

Electronic Visit Verification (EVV) Telephony User Guide

AuthentiCare® by FiServ is Palco's first choice for meeting the federal mandate for EVV. EVV is a system which electronically verifies that home or community-based service visits occur by capturing and documenting six points of data: type of service, individual receiving services, individual providing service, location of the service and the time the service begins and ends. This user guide is for the Mi Via and Supports Waiver direct hire employees to walk the employee through the functionality and features of the Interactive Voice Recognition (IVR) or Telephony version of EVV. For more information on EVV visit our website at <https://palcofirst.com/new-mexico/>

Clocking In

Step 1: Dial **1-800-222-2943**

Step 2: Enter your 6-digit **worker Palco ID number** followed by the pound (#) sign when prompted. All leading zeroes must be entered.

Step 3: Press **1** for Check-in

Step 4: You will then hear a prompt asking for the participant's 6-digit **Palco ID number** followed by the pound (#) sign when prompted. All leading zeroes must be entered.

Step 5: You will hear a list of services available for the client and be asked to choose the one you are there to perform by pressing the appropriate number on the phone key pad.

Step 6: AuthentiCare will then repeat back your name, the program provider or financial management agency's name, the client's name, and the service to be provided. If this is all correct, press **1**. If the information is not correct press **2** and you will be able to correct the information before you finish the call.

Step 7: If the information is correct you will be told that the check-in was successful at (states the time). At this point you will be instructed to press **2** to end the call.

Clocking Out

Step 1: Dial **1-800-222-2943**

Step 2: Enter your **worker Palco ID** number followed by the pound (#) sign when prompted.

Step 3: Press **2** for Check-out

Step 4: You will then hear a prompt asking for your **participants Palco ID number** followed by the pound (#) sign . Enter the 6-digit Client ID, then #.

Step 5: AuthentiCare will repeat back your name, your agency's name, the client's name and the service you provided. If this is all correct, press 1. If the information is not correct press 2 and you will be able to correct the information before you finish the call.

Step 6: If the information was correct you will be told that you have successfully filed your claims and the time and press 2 to end your call.

Frequently Asked Questions

What do I do if I forget my EVV worker ID or my participant/client's ID number?

The ID number you will use for EVV is the same six digit Palco ID number you were given in the welcome letters that you initially received. If you forget it, you can contact Consolidated Customer Service Center at 1-800-283-4465 and press option 5.

What do I do if I forget to clock in or out?

For the Mi Via and Supports Waiver programs, the EOR can access FOCoS to add any time that was missed. This will include any reasons why a shift can not be captured (i.e., Phone not working, missing phone, Authenticare system maintenance)

More frequently asked questions: https://palcofirst.com/wp-content/uploads/2020/12/New-Mexico-EVV-FAQ-UPDATED_122020.pdf