



HIRING AN EMPLOYEE

Before you can hire an employee the applicant's criminal history must be checked by the New Mexico Division of Health Improvement (DHI). You are assisted with this process by Conduent (formerly Xerox), the Financial Management Agent (FMA) for the Self-Direction program. Please have the applicant complete the following forms and send them to Conduent. **This process must be completed BEFORE you can hire the employee. You cannot put this person to work until you have been notified by Conduent that they can begin work. Conduent will notify you when DHI has screened this person so that you can hire them as an employee. This does not mean that the persons background has been cleared just that they can start employment while DHI is finishing the background check. At that point your employee will need to fill out and submit the employee enrollment packet.**

In order to make this as easy as possible we have outlined this process below.

BEFORE YOU HIRE AN EMPLOYEE

1. Identify the person that you want to hire. If this person is a person that is required under State law to care for you, a "Legally Responsible Individual" (i.e. parent of a minor child or a spouse of a Self-Direction member/participant), please obtain authorization from the Self-Direction program to hire this person.
2. Ask the person you want to hire to complete the Pre-Hire Packet.
3. Make sure that all required forms are complete.
4. Send the completed pre-hire packet to: CONDUENT, PO Box 27460, Albuquerque, NM 87125-7460

Once you are ready to hire an employee there are additional forms that your employee must complete. By law these forms cannot be completed until an offer of employment is made. After Conduent has notified you that you can hire the employee, please complete the hiring process below:

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1. Once you have been notified by Conduent that the person can be hired, have the employee complete the Employee Enrollment Packet.
2. Verify that all forms are completed and sign the I-9 form.
3. Make a copy of the forms and mail the copies to Conduent the day that the employee is hired. Please retain the original forms for your records. Please remember that an employee cannot receive payment within the Self-Direction program until all forms are received by Conduent.
4. Once the FMA receives the completed employee packet and reviews that the documents are completed, the FMA will notify you that the employee can begin working.

If you have questions, please contact the helpdesk:

Phone Numbers:
Toll Free – 1-800-283-4465
Fax – 1-866-302-6787

Email:
docprocessing@conduent.com

Please do not send personal or protected health information via e-mail