



HUMAN  
SERVICES  
DEPARTMENT



ELECTRONIC VISIT VERIFICATION (EVV)  
MI VIA & SUPPORTS WAIVER SELF-DIRECTED  
POST-GO LIVE INFORMATION SESSION : JANUARY 15, 2021

NICOLE COMEAUX, MEDICAID DIRECTOR

*INVESTING FOR TOMORROW, DELIVERING TODAY.*



# MISSION

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

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# GOALS



## **We help NEW MEXICANS**

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



## **We communicate EFFECTIVELY**

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



## **We make access EASIER**

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



## **We support EACH OTHER**

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

# GOALS

*Investing for tomorrow, delivering today.*

# GOALS

- Address questions received from providers and other stakeholders as a result of the EVV go-live
- This session is targeted to Mi Via and SW self-directed vendor agencies, EORs, employees

# QUESTIONS & CONCERNS

*Investing for tomorrow, delivering today.*

# QUESTIONS AND CONCERNS: PROGRAM QUESTIONS

QUESTION	RESPONSE
<b>GENERAL PROGRAM QUESTIONS</b>	
Is Community Direct Support an EVV service?	Mi Via Community Direct Support is NOT an EVV service.
I am a participant who does not have an Employer of Record (EOR) and get all my services through vendor agencies. Am I required to use EVV?	<p>In Mi Via, participants who only use vendors do not need an EOR at this time. The participant, or their authorized signer if the participant is using one, is currently identified in the EVV system as the “employer”.</p> <p>The vendor agencies contracted by the participant are still required to use the EVV system.</p>

# QUESTIONS AND CONCERNS: PROGRAM QUESTIONS

QUESTION	RESPONSE
<b>GENERAL PROGRAM QUESTIONS</b>	
How do vendor agencies get their employee ID numbers?	A Provider/Vendor Agency sets up their worker in AuthentiCare using the “provider registration”. When the Agency registers their worker in AuthentiCare, they will be assigned a <b>Worker ID</b> . The Agency must share the <b>Worker ID</b> with the worker/employee. The <b>Worker ID</b> will be used by provider/vendor agency employee to clock in and out.
How do employees working for an EOR get their ID?	Palco has already set up Mi Via and Supports Waiver Self-Directed employees. These employees have been issued a <b>Palco ID</b> . These workers will use their Palco ID for clocking in and out.

# QUESTIONS AND CONCERNS: PROGRAM QUESTIONS

QUESTION	RESPONSE
<b>GENERAL PROGRAM QUESTIONS</b>	
<p>What is the difference between a Worker ID and Palco ID? When is the Worker ID used? When is the Palco ID used?</p>	<p><b>Worker ID</b> is generated by AuthentiCare when a vendor agency registers their worker or independent contractor. Worker IDs are used by provider/vendor agency employees or independent contractors to clock in and out.</p> <p><b>Palco ID</b> comes from Palco and is used by employees who are directly hired by the participant/EOR. Palco IDs are used when clocking in and out.</p> <p>Please reference the EVV Workstream to determine the proper IDs to be used for clocking in and out.</p> <p><a href="https://palcofirst.com/wp-content/uploads/2020/12/NM-EVV-WORKSTREAMS-FINAL-FOR-DISTRIBUTION.pdf">https://palcofirst.com/wp-content/uploads/2020/12/NM-EVV-WORKSTREAMS-FINAL-FOR-DISTRIBUTION.pdf</a></p>

# QUESTIONS AND CONCERNS: FROM EOR'S

QUESTION	RESPONSE
<b>QUESTIONS FROM EOR'S</b>	
<p>My employees still have not received their employee IDs. What should we do to ensure payment?</p>	<p>Every self-directing Employer, Participant and Employee has a unique <b>Palco ID</b> number. Some letters may have mistakenly indicated the same ID numbers for Employer and Employees, new letters were mailed out.</p> <p>If you have not received your Palco ID number or want to confirm its accuracy:</p> <ol style="list-style-type: none"> <li>1. Contact the Consolidated Customer Service Center (CCSC) at: <b>1-800-283-4465 and Press *</b></li> <li>2. You can also send an email to: <a href="mailto:NMEVVID@Conduent.com">NMEVVID@Conduent.com</a></li> </ol> <p>Please include your contact information and someone will contact you to help you with your Palco ID.</p> <p>Employees will continue to be paid if they also enter their time in the FOCoS system and the EOR approves the time, in addition to clocking in/clocking out. “Double billing” will not be an issue during implementation of the EVV system.</p>

# QUESTIONS AND CONCERNS: FROM EOR'S

QUESTION	RESPONSE
<b>QUESTIONS FROM EOR'S</b>	
<p>My employees have clocked in and out using IVR but I do not see their times in the FOCoS system. Is the system not working?</p>	<p>Employee clock in and clock out time captured by the IVR will be transferred to FOCoS. Due to this new program implementation, this transfer is not being done in real-time. The file transfer for 1/1/21 is still being processed. The transfer time will improve once we get through implementation and you will be able to see their times in FOCoS.</p>
<p>Does implementation of the EVV system change my relationship with my employees?</p>	<p>Implementation of the EVV system does not change the relationship between the EOR and their employees. EORs are still the employer and responsible for:</p> <ul style="list-style-type: none"> <li>• Finding Qualified Employees</li> <li>• Finding Qualified Vendors</li> <li>• Hiring Employees</li> <li>• Setting Employee Pay Rates (Mi Via only)</li> <li>• Training Employees and Vendors in accordance with program Service Standards</li> <li>• Setting Employee Work Schedules</li> <li>• Approving Employee Timesheets and Vendor Payments</li> </ul>

# QUESTIONS AND CONCERNS: FROM EOR'S

QUESTION	RESPONSE
<b>QUESTIONS FROM EOR'S</b>	
<p>My employee is hard of hearing and unable to use the IVR system. Can we receive an exemption to using EVV until the mobile phone apps go-live in 2<sup>nd</sup> quarter 2021?</p>	<p>Participants/EORs can apply for a temporary exemption for an employee who is unable to use the IVR due to hearing. Participants/EOR's can work with their Consultants and apply for the temporary exemption for the employee using the Online Timesheet Exemption Form. The employee will continue to enter time in the FOCoS system; the EOR will continue to approve the time.</p> <p>Exemptions are only granted to the employee who cannot use IVR, all other employees should continue to use the IVR for their clock in and clock out times.</p> <p>Once the mobile app goes live, the temporary exemption will cease, and the employee must start clocking in and out.</p>

# QUESTIONS AND CONCERNS: FROM VENDOR AGENCIES

QUESTION	RESPONSE
<b>QUESTIONS FROM VENDOR AGENCIES</b>	
<p>All my workers that provide EVV services are independent contractors. They are not direct employees. Do we still need to use EVV?</p> <p>I am an independent contractor, do I need to comply with EVV requirements?</p>	<p>Yes, EVV must still be used for clock in and clock out for required services:</p> <ul style="list-style-type: none"> <li>• Mi Via: Homemaker/Direct Support, In-Home Living Supports, and Respite Standard</li> <li>• Supports Waiver: Personal Care and Respite</li> </ul> <p>Use of EVV for personal care services is federal requirement and is required of all provider/vendor agencies, their employees, or agents.</p> <p>In addition, NMAC 8.314.6.12 states that service providers and vendors must maintain records, which fully document the extent and nature of services provided to participants. This documentation should include time spent providing services. The documentation should comply with random and targeted audits conducted by MAD and DOH or their audit agents.</p> <p>Vendor agencies, including their employees or independent contractors must comply with the documentation requirement which includes documentation of time spent delivering services.</p>

# QUESTIONS AND CONCERNS: FROM VENDOR AGENCIES

QUESTION	RESPONSE
<b>QUESTIONS FROM VENDOR AGENCIES</b>	
<p>What is a Primary Administrator? How is one set up in AuthentiCare?</p>	<p>Agencies should designate a Primary Administrator who is accessible to workers for functions such as resetting/unlocking accounts. More than one Administrator is preferred.</p> <p>Examples of functions of a Primary Administrator include:</p> <ul style="list-style-type: none"> <li>• Enroll new workers</li> <li>• Establish administrative users</li> <li>• Reset passwords</li> <li>• Manage workers and participant information</li> <li>• Run and view reporting</li> </ul> <p>Detailed functions of a Primary Administrator are outlined in the Authenticare Agency User Guide available at:  <a href="https://palcofirst.com/wp-content/uploads/2020/12/ACR_Palco_NM_User_Guide.pdf">https://palcofirst.com/wp-content/uploads/2020/12/ACR Palco NM User Guide.pdf</a></p>

# QUESTIONS AND CONCERNS: FROM VENDOR AGENCIES

QUESTION	RESPONSE
<b>QUESTIONS FROM VENDOR AGENCIES</b>	
<p>My vendor agency employees received a letter with client and employee IDs. Was this an error?</p>	<p>It is important to note that vendor agency employees may also be providing services as a direct hire with a participant/EOR and will be issued a Palco ID for use when clocking in and out for these waiver services.</p> <p>Agencies should continue to register their employees and obtain a Worker ID. When providing services under your vendor agency, your employee must use the Worker ID you provided them to clock in and clock out.</p> <p>Please reference the EVV Workstream to determine the proper IDs to be used for clocking in and out. <a href="https://palcofirst.com/wp-content/uploads/2020/12/NM-EVV-WORKSTREAMS-FINAL-FOR-DISTRIBUTION.pdf">https://palcofirst.com/wp-content/uploads/2020/12/NM-EVV-WORKSTREAMS-FINAL-FOR-DISTRIBUTION.pdf</a></p>

# QUESTIONS AND CONCERNS: FROM VENDOR AGENCIES

QUESTION	RESPONSE
<b>QUESTIONS FROM VENDOR AGENCIES</b>	
<p>A waiver participant may be in a location outside of their home, such as in the community or on vacation, but require EVV services. How should these be addressed within the EVV system?</p>	<p>Agencies should refer to waiver Service Standards as to where services can be rendered. Agencies should develop internal processes that address concerns of potential misuse of the EVV system.</p> <p>Some agencies are getting notification of “exceptions”. Exceptions are used to readily identify visits that do not meet the business rules established for the program. When calling into the IVR from an unidentified number, an exception occurs indicating that the agency must review the clock in and clock out. <b><i>AuthentiCare is not enforcing any exceptions during Phase 1.</i></b> However, in the future, calling into the IVR should occur from a phone number that is registered and identified in AuthentiCare. When calling into the IVR from an unidentified number, a critical exception will occur indicating that the agency must review the clock in and clock out.</p> <p>In Phase 2, IVR clock in and clock out must occur from a registered number. Additional training to follow.</p>

# QUESTIONS AND CONCERNS: FROM VENDOR AGENCIES

QUESTION	RESPONSE												
<b>QUESTIONS FROM VENDOR AGENCIES</b>													
<p>Employees have chosen the wrong service code when clocking in and out. What should we do?</p>	<p>Agency Primary Administrators should correct the service code in AuthentiCare.</p> <p>The IVR menu lists all the EVV services for all the waivers: DDW, Mi Via, and Supports Waiver. Agencies must provide guidance to employees of the correct service to choose in the IVR menu.</p> <p>Mi Via and Supports Waiver Self-Directed services are read aloud as follows in the IVR system:</p> <table border="1" data-bbox="721 879 2308 1286"> <thead> <tr> <th data-bbox="721 879 1411 943">SERVICE NAME</th> <th data-bbox="1411 879 2308 943">SPANISH TRANSLATION</th> </tr> </thead> <tbody> <tr> <td data-bbox="721 943 1411 1015"><b>Mi Via</b> Homemaker/Direct Support</td> <td data-bbox="1411 943 2308 1015">Apoyo directo/Servicio doméstico <b>de Mi Via</b></td> </tr> <tr> <td data-bbox="721 1015 1411 1086"><b>Mi Via</b> <u>In</u> Home Living Supports</td> <td data-bbox="1411 1015 2308 1086">Apoyos para la vida en el hogar <b>de Mi Via</b></td> </tr> <tr> <td data-bbox="721 1086 1411 1158"><b>Mi Via</b> Respite</td> <td data-bbox="1411 1086 2308 1158">Programa de descanso <b>de Mi Via</b></td> </tr> <tr> <td data-bbox="721 1158 1411 1229"><b>Supports Waiver</b> Personal Care</td> <td data-bbox="1411 1158 2308 1229"><b>Exención de apoyos</b> de cuidado personal</td> </tr> <tr> <td data-bbox="721 1229 1411 1286"><b>Supports Waiver</b> Respite</td> <td data-bbox="1411 1229 2308 1286"><b>Exención de apoyos</b> del programa de descanso</td> </tr> </tbody> </table>	SERVICE NAME	SPANISH TRANSLATION	<b>Mi Via</b> Homemaker/Direct Support	Apoyo directo/Servicio doméstico <b>de Mi Via</b>	<b>Mi Via</b> <u>In</u> Home Living Supports	Apoyos para la vida en el hogar <b>de Mi Via</b>	<b>Mi Via</b> Respite	Programa de descanso <b>de Mi Via</b>	<b>Supports Waiver</b> Personal Care	<b>Exención de apoyos</b> de cuidado personal	<b>Supports Waiver</b> Respite	<b>Exención de apoyos</b> del programa de descanso
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# QUESTIONS AND CONCERNS: FROM VENDOR AGENCIES

QUESTION	RESPONSE
<b>QUESTIONS FROM VENDOR AGENCIES</b>	
<p>My vendor agency usually gets payment via a direct deposit. I did not get a direct deposit. What should I do?</p>	<p>If you are a vendor agency who is designated to get direct deposits but did not get a direct deposit, please contact:</p> <p>Melanie Buenviaje, HSD/Medical Assistance Division  <a href="mailto:melanie.buenviaje@state.nm.us">melanie.buenviaje@state.nm.us</a></p>

# QUESTIONS AND CONCERNS: FROM VENDOR AGENCIES

QUESTION	RESPONSE
<b>QUESTIONS FROM EMPLOYEES</b>	
<p>I am an employee who received direct deposit payments. In the past I would see a pending payment in my account by Thursdays. Has the pay day moved?</p>	<p>The pay periods and pay day have not changed. Pay day has always been and remains on Fridays. You will no longer see pending payment on Thursdays. Employees will get paid today via direct deposit. Employees who do have direct deposit on file will get a check. Checks were mailed on the January 13, 2021.</p> <p>To sign up for direct deposit, please complete the Direct Deposit form and return to Conduent: <a href="https://palcofirst.com/wp-content/uploads/2021/01/Pay-Selection-Form_GEN_NMC.pdf">https://palcofirst.com/wp-content/uploads/2021/01/Pay-Selection-Form_GEN_NMC.pdf</a></p> <p>To receive a direct deposit for the next pay day, please submit the form to Conduent by January 22, 2021.</p>

# PHASE 2: SPRING 2021

*Investing for tomorrow, delivering today.*

## PHASE 2

- Phase 2 will begin 2<sup>nd</sup> Quarter 2021
  - EVV mobile application will be made available in addition to IVR
  - Captures the check in/check out data for each visit
- Training and information sessions will be scheduled prior to Phase 2

# RESOURCES

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# LOCATIONS OF INFORMATION

## ELECTRONIC VISIT VERIFICATION (EVV)

### RESOURCES

EVV Frequently Asked Questions  
 EVV Frequently Asked Questions – Spanish  
 EVV Telephony User Guide – Mi Via and Supports Waiver Direct Hire Employees  
 EVV Telephony User Guide – Mi Via and Supports Waiver Direct Hire Employees – Spanish  
 EVV Telephony User Guide – Self-Directed Community Benefits  
 EVV Workstreams  
 EVV Workstreams – Spanish

### MIVIA & SUPPORTS WAIVER

EVV FFS Training Recording Links  
 EVV FFS Training Slides  
 EVV FSS Spanish Training Slides  
 Mi Via EVV Exemption Code Guidance

### PROVIDER AGENCIES

Agency Welcome Letter  
 Agency User Guide – Authenticare  
 EVV Agency Training Slides  
 EVV Agency Training Recording Link  
 EVV Forum Q&A  
 EVV HSD-MAD Information Session  
 EVV Telephony User Guide – Provider and Self-Directed Vendor Agencies  
 EVV Telephony User Guide – Provider and Self-Directed Vendor Agencies – Spanish  
 EVV Vendor Agency FAQ

■ Additional information such as enrollment packets, user guides, FAQs, training presentations, and training recordings can be found on the *Palco* website as shown below at

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

# GUIDANCE FOR USING EVV ACROSS AGENCIES & SELF-DIRECTION



## NEW MEXICO EVV WORKSTREAMS

### GUIDANCE FOR USING EVV ACROSS AGENCIES AND SELF-DIRECTION

This resource helps identify the differences in using Electronic Visit Verification (EVV) in an agency vs Self-Direction. It's important to note a worker may fall in both of these workstreams and must use both workstreams when that happens. Choose carefully the correct workstream for how your payments will be made. This document is not for Self-Directed Community Benefit (SDCB).

#### DOH TRADITIONAL PROVIDER AGENCIES

##### DDW and Supports Waiver Agency-Based Providers

*The provider agency pays you directly and issues your 1099 or W2*

#### MI VIA AND SUPPORTS WAIVER PARTICIPANT DIRECTION

##### Direct Hire Employees

*On behalf of your participant-employer, Palco (replacing TNT) pays you and sends you a W-2*

##### Vendor Agencies

*The vendor agency hired by participant/EOR pays you directly and sends you a W-2.*

Provider agencies must obtain credentials to AuthentiCare and register their workers. Agencies provide workers with their IDs.

Self-Directing Participants and their Employees have been registered by Palco.

Vendor Agencies must obtain credentials to AuthentiCare and register their workers. Agencies provide workers with their IDs.

**1 REGISTRATION**

# GUIDANCE FOR USING EVV ACROSS AGENCIES & SELF-DIRECTION

## DOH TRADITIONAL PROVIDER AGENCIES

**DDW and Supports Waiver Agency-Based Providers**

*The provider agency pays you directly and issues your 1099 or W2*

## MI VIA AND SUPPORTS WAIVER PARTICIPANT DIRECTION

### Direct Hire Employees

*On behalf of your participant-employer, Palco (replacing TNT) pays you and sends you a W-2*

### Vendor Agencies

*The vendor agency hired by participant/EOR pays you directly and sends you a W-2.*

**2 ID NUMBERS**

Participants use their **Medicaid ID**.  
Workers are issued an **AuthentiCare ID** under their provider agency.

The Participants and their Employees have been provided **Palco IDs** by Conduent / mail.

Participants use their **Medicaid ID**.  
Workers are issued an **AuthentiCare ID** under their vendor agency.

**3 CLOCKING IN/OUT**

Workers use the ID number provided by the agency and the participant's Medicaid ID.

Use the Palco ID numbers for both the participant and their employees.

Workers use the ID number provided by the agency and the participant's Medicaid ID.

# GUIDANCE FOR USING EVV ACROSS AGENCIES & SELF-DIRECTION

	DOH TRADITIONAL PROVIDER AGENCIES DDW and Supports Waiver Agency-Based Providers <i>The provider agency pays you directly and issues your 1099 or W2</i>	MI VIA AND SUPPORTS WAIVER PARTICIPANT DIRECTION <b>Direct Hire Employees</b> <i>On behalf of your participant-employer, Palco (replacing TNT) pays you and sends you a W-2</i>	<b>Vendor Agencies</b> <i>The vendor agency hired by participant/EOR pays you directly and sends you a W-2</i>
<b>5 TIME APPROVAL</b>	Time approval processes within the Agency will remain the same.	Time approval processes within the Focos system by the Employer will remain the same.	Time approval processes within the Agency will remain the same.
<b>6 PAYMENT</b>	Payment from the Agency will remain the same. Provider Agencies will continue to bill Omnicaid.	Payments will be issued by Palco starting in January.	Payment from the Agency will remain the same. Agencies will continue to submit PRF for phase one.

FORMS AND RESOURCES: [WWW.PALCOFIRST.COM/NEW\\_MEXICO/](http://WWW.PALCOFIRST.COM/NEW_MEXICO/)

# CONSOLIDATED CUSTOMER SERVICE CENTER

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

## Hours of Operation:

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

- Beginning January 4, 2021, for Electronic Visit Verification questions related to IVR logins or technical issues, please call:

**1-800-283-4465 and Press \***

(IVR or technical issues will be transferred to Palco)

# CONSOLIDATED CUSTOMER SERVICE CENTER

- For Mi Via and Supports Waiver Self-Direction Fiscal Management Agent questions or issues, please call:

**1-800-283-4465 option 5**

- Call center hold times may be longer than usual.
- For immediate assistance please go to Palco's website for EVV forms, FAQs and resources:

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



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QUESTIONS AND COMMENTS?

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