Palco, Inc. is excited to help guide the implementation of Electronic Visit Verification (EVV) along with Fiserv when services begin starting January 1, 2021.

With the go-live date in New Mexico beginning on January 1, 2021, we are on a tight schedule to utilize EVV effectively and efficiently. EVV is federally mandated as part of the 21st Century Cures Act and requires six data points to be collected.

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

As stated in the previous communication from New Mexico Human Services Department and the Department of Health, the following waiver services are required to be included in EVV:

**Mi Via**
- Homemaker/Direct Support
- In Home Living Supports
- Respite Standard

**Developmental Disabilities Waiver (DDW)**
- Respite/Respite Group
- Customized In Home Supports - Family Natural Living Supports
- Customized In Home Living - Independent Living

**Supports Waiver**
- Personal Care
- Respite

It is our goal during this transition to make sure that there is no interruption in services and that we minimize disruption to your existing processes.
**EVV Trainings** – In order to ensure a smooth transition to EVV, you should plan on attending one of the following trainings provided by Palco. 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](https://join.freeconferencecall.com/palco)

Agency Training - Monday, December 14, 2020 – 10:00 am and 2:00 pm  
Agency Training - Tuesday, December 15, 2020 – 10:00 am and 2:00 pm

If you have questions, please contact the Consolidated Customer Service Center at 1.800.283.4465 and press “5” for assistance.

We are so excited to be working with you!