

0:58:46.370 --> 0:58:57.860

Cayle Cox

Uh, we're gonna order the cards a couple of days before we process those payments. And so by Wednesday of the week that we get our file that tells us what to process, we will order the card.

0:58:58.740 --> 0:59:19.360

Cayle Cox

And then at the end of the week, we will make the direct deposit onto that card, that new account. And so when you receive your card in the mail the first time, you will just be able to activate it and then use it. So the big thing here is that the first time you get a money network card is gonna take about the same amount of time that it would take to get a check.

0:59:20.40 --> 0:59:28.980

Cayle Cox

But after that first time, you will never have to worry about the mail processing because you will act. You will get your money the right away when it processes that deposit.

0:59:29.970 --> 0:59:56.700

Cayle Cox

So once we send out the direct deposit, you'll receive your money on it and you'll be able to avoid all of the waiting for the mail. So the the core answer to this question is you don't have to do anything. All you'd have to do if you wanna receive money, network payments or I mean your vendor money on the money network card or use a check, then just indicate on your vendor request form that you want to receive at the end money network will take care of everything else.

0:59:57.410 --> 1:0:2.370

Cayle Cox

And then just be on the lookout for your for your envelope that we showed in the screen earlier.

1:0:4.970 --> 1:0:12.270

Cayle Cox

Uh. Amy asked another question. How long does it usually take for someone to conduit to process a vendor request to get our money onto the cards?

1:0:13.890 --> 1:0:16.280

Cayle Cox

Sarah, do you know how long is Sarah?

1:0:18.710 --> 1:0:19.340

Coffman, Cerra

I'm here.

1:0:28.750 --> 1:0:29.30

Coffman, Cerra

It's.

1:0:19.20 --> 1:0:29.540

Cayle Cox

From time, sure. How long does it usually take you? I can answer after you guys enter it into focus. But how long does it usually take you guys to process vendor request forms from condo and office?

1:0:30.80 --> 1:0:33.620

Coffman, Cerra

It's three to five business days for processing of the vendor payment request form.

1:0:34.360 --> 1:0:43.480

Cayle Cox

Thank you. And how this will work is after Sarah's team in in Canyon operations receives vendor request form, they enter it into the system.

1:0:44.390 --> 1:0:45.160

Cayle Cox

And.

1:0:46.170 --> 1:1:6.880

Cayle Cox

At the end of the week, all the stuff that is in focus is put onto a file and it sent over to palco. And so let's call that week zero. The first week is week zero. That's when you you or week one, we'll call it week one. When you guys fill out your vendor request form, send it over, palco enters into focus at the end of that first week.

1:1:7.340 --> 1:1:16.610

Cayle Cox

Umm. Then as long as you did it like early in the week and it's, it will be processed, focus would send palco a file, they would send it either over the weekend or Monday.

1:1:17.750 --> 1:1:26.760

Cayle Cox

We would immediately start working that file and by Wednesday we would have ordered you a new card and by Friday, if it's the first time.

1:1:27.970 --> 1:1:34.870

Cayle Cox

And by Friday, we're going to make money. We're going to deposit funds onto that card. So you would, if you had a card already.

1:1:36.730 --> 1:1:52.530

Cayle Cox

Week one that has been processed and week the end of week two. On that Friday, we're gonna put money on to those cards. So if you have the card in your hand, you could spend money as early as Saturday morning, maybe even Friday, depending on how quickly the the direct deposits are processed.

1:1:54.730 --> 1:2:0.220

Cayle Cox

Or if you're awake for that, check the the card the first time. It would just be a few days while you wait for the mail.

1:2:3.260 --> 1:2:33.850

Cayle Cox

Umm beekies. Ohh yeah, you already put it in there. Thank you, Sir someplace. And this is another question. Some places such as Amazon won't complete the VIFF yet. Items can be gotten there at it consistent price. Where, for example, Walmart. The price changes constantly, making it very difficult to submit accurate prices for approval. Can the card be used in this case for Amazon? Kerry, great question. What? The biggest piece that we have, the big one of the biggest reasons and drivers for getting this money network card set up.

1:2:34.230 --> 1:2:38.800

Cayle Cox

Was so that all of you, all of the ER's, are able to.

1:2:40.350 --> 1:2:50.80

Cayle Cox

Have more flexibility with your, with your vendor payments and your vendor, your vendor, your purchasing of items, goods and services, and so Amazon's a great example, let's say.

1:2:50.670 --> 1:3:19.600

Cayle Cox

Uh, you your initial vendor request form is filled out to Walmart and they always said and run out of an item or something goes weird with that item and you're able to get that same piece. Like let's say they raise the fees and you're able to get that same product on Amazon for the price that you would originally entered or if Walmart ran out of that you then you can go over there. So yes, you can. And that scenario use it at Amazon.

1:3:20.800 --> 1:3:50.350

Cayle Cox

The biggest piece that remember is just keep track of your receipts because part of this process is that you make sure that you are able to validate what you purchased. So just you know, like on Amazon. And the nice thing about Amazon is you it will automatically store your purchases. So just be aware that if you with these money network cards you want to try and use the money at the place that you requested it. However, you're most important piece is that you're getting the same product. So if you request a product.

1:3:50.870 --> 1:4:10.440

Cayle Cox

Uh. With these cars? That's what you really wanna make sure that you're purchasing is that exact products or that that product type. So again, if Walmart were to be out of an item, something like that or for all of a sudden their price has shot up and amazons didn't, you could take your, your your money and purchase them Amazon, just make sure you keep receipts.

1:4:12.400 --> 1:4:13.110

Cayle Cox

Uh.

1:4:15.10 --> 1:4:47.60

Cayle Cox

OK. And then Amy was coming that there should be more helpful. So thank you. And again really this whole thing is to make sure that you guys have options because we we when we first started talking about all this, there was a lot of different options that were kicked around maybe shipped to home from Amazon via like Palco would order items and everything. But the biggest piece that we went for within my network card is we wanted to give everybody the control of how, when, where they spent their money, be able to go into the community. So that the checks are nice option if somebody doesn't take.

1:4:47.170 --> 1:5:1.120

Cayle Cox

Yeah, cards. For example, we just learned really put out something that would give you the most flexibility. Keep in mind though, if you're comfortable and want to continue with the paper checks, you can do that or you can do a combination, you know, get some of your stuff on.

1:5:2.440 --> 1:5:6.90

Cayle Cox

My network gets some of your stuff through paper, checks whatever you're most comfortable with.

1:5:9.70 --> 1:5:18.330

Cayle Cox

And I I I'm from palco. So I've kind of speaking from our perspective, so tally or Melanie did, did you agree with everything I've stayed or anything you wanted to add as well?

1:5:26.420 --> 1:5:26.780

Cayle Cox

OK.

1:5:27.670 --> 1:5:28.20

Cayle Cox

Uh.

1:5:24.650 --> 1:5:28.730

DeHerrera, Deanna, HSD

Melanie's not on, but I don't have any questions or need to add anything at this time.

1:5:29.370 --> 1:5:30.460

Cayle Cox

Thanks. I'm sorry about that.

1:5:34.620 --> 1:5:35.390

Monge, Guadalupe

Thank you.

1:5:34.530 --> 1:5:36.530

Cayle Cox

That was all the questions that we had in there.

1:5:38.790 --> 1:5:39.480

Monge, Guadalupe

Thank you, Carl.

1:5:38.830 --> 1:5:41.30

Cayle Cox

On the chat and everything. Well, thank you.

1:5:40.890 --> 1:5:46.580

Monge, Guadalupe

Thank you. Is there any any more questions from anybody else before we end the session?

1:5:51.340 --> 1:5:53.410

Monge, Guadalupe

I don't see anything else coming in.

1:5:56.960 --> 1:5:57.210

Cayle Cox

Uh.

1:5:55.810 --> 1:5:58.270

Monge, Guadalupe

There's one question that came in the chat.

1:6:1.690 --> 1:6:2.740

Monge, Guadalupe

Kyle, do you wanna take it?

1:6:3.50 --> 1:6:22.860

Cayle Cox

Yeah. So, Julie, yes, your question is just to clarify as an ER, if I get money allocated for Best Buy for office supplies. So even though it's specifically says Best Buy, can I go anywhere? The answer is if you can continue with your original, it's always best to stay with the original request, but let's say Best Buy.

1:6:23.500 --> 1:6:55.690

Cayle Cox

Thank you. Said mess. Bye. Yeah. Best Buy for office supplies. I'll say. Best Buy ran out of the supplies you need then. Yes, you can go somewhere else. Because the reason that you wouldn't have that flexibility with a paper check is because paper checks were made out to a specific vendor. Our process is remaining the same, which is when you first go to request something, it'll have a specific vendor. But like you said, they always run out of supplies. So yes, this is exactly why we came up with it when in the past, if you would have received a paper check.

1:6:55.840 --> 1:7:18.270

Cayle Cox

And Best Buy ran out of your items. You're just out of luck until they get back in this scenario, if Best Buy runs out of it and you would say you have 100 bucks for office supplies, go wherever you want. Spend

the 100 bucks. Just spend it for office supplies. Keep your receipts, and then that's your evidence that you purchased what you've said. So it's not as the money network cards are not as reliant.

1:7:19.470 --> 1:7:24.620

Cayle Cox

On the vendor specific as it is about what you're approved to purchase, so.

1:7:27.350 --> 1:7:36.220

Cayle Cox

Yeah. And the and the, the lack of flexibility with our paper checks is exactly why we implemented this program to to give you the choice, to be able to go somewhere else.

1:7:37.760 --> 1:7:38.410

Cayle Cox

You're welcome.

1:7:41.620 --> 1:7:41.920

Cayle Cox

Please.

1:7:39.250 --> 1:7:42.660

Coffman, Cerra

Just wanted to add some context to that, Kyle, if you don't mind.

1:7:43.140 --> 1:7:43.510

Cayle Cox

Please.

1:7:43.780 --> 1:8:0.590

Coffman, Cerra

We would require a new vendor information form to be submitted that would follow our normal processes. So if you are requesting a change in vendors, we do ask that you submit a new vendor information form so we can link that vendor to the approved goods and services so payment can continue processing.

1:8:10.180 --> 1:8:11.670

Monge, Guadalupe

Thank you, Sarah. Thank you, Kyle.

1:8:12.560 --> 1:8:12.850

Cayle Cox

Well.

1:8:13.590 --> 1:8:17.990

Monge, Guadalupe

Perfect. I don't see anything else coming in. Anybody else have anything to add?

1:8:22.410 --> 1:8:29.290

Monge, Guadalupe

Alright, but there's nothing else. We'll go ahead and adjourn. Thank you all so much for joining. I hope you'll have a great rest of your day.

1:8:29.820 --> 1:8:31.440

DeHerrera, Deanna, HSD

Thanks everyone, you have a great day.

1:8:32.670 --> 1:8:33.300

Monge, Guadalupe

Thank you.

1:8:33.90 --> 1:8:41.120

Cayle Cox

We did see one thing for Terry and she said, what about cases where cases such as Amazon, where they will not complete the vendor packet?

1:8:43.40 --> 1:8:48.850

Cayle Cox

And the RR can serve response was the ER can't complete the vendor information form.

1:8:49.600 --> 1:8:56.310

Coffman, Cerra

Correct. We don't require a vendor signature on a vendor information form, but we do require ER acknowledgement.

1:9:6.720 --> 1:9:8.20

Cayle Cox

Yeah. Thank you.

1:9:8.670 --> 1:9:10.30

Cayle Cox

She said. Thanks, Jerry.

1:9:10.700 --> 1:9:11.300

Monge, Guadalupe

Thank you.

1:9:15.320 --> 1:9:17.260

Monge, Guadalupe

Thank you all so much. Have a great rest of your day.

1:9:17.910 --> 1:9:19.330

Cayle Cox

Thank you. You too. Bye.

1:9:20.770 --> 1:9:21.160

Federico Garcia

Thank you.