

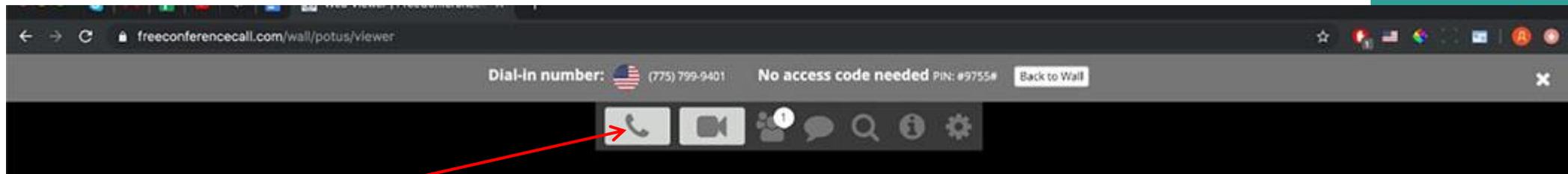


## Electronic Visit Verification Training New Mexico - FFS

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

**Dial-in number (US): 605-313-5625**

**Access Code: 673022#.**



# Palco Electronic Visit Verification (EVV) Training

**NM FFS EVV Training – Phase I**

**December 2020**



# Thank you for your time today!

01

**Introductions**

02

**Welcome to Palco**

03

**Electronic Visit Verification (EVV)**

04

**Questions**





# Training Audience

- Today's training is geared at self-directing participants/employers and their employees for the **Mi Via** and **Supports Waiver** programs.
- Consultants or a Community Support Coordinator of these services and call center staff are welcome to attend also.
- Training today is NOT for Managed Care participants or employees of Participant Directed Vendor Agencies. If you are an employee of a Participant Directed Vendor Agency, you will need to attend the agency training provided by Palco on the 14<sup>th</sup> and 15<sup>th</sup>.
  - If you provide In-Home Living Supports, you should attend the Agency Training



# Training Guidelines

- All lines are muted and should remain muted.
- We will use the chat feature for questions and pause at designated times to answer them.
- Please keep questions focused to the topic being discussed.

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

Cody Waits, Account Manager



**Account Manager and EVV Implementation Lead**



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



*We make self-direction easy.*



# Welcome to Palco

# Palco Mission



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





# Leader in Self-Direction



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



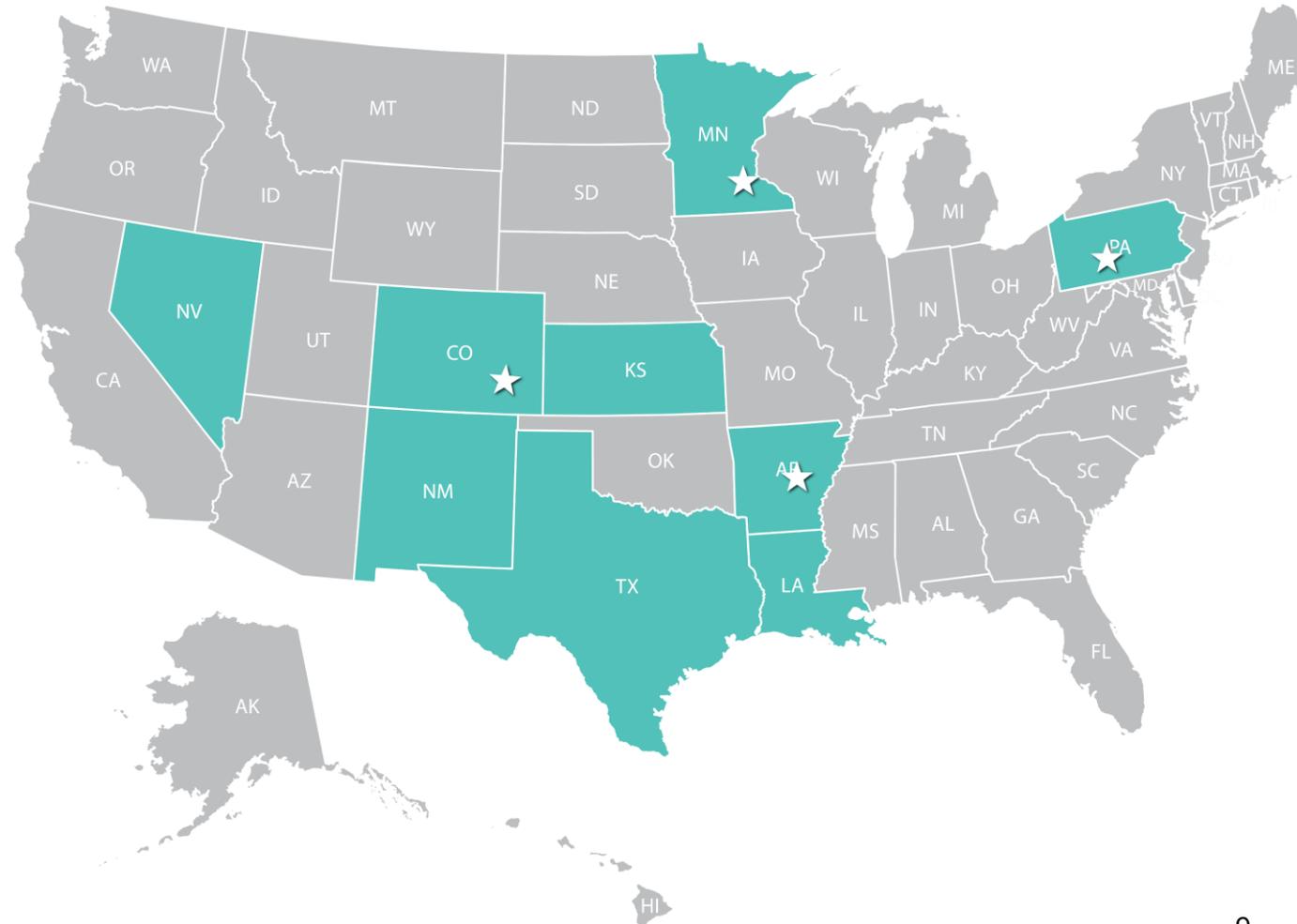
**Arkansas, Palco's headquarters, was the first state to pilot "self-direction" more than 20 years ago. Palco was the nation's first fiscal employer agent (F/EA).**



**Focused on industry standards and Person-Centered Practices.**



**Providing service in New Mexico since 2017.**





# Palco's Role



**Enrollment**

**Electronic Visit Verification (EVV)**



**Payroll**

**Accurate Tax Reporting and Compliance**



**Online Portal for Time Submission, Reporting, and Info  
(Phase 2- later in 2021)**



# Transition Forms – Employer

- Employer of Record(EOR)/Employer Enrollment Transition Packet (**Required**)
  - Complete and return to Conduent (by 12/31/2020)
  - Packets will be mailed by Conduent shortly
  - E-signatures are acceptable on the EOR forms
  - EORs with multiple participants- complete one packet
  - NOT required for Vendors, Employers only
- Posted here: <https://palcofirst.com/new-mexico/>





# Transition Forms – Employees

- Employee Transition Packet (Optional)
  - Complete only if you want to update your payroll information such as withholdings and direct deposit
- Posted here: <https://palcofirst.com/new-mexico/>





# Palco Forms

- All forms will be Palco forms moving forward. However, the state and federal forms (W-4, I-9, etc.) will be the same.
- All direct deposit set ups will designate 100% of funds to the primary account. Palco will not split payments across multiple accounts.
  - Direct deposit info is being provided by Conduent



# Palco Check Stub



### Payments

History from: Last 90 Days For: Jane Doe

PAYMENT ISSUED	NET TOTAL	PAID TO	Check No:																					
June 8, 2020	\$1432.96	Jane Doe	8417 <a href="#">view stub</a>																					
<table border="1"> <thead> <tr> <th>DESCRIPTION</th> <th>THIS PAYROLL</th> <th>YEAR TO DATE</th> </tr> </thead> <tbody> <tr> <td colspan="3"><b>EARNINGS</b></td> </tr> <tr> <td>CDASS 1</td> <td>\$1600.00</td> <td>\$19520.00</td> </tr> <tr> <td></td> <td><b>\$1600</b></td> <td><b>\$19520.00</b></td> </tr> <tr> <td colspan="3"><b>DEDUCTIONS</b></td> </tr> <tr> <td></td> <td><b>-\$167.04</b></td> <td><b>-\$2158.63</b></td> </tr> <tr> <td><b>NET PAY</b></td> <td><b>\$1432.96</b></td> <td></td> </tr> </tbody> </table>				DESCRIPTION	THIS PAYROLL	YEAR TO DATE	<b>EARNINGS</b>			CDASS 1	\$1600.00	\$19520.00		<b>\$1600</b>	<b>\$19520.00</b>	<b>DEDUCTIONS</b>				<b>-\$167.04</b>	<b>-\$2158.63</b>	<b>NET PAY</b>	<b>\$1432.96</b>	
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May 8, 2020	\$1432.96	Jane Doe	7183 <a href="#">view stub</a>																					
April 23, 2020	\$1432.96	Jane Doe	6609 <a href="#">view stub</a>																					
April 8, 2020	\$1432.96	Jane Doe	6178 <a href="#">view stub</a>																					
March 23, 2020	\$1432.96	Jane Doe	5811 <a href="#">view stub</a>																					

Check Number 8417 - Google Chrome

connect-test.palcofirst.com/#/view\_stub\_5876d181-fe07-4a80-b682-a90630ad56b8

[Print](#)

**STUB/WITHHOLDING/PAYMENT INFO** Check No: 8417

EARNINGS	Service Dates	Hours/Units	Rate	This Payroll	Year to Date
CDASS 1	'05/16/20'	80	20.0000	\$1600.00	\$19520.00
				<b>\$1600.00</b>	<b>\$19520.00</b>
<b>DEDUCTIONS</b>				This Payroll	Year to Date
CO State Income Tax				-\$51.00	-\$651.00
Federal Income Tax				-\$116.04	-\$1507.63
				<b>-\$167.04</b>	<b>-\$2158.63</b>
EFT Direct Deposit				-\$1432.96	-\$17470.18
<b>NET PAY</b>				<b>Net Pay:</b>	<b>\$1432.96</b>



# Palco ID Numbers

- Palco ID numbers have been sent out via mail to every employer and employee. When you receive this letter, ensure you save the info and learned your 6-digit Palco ID number.
- This is a requirement to access FiServ's Authenticare EVV systems starting January 1<sup>st</sup> and the Palco system later in 2021.





*There is freedom of choice in home-based care.*



**02**

## **Electronic Visit Verification (EVV)**



# What is EVV?

- Electronic visit verification (EVV) is a technology solution which electronically verifies that home and community-based services are actually delivered to people needing those services by documenting the precise time service begins and ends.





# Why is EVV Required?

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





# What does EVV verify?

EVV captures 6 points of data:

- **Type** of Service performed
- **Individual receiving** the service
- **Date** of the service
- **Location** of the service
- **Individual providing** the service
- **Time** the service begins and ends





# Palco's EVV Solution

- Palco has partnered with FiServ to provide our clients with one of the best EVV platforms that exists nationwide.
- Authenticare by FiServ is compliant with the Cures Act, user friendly, and secure.
- Palco will be implementing EVV in two phases starting with telephony/IVR. A mobile application option will be available later in 2021.





# What Services Require EVV?

For services below, you will be required to use EVV starting January 1, 2021 and are not required to enter these services in FOCoS, unless you are granted an exception by the state.

## **Mi Via Waiver**

- 99509/99509-E Homemaker/Direct Support
- T1005SD/T1005SD-E Respite Standard
- T2033 In Home Living Supports

## **Supports Waiver**

- 99509 Personal Care
- T1005SD Respite Standard

Note: In Home Living Supports are provided through an Agency or independent contractor.



# QUESTIONS?



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



*We care about independence.*

**03**

## **Telephony / Interactive Voice Recognition (IVR)**



# What is Telephony/IVR?

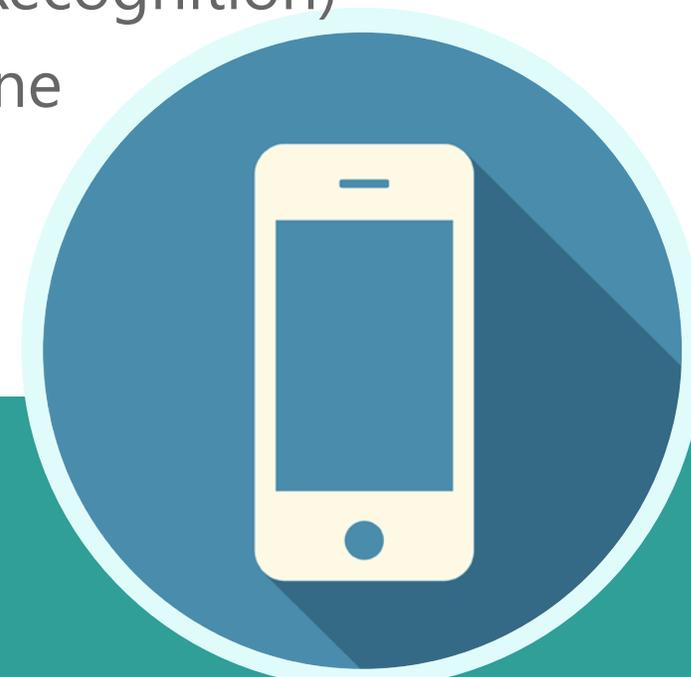
- Authenticare Telephony/IVR software allows you to utilize any touchtone phone to clock in and out and meet the criteria of the 21st Century Cures Act.
- Interactive Voice Recognition (IVR) is sometimes referred to as Telephony.
- Six points of data, including location, are automatically captured when you call in.





# Registration

- To prepare for the EVV implementation, Palco has registered the employees for EVV and provided them with a unique Palco ID. Participant's will also have a unique Palco ID.
- This ID will be used to create your shifts in FiServ's Authenticare telephony/IVR (Interactive Voice Recognition)
- Employees can call from a landline OR cell phone





# Using Telephony

**Using a landline phone or cell phone, follow the IVR instructions sheet to dial the toll free number at the beginning and the end of the visit.**

Start of visit:

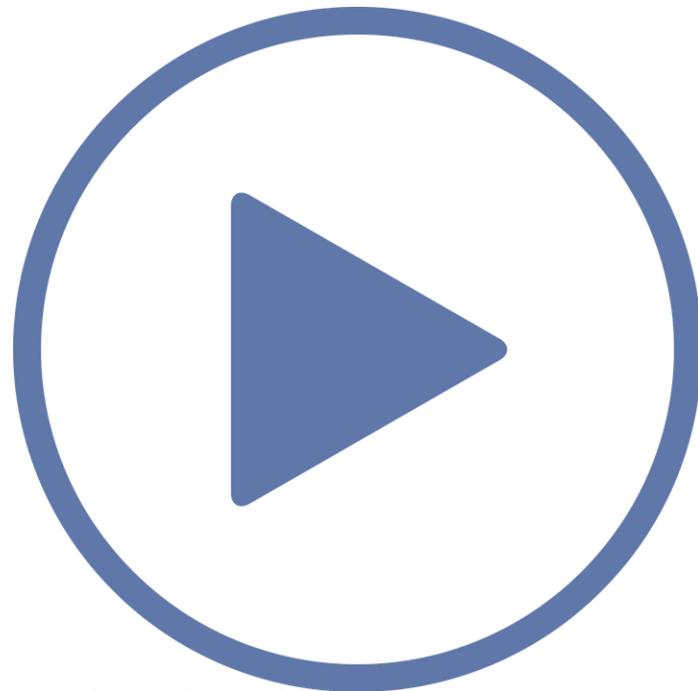
- **Step 1:** Dial toll free number, enter your PALCO ID
- **Step 2:** Follow the prompts to clock in

End of visit:

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



# Using Telephony



Recording of sample IVR EVV check-in call



# Using Telephony



Recording of sample IVR EVV check-out call



# What number do I call?

- Refer to the Telephony/IVR user guide for the toll-free number you will use to check in and out.
- Phone number is FREE to call and available 24/7
- **1-800-222-2943**





# QUESTIONS?



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



*We are experts.*



# Time Management



# Non-EVV Services

- All Non-EVV Services will continue to be entered into the current Focos system and will follow the same procedures with no changes.
- These will be all services except
  - **99509/99509-E Personal Care Service**
  - **T1005SD/T1005SD-E Respite Services**



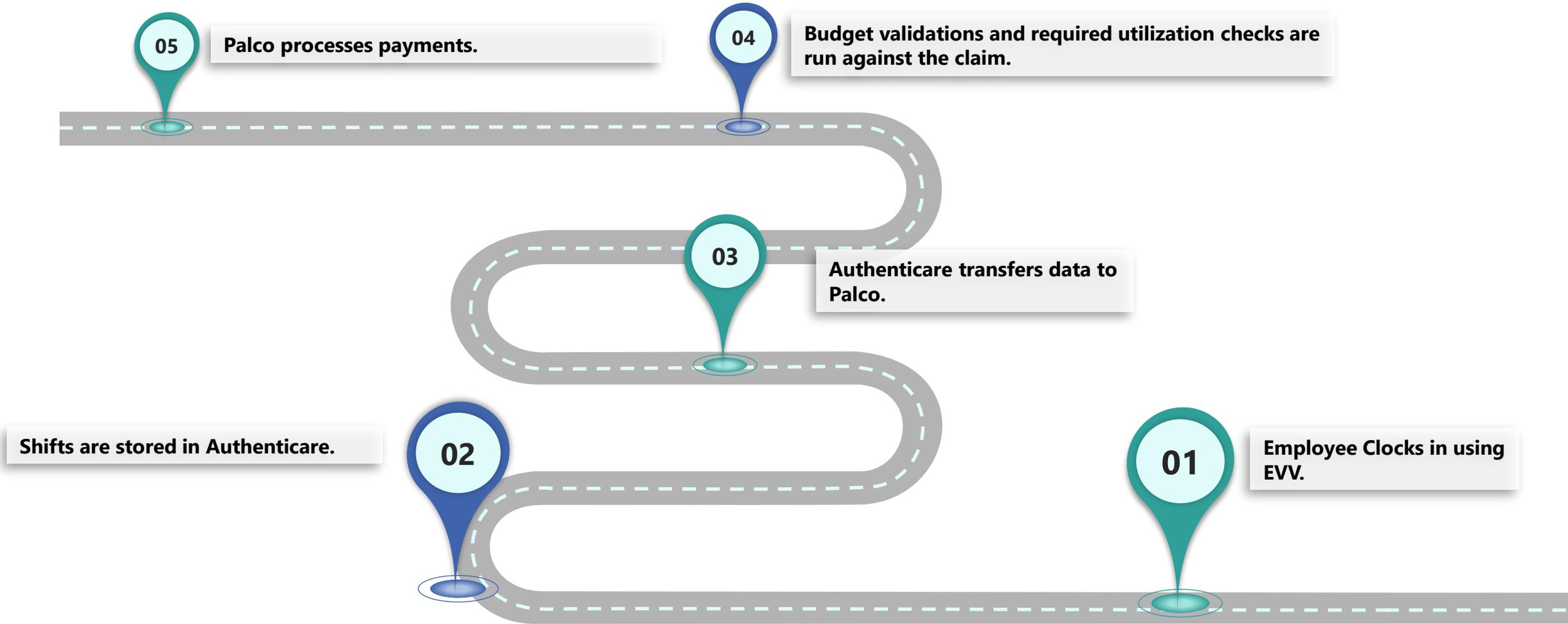


# Approving Time

- Time processed with EVV/IVR will be available to approve in FOCoS.
- Time paid will be passed to FOCoS and visible on utilization reports.
- If a shift is not captured using EVV, the time can be manually entered in the FOCoS system.



# How EVV Shifts turn in to claims





# Next Steps

- If you haven't turned in your Employer of Record enrollment packet, please do so by submitting to Conduent ASAP, deadline 12/31/2020
- If an employee wishes to change any information regarding payroll or direct deposit, they will need to fill out an employee packet and submit to Conduent.
- Beginning April 1st, 2021, you and your employee will use your Palco IDs to login to Palco's system. More training will be provided on these systems at a later date.





# RESOURCES

<https://palcofirst.com/new-mexico/>

- EVV Frequently Asked Questions (FAQ)
- EVV User Guide NM- Telephony
- PowerPoint Training Slides
- Employer and Employee Forms

New Mexico Medicaid portal

<https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm#HSD/MAD-Forms>



# QUESTIONS?



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



# ADDITIONAL SUPPORT

If you have questions, please contact Consolidated Customer Service Center at **1-800-283-4465 and press 5 for assistance**. Your call will be routed to a Mi Via / Self-Directed call agent. The Consolidate Customer Service Center (CCSC) hours of operation are **7am – 5pm Monday – Friday**. CCSC can provide basic replies based on Frequently Asked Questions (FAQ). Questions that can't be addressed by CCSC will be escalated to Palco for response. Palco will respond to escalation by next business day. Please review FAQs and other information posted on the Palco website before calling CCSC. FAQs can address most questions. FAQs will be posted to the Medicaid Portal and Human Services Department (HSD) website.

**Please visit the Palco website for forms and resources!**

<https://palcofirst.com/new-mexico/>

Send any enrollment paperwork to Conduent:

Fax: 866.302.6787

Email: [Mi.via@conduent.com](mailto:Mi.via@conduent.com)

Mailing Address: PO Box 27460, Albuquerque, NM 87125-7460



**For more information about Palco visit:**

<https://www.palcofirst.com/>

**Thank You for your time!**

