



November 18th, 2020

[Employer Name]

Palco, Inc. is excited to be partnering with Conduent as your new Financial Management Agency (FMA) for Mi Via and the Supports Waiver. Services will begin with Palco starting January 1, 2021.

Palco is an industry leader in providing financial management services to individuals in home-and-community based services programs. We deliver an array of services to multiple programs across the country and have been working with the state of New Mexico for several years. With more than 20 years of experience, we have helped support individuals with disabilities and their families to remain a vital part of their communities.

It is our goal during this transition to make sure that you have no interruption in services and that we minimize disruption to your existing processes. Below is a list of tasks that you will need to complete:

- **Employer Transition Packet (Required)**

The forms included in the employer transition packet will allow Palco to assume the role as the fiscal agent on behalf of the employer and fully transition responsibilities of the financial management services to Palco.

- **Employee Info**

Palco will be using information gathered from FOCoS to complete the transition to Palco. If your employee wishes to make any changes, forms are available on our website at www.palcofirst.com/programs/new-mexico/ Please submit the completed forms to Conduent.

- **Palco ID info** – Your Palco ID is included below and needed for EVV starting January 1, 2021 (see below for more information) and for transition to the Palco system in April.

- **THIS IS YOUR PALCO ID – 000000**
- **THIS IS THE PARTICIPANT ID - 000000**
- **THIS IS YOUR EMPLOYEE'S ID – 000000**

- **Electronic Visit Verification** - EVV is a federally mandated system under the 21st Century Cures Act which electronically verifies that home or community-based services occur by capturing six points of data:

- Type of service performed
- Individual receiving services





- Individual providing services
- Date of the service
- Location of the service
- Time services begins and ends

To prepare for the EVV (Electronic Visit Verification) implementation, Palco has registered you for EVV and provided you with a unique Palco ID. This ID will be used to create your shifts in FiServ's Authenticare IVR (Interactive Voice Recognition) system which will utilize the participant's home landline phone or cell phone.

If you use 99509/99509-E Personal Care Services or T1005SD/T1005SD-E Respite Services, you will be required to use EVV starting January 1, 2021 and are not required to enter these services in your current system, unless you are granted an exception by the state.

All other services will need to be recorded in the current system.

For frequently asked questions in regard to EVV, please see the EVV FAQ included with this letter.

- **EVV Trainings** – In order to ensure a smooth transition to EVV, you should plan on attending one of the following trainings provided by Palco and Conduent. Training times are staggered to meet your scheduling needs. All times provided are in Mountain Standard Time.

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

Access code: 673022#

Online meeting ID: palco

Join the online meeting: <https://join.freeconferencecall.com/palco>

Monday December 7th - 10:00am and 2:00pm

Tuesday December 8th - 12:00pm and 6:00pm (Spanish)

Wednesday December 9th - 12:00pm and 6:00pm

Thursday December 10th - 10:00am (Spanish) and 2:00pm

Friday December 11th - 11:00am and 4:00pm

If you have questions, please contact the Consolidated Customer Service Center at 1.800.283.4465. We are so excited to be working with you! Again, welcome to Palco!

