



Past newsletters are available on the NM Medicaid Portal at the bottom of the Provider Information section (scroll down to EVV) at: <https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm>

June 22, 2022

## Critical Updates

### Mi Via and Supports Waiver Participant-Directed

#### Reminder: Email Campaign

Palco and Conduent are working together to ensure all current employees, participants, and employers of record (EOR) have accurate information on file.

One critical piece of information is your e-mail address. Your **e-mail address** will be used for:

- Communication / notification from Palco or Conduent
- Personal login ID for Palco Connect system

Your e-mail address will also be used for any notifications that are sent regarding timesheets or general program communications. **These e-mail notifications will help you ensure timesheets are correct and payments will be on time.**

Each person (user) **is required to have their own unique login ID** for the Palco CONNECT system. For example, an employee and an employer **cannot share the same** e-mail address.

#### EORs and Employees

If you are an employee or an employer (EOR) and you are not sure if your correct e-mail address is in the FOCoS system, please contact the Consolidated Customer Service Center (CCSC) at 800-283-4465 to update your e-mail address by phone. You may also update your email address by emailing a [Change of Information form](#) to Conduent at [docprocessing@conduent.com](mailto:docprocessing@conduent.com).

#### Impacts of not having a valid email on file:

- Employees will not be able to enter their timesheet.
- EOR will not be able to approve the timesheets.
- Employees or EOR will not be able to make any corrections (manually add/edit shifts, review/approve EVV time, etc.).

**Please keep in mind that if you have more than one e-mail address listed in FOCoS, you must choose one (you can call CCSC or e-mail Conduent to update the information).**

**If you have recently updated your email or other demographic information, please disregard. Thank you for updating your information timely.**

## Mi Via and Supports Waiver Participant-Directed Developmental Disabilities and Supports Waiver Agency Based

### Mi Via In-Home Living Supports- State Exemption of IHLS from EVV

The Human Services Department (HSD) and Department of Health (DOH) have addressed concerns raised by families and stakeholders regarding the inclusion of Mi Via In-Home Living Supports (IHLS) in New Mexico's EVV system.

HSD has reviewed one year of EVV data and has continued to assess the EVV requirements. While the state would find ongoing access to IHLS EVV data useful, the decision has been made that EVV alone in the IHLS part of the program, does not provide HSD/DOH with the ability to engage in meaningful oversight, and given the repeated concerns of families and providers, the state has decided to utilize the CMS exemption for this population and suspend the EVV requirement for IHLS.

That said, DOH and HSD believe it is important that we put in place measures that will continue to allow for appropriate oversight to services provided in the 1915c HCBS Waiver, and monitor fraud, waste, and abuse. The Departments intend to implement the following new oversight measures:

- Mi Via Consultants will be required to complete monthly face-to-face visits with all participants. This is an increase from a quarterly face to face visit requirement. Effective July 1, 2022
- The DOH Quality Management Bureau of the Division of Health Improvement will complete an audit of vendor agencies to ensure billing compliance and service delivery compliance with the NMAC. To Be Determined.
- The DOH Developmental Disabilities Supports Division (DDSD) employees will be completing face to face home visits with Mi Via participants. Currently happening.

These activities strengthen existing health and safety measures incorporated in the Mi Via Waiver and take further steps to ensure person-centered and quality services throughout the system.

Effective immediately, IHLS providers and their employees can suspend the use of the EVV system.

### How-To Tips

## Developmental Disabilities and Supports Waiver Agency Based

### Claim/EVV Inquiries

Providers should call 800-299-7304 for claim inquiries. If the call center agent can't find a claim based on client ID or name, date of service and code or you have an **EVV** related issue CCSC will escalate to Conduent real-time. Please make sure the agent provides a call record number. The call record number is used to confirm the progress of your escalation. Conduent will contact you within 1 business day of your call. Conduent should provide a resolution or indicate your issue has been escalated to Fiserv (AuthentiCare). Fiserv has 2-3 business days to resolve your issue. Your issue should be resolved within 4 business days from your call. Conduent will contact you with the resolution.

If you have no resolution by the 5<sup>th</sup> business day, please contact CCSC. Provide the call agent with the previous call record #. Call Center agent will review call record # and provide either a resolution or escalate to Conduent by reopening existing ticket or creating a new Tier 3 ticket. CCSC should indicate on the escalation "Provider Agency Priority". Conduent has 8 hours to contact you with resolution or escalate to Fiserv. Fiserv has one business day to resolve and get the escalation back to Conduent. Conduent has 8 hours to contact you with a resolution.

## **Training News**

### **Mi Via and Supports Waiver Participant-Directed**

**\*\*\*THIS DOES NOT PERTAIN TO DEVELOPMENTAL DISABILITIES WAIVER AND SUPPORTS WAIVER AGENCY BASED SERVICES. GO-LIVE PLANS FOR THESE GROUPS WILL BE PROVIDED LATER\*\*\***

### **Are You Ready for Palco Phase II Go Live?**

The transition from FOCOnline to Palco Connect is being delayed past the original 5/21/22 go-live. With recent wildfires impacting participants, employees, and provider agencies, the state is postponing the Phase II Go Live to ensure that all members of our waiver system are ready for the changes in Phase II.

**The data transition moratorium has been lifted at this time. Participants and consultants can RESUME submission of SSPs/ISPs and budgets in the FOCs online system for initial and revision budgets.**

Please stay tuned for updated information on the new date. You should continue to prepare by:

- ✓ Review a Participant/Employer training hosted by Palco
- ✓ Make sure your Worker(s) review a training hosted by Palco
- ✓ Visit [www.PalcoFirst.com/New-Mexico](http://www.PalcoFirst.com/New-Mexico) to find helpful training resources including recorded training sessions, the Palco Connect user guide, the AuthentiCare mobile app user guide

We have recently posted trainings for self-directing Employers and Workers on our Palco YouTube page that allow the individual viewing the trainings to turn on the Closed Caption feature.

Self-directing Employers can access these resources at the following links:

- New Mexico Employer Connect/EVV Training – Spanish (3/22) - <https://www.youtube.com/watch?v=GsoSN66LeEY>
- New Mexico Employer Connect/EVV Training – English (3/22) - <https://www.youtube.com/watch?v=R7c3P956auU>

Self-directing Workers can access these resources at the following links:

- New Mexico Worker Connect/EVV Training – Spanish (3/22) - <https://www.youtube.com/watch?v=686hMIIgs1Y>
- New Mexico Worker Connect/EVV Training – English (3/22) - <https://www.youtube.com/watch?v=Y0Xklc-dOMQ>



**As part of Phase 2 of this project, we will:**

- Transition from FOCoSOnline to the Palco web portal
- Offer an online enrollment option using Palco Intake to enroll new waiver participants, employees, and Employers of Record
- Offer an online resource, Palco Connect, for electronic timesheet review and approval for Employers and Workers
- Offer an online administrative resource, Palco Case Management Portal, for professional users like State staff, Consultants, Community Supports Coordinators, Third-Party Assessors, and CCSC.
- Offer an Electronic Visit Verification (EVV) solution for Employers and Workers called AuthentiCare