



HUMAN
SERVICES
DEPARTMENT



ELECTRONIC VISIT VERIFICATION (EVV)

INFORMATION SESSION

DECEMBER 21, 2020

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.

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.

WELCOME

- The Medical Assistance Division understands there have been a number of concerns that have come up during the EVV implementation process and would like to discuss those concerns with you directly.
- This forum is for the **Developmental Disabilities (DD), Mi Via and Supports Waivers:**
 - Provider agencies
 - Employees
 - Employers of Record
 - Consultant and Community Support Coordinator agencies
- This forum is not applicable to Community Benefits EVV under Centennial Care.

FEDERAL MANDATE

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21ST CENTURY CURES ACT

- Section 12006(a) mandates that states must implement Electronic Visit Verification (EVV) for all Medicaid Personal Care Services by January 1, 2021 (extended from January 1, 2020) and Home Health Care Services by January 1, 2023 that require an in-home visit by a provider. Otherwise, the state is subject to incremental Federal Medical Assistance Percentage reductions up to 1% unless the state has both made a “good faith effort” to comply and has encountered “unavoidable delays.”

21ST CENTURY CURES ACT

- EVV is a technology solution that electronically verifies personal care services are delivered to the people needing those services.
- The EVV system must be able to electronically verify the following:
 1. the type of service performed;
 2. the individual receiving the service;
 3. the date of the service;
 4. the location of service delivery;
 5. the individual providing the service; and
 6. the time the service begins and ends.

NEW MEXICO'S EVV SOLUTION

- New Mexico has chosen Palco and FiServ to provide the State's EVV solution
- Fiserv's EVV system is known as Authenticare
 - FiServ has been providing New Mexico with an EVV solution for other Medicaid programs since 2016
- Palco will implement EVV in two phases
 - Phase 1: January 1, 2021 – March 31, 2021
 - Phase 2: April 1, 2021
- Conduent will continue as the Medicaid Fiscal Agent.

TIMELINE / ISSUES THE STATE HAS FACED

- Contracting
 - Impact of open HSD IT projects and complexity of integrating with MMIS-R
- COVID-19 Pandemic
 - Priority of the State to continue services for our waiver participants and continued support and payment to providers

PROGRAMS & SERVICES

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TERMINOLOGY

■ **Employee**

- Person hired by EOR/participant OR provider/vendor agency to perform services

■ **Employer of Record (EOR)**

- Individual responsible for directing the work of employees in Mi Via and participant-directed Supports Waiver
- This unpaid position is required when participants want to directly hire employees
- Responsibilities: recruiting employees; hiring employees; establishing employee pay rates ; training and managing employees; scheduling employees; authorizing timesheets and payments

TERMINOLOGY

- **Employer**

- Agency who hires employees or contracts with independent contractors to provide services
- Under Mi Via and Supports Waiver, the employer may be the EOR

- **Provider agency**

- Agency hired to provide waiver services under the DDW and agency-based Supports Waiver

- **Vendor agency**

- Agency hired to provide waiver services under Mi Via and participant-directed Supports Waiver

WHAT DDW SERVICES REQUIRE EVV?

- Starting January 1, 2021, the following DDW services require EVV:

SERVICE	CODE	Unit
Respite	T1005HB	15 minute
Respite - Group	T1005HBHQ	15 minute
Customized In-Home Supports - Family/Natural Supports	S5125HB	15 minute
Customized In-Home Supports - Independent Living	S5125HBUA	15 minute

- Provider agencies currently using their own EVV systems will be required to transition to Authenticare

WHAT MI VIA SERVICES REQUIRE EVV?

- Starting January 1, 2021, the following Mi Via services require EVV:

SERVICE	CODE	Unit
Homemaker/Direct Support	99509/99509-E	Hour
Respite	T1005SD/T1005SD-E	15 minute
In Home Living Supports (IHLS)	T2033	Day

- IHLS is provided by a vendor agency
- Homemaker and Respite services may be provided by an employee hired by the EOR/participant or provided by a vendor agency

WHAT SUPPORTS WAIVER SERVICES REQUIRE EVV?

- Starting January 1, 2021, the following Supports Waiver services require EVV:

SERVICE	CODE	Unit
Personal Care	99509	Hour
Respite	T1005SD	15 minute

- The above services may be provided by an employee hired by the EOR/participant or provided by a provider/vendor agency

IMPLEMENTATION & TRAININGS

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PHASE 1 AND PHASE 2 COMPONENTS

PHASE 1

- January 1 - March 31, 2021
- Collection of required six (6) data elements via Interactive Voice Recognition (IVR)/telephony
1-800-222-2943
- Call IVR/telephone from landline or mobile/cell phone
- EOR can continue to view time captured in FocosOnline and make corrections as necessary

PHASE 2

- April 1, 2021
- Full EVV functionality
- Call IVR from landline only or use mobile/cell phone Authenticare app
- For Mi Via and Supports Waiver (Participant-directed), the EOR and employees begin using Palco's system for all budget management, both EVV and non-EVV services

HOW DO AGENCIES ENROLL?

- Provider and vendor agencies must register with Authenticare:
 - Email Authenticare.Support@firstdata.com
 - Email must include the following information:
 - Agency full business name
 - Physical address
 - Email address
 - Phone number(s)
 - Federal ID number (FID)
 - National Provider Identifier (NPI)
 - Provider Services (example: Mi Via In-home Living Supports; DDW Respite)

WHAT IS THE ROLE OF THE AGENCY?

- Each agency will have their own administrative Authenticare account that they will use to manage EVV for their agency
- Agency administrators will have the ability through their Authenticare account to: add or delete workers, create logins for workers, reset passwords, correct time entry, access data reports

WHAT DOES AN EMPLOYER OF RECORD (EOR) NEED TO DO?

- Required: All EORs must complete EOR/Employer Enrollment Transition Packets and submit to Conduent by 12/31/2020.
- Packets and instruction for completion and submission are available at:
 - Palco Website: <https://palcofirst.com/new-mexico>
 - New Mexico Medicaid Web Portal: <https://nmmedicaid.portal.conduent.com>
- Palco has registered EOR's employees for EVV and provided them with a unique Palco ID which they will use when calling into the IVR and eventually for the mobile app

WHAT IS THE ROLE OF THE EOR WITH EVV?

- EORs will no longer need to approve timesheets or Payment Request Forms submitted by employees or vendor agencies for EVV services (Homemaker, Respite, In-home Living Supports)
- EORs will still be required to review spending in these services to ensure participant budget compliance
- EORs must continue to approve time for all non-EVV services in:
 - FocosOnline (Phase 1)
 - Palco System (Phase 2)

WEBINAR TRAINING DATES

DATE and TIME	USER ROLE	GROUP	TRAINING LEVEL
12/7/2020 10 am and 2 pm	FFS Employee	Mi Via and Supports Waiver (Self-Directed)	Overview
12/8/2020 12 pm and 6 pm (Spanish)	FFS Employee	Mi Via and Supports Waiver (Self-Directed)	Overview
12/9/2020 12 pm and 6 pm	FFS Employee	Mi Via and Supports Waiver (Self-Directed)	Overview
12/10/2020 10 am (Spanish) and 2 pm	FFS Employee	Mi Via and Supports Waiver (Self-Directed)	Overview
12/11/2020 11 am and 4 pm	FFS Employee	Mi Via and Supports Waiver (Self-Directed)	Overview
12/14/2020 10 am and 2 pm	Agency Provider	Agency	Overview
12/15/2020 10 am and 2 pm	Agency Provider	Agency	Overview

WHERE TO FIND MORE INFORMATION

- 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>

ELECTRONIC VISIT VERIFICATION (EVV) —

RESOURCES	MIVIA & SUPPORTS WAIVER	DD-AGENCY BASED
<ul style="list-style-type: none"> EVV Frequently Asked Questions EVV Telephony User Guide EVV Spanish Telephony User Guide 	<ul style="list-style-type: none"> EVV FFS Training Recording Links EVV FFS Training Slides EVV FSS Spanish Training Slides 	<ul style="list-style-type: none"> Agency Welcome Letter EVV Agency Training Slides EVV Agency Training Recording Link Agency User Guide - Authenticare - coming soon

QUESTIONS & CONCERNS

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QUESTIONS & CONCERNS

QUESTION	RESPONSE	WAIVER/PROGRAM			
		DDW	Mi Via	SW	
				AB	PD
What will happen if we don't comply on 1/1?	<p>Penalties for states that are non-compliant is loss of federal match dollars that pay for the waiver programs.</p> <p>The State will work one on one as necessary to assist providers with implementation.</p>	✓	✓	✓	✓
Who will train agencies? Who will train employees?	<p>Trainings have been provided and are available for viewing at https://palcofirst.com/new-mexico</p>	✓	✓	✓	✓
Who is Palco and what is their role?	<p>Palco will replace TNT as the financial management agent under Conduent on January 1, 2021.</p> <p>Palco will replace FocosOnline for the Mi Via and Supports Waiver on April 1, 2021.</p> <p>Palco: issues payments to providers; enrollment, EVV, payroll, tax reporting and compliance, online portal of Mi Via and Supports Waivers</p>	✓	✓	✓	✓

QUESTIONS & CONCERNS

QUESTION	RESPONSE	WAIVER/PROGRAM			
		DDW	Mi Via	SW	
				AB	PD
<p>My participant does not receive any EVV services, do I still need to complete the Employer Enrollment Transition Packet?</p>	<p>All EORs must complete the Employer Enrollment Transitions Packet by 12/31/2020. These forms are necessary for EVV implementation but also for the transition from TNT to Palco. Completing and submitting these forms ensures all your employees and vendor agencies will continue to be paid for services rendered.</p>		✓		✓
<p>How do services that bill at a daily rate work with EVV? How do families providing 24/7 365 days care use EVV?</p>	<p>Employees providing services that are billed on a daily rate should clock in and clock out when the start and complete services. Example: starting and completing meal prep and feedings, household chores, ADL</p>	✓	✓	✓	✓

QUESTIONS & CONCERNS

QUESTION	RESPONSE	WAIVER/PROGRAM			
		DDW	Mi Via	SW	
				AB	PD
Can an employee serve two (2) participants at the same time?	Employees can provide service to two participants at the same time. This requires the employee to clock in and clock out for each individual participant they are serving.	✓	✓	✓	✓
Can employees provide two (2) services at the same time?	Employees are not able to provide EVV services at the same time as outlined by service definitions in waiver NMAC and service standards.	✓	✓	✓	✓
When are provider/vendor agencies considered the employer?	If the agency issues a W2 or 1099 to direct service providers/employees, or independent contractors, the agency is the employer.	✓	✓	✓	✓

QUESTIONS & CONCERNS

QUESTION	RESPONSE	WAIVER/PROGRAM			
		DDW	Mi Via	SW	
				AB	PD
Do Independent contractors have to comply with EVV?	Independent contractors must comply with EVV in order to be paid for HCBS personal care services.	✓	✓	✓	✓
As an agency should we stop using timesheets since we are doing EVV?	This is an internal agency decision. EVV data can be accessed by agencies through Authenticare platform.	✓	✓	✓	✓

RESOURCES

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RESOURCES

- Palco- <https://palcofirst.com/new-mexico/>
- Conduent- <https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm#Self-DirectionForms>
- If you are unable to find an answer to a particular question, you may send an email to: nmconduentsupport@palcofirst.com

CONSOLIDATED CUSTOMER SERVICE CENTER

- The Consolidated Customer Service Center (CCSC) is available to provide information about all Medicaid programs, including EVV.
- The CCSC can be reached at 1-800-283-4465 and is available Monday through Friday from 7 am to 5 pm. **Select option '5' for EVV.**
 - Call center hold times may be longer than usual.

CONSOLIDATED CUSTOMER SERVICE CENTER

- In observation of the Christmas and New Year's holidays, NM State offices and the Consolidated Customer Service Center will be closed on Friday, Dec. 25, 2020 and Friday January 1, 2021.
- If you need assistance with Electronic Visit Verification (EVV) between January 1st through January 3rd, 2021 please send your questions or issues to NM.Customers@state.nm.us or Call 1-800-283-4465 option 5 to leave a voice message.
- Beginning January 4th, 2021, please call 1-800-283-4465 option 5 for assistance with EVV questions or issues.



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QUESTIONS AND COMMENTS?

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