

EVV Post Go-Live Provider Session 1/15/2021

Mi Via and SW Participant-Directed

QUESTION	ANSWER
<p>On 08/08/2019, memo released by CMS stating the following in their FAQs, “Do EVV requirements apply to individuals receiving Personal Care or Home Health care (HHC), if they live with the caregiver and the caregiver is providing services in their residence?” The CMS response is, “No, EVV requirements do not apply if the recipient and beneficiary live together. PCS services rendered by an individual living in the residence does not constitute an in-home visit. However, states are encouraged to apply appropriate oversight to services provided in these circumstances.” Why is NM requiring EVV for services where participants may living with their caregivers such as In-home Living Supports?</p>	<p>Under Mi Via, In-Home Living Supports (IHLS) can be provided by a worker hired by an agency, or caregivers that live with the participant who are contracted by the agency. IHLS is a service that provides personal care services.</p> <p>In NM, we are requiring EVV for all Personal Care services, regardless of the nature of the employment agreement and the living arrangements.</p>
<p>Does the system clock out at midnight?</p>	<p>No, you can clock-in/clock-out on a 24-hour basis. The system is functioning all hours. Claims can span over midnight.</p>
<p>Do community services need to clock in/out every day?</p>	<p>If an EVV service ends in the community, the employee needs to clock out when the service ends.</p>
<p>What if an employee/provider forgets to call in?</p>	<p>If you are an employee who works for an EOR, enter time in the FOCos system as you normally do or contact the EOR to enter the time for you.</p> <p>If you work for an agency, the primary administrator for the agency can enter or correct your time.</p>
<p>Are paper checks mailed directly to EOR?</p>	<p>Vendor agency payment checks are mailed to the EOR.</p> <p>Checks to employees hired by EORs go to the mailing address on file in the FOCos system. Employee should go into the FOCos system to verify the mailing address. Addresses can be corrected using the Change of Information Employee Form found at: https://palcofirst.com/new-mexico or https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm#Self-DirectionForms</p>

EVV Post Go-Live Provider Session 1/15/2021 Mi Via and SW Participant-Directed

QUESTION	ANSWER
	<p>To sign up for Direct Deposit, complete the Direct Deposit Form and submit to Conduent. The form is available at: https://palcofirst.com/new-mexico or https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm#Self-DirectionForms</p>
<p>If a direct deposit authorization agreement did not go through, which Direct Deposit form do I use - new account or change?</p>	<p>Please use the Palco Pay Selection form can be found at: https://palcofirst.com/new-mexico</p>
<p>Palco is telling vendors that all Direct Deposits are cancelled, and we need to send in new forms. Is this correct?</p>	<p>If you had a Direct Deposit with TNT, you do not need to update your form unless you changed your bank, or we contact you because there was an issue with your Direct Deposit transaction. In those cases, please fill out and submit a Direct Deposit form to ensure we have the correct information.</p>
<p>QUESTIONS FROM EOR'S</p>	
<p>How can an EOR properly approve timecards if there is no way to fix time?</p>	<p>EOR's can correct or add missing times in the FOCoS system prior to approving timesheets.</p>
<p>Not all my employees have received IDs. Where can EORs get employee Palco ID information?</p>	<p>Call the Consolidated Customer Service Center (CCSC) for assistance using the * function and Palco can provide assistance.</p> <p style="text-align: center;">1-800-283-4465 and Press *</p> <p>In the meantime, EOR's can enter and approve time in FOCoS system to ensure timely payment.</p>
<p>How often are timesheets uploaded from Palco EVV to NM FOCoS Online?</p>	<p>At this time uploads to the FOCoS system are not happening in real-time. Palco is working to complete the transfer process on a daily basis.</p>
<p>EOR's are supposed to approve timesheets by Tuesday 12 noon. If download is not completed on time, do EOR's manually enter in time and approve that way?</p>	<p>The time requirements have not changed for timesheet approval. If the employee's clock in and clock out information is not in the system by the time the EOR needs to approve timesheets, time should be manually entered by EOR or the employee and the EOR can approve time for timely payment.</p>
<p>Today, one employee was paid and one was not. What happened? How do we correct?</p>	<p>Employees may be signed up for different payment methods, either direct deposit or check. If both employees are signed up for direct deposit, their deposits may hit the bank at a slightly different time. Since this is Palco's first deposit for many banks, the banks may take more time to process the transaction.</p> <p>To ensure deposits go to the correct place, correct and accurate information is needed. It is recommended that employees complete</p>

EVV Post Go-Live Provider Session 1/15/2021 Mi Via and SW Participant-Directed

QUESTION	ANSWER
	<p>and submit a Pay Selection form to ensure correct banking information.</p> <p>Forms can be found on the Palco website: https://palcofirst.com/new-mexico or https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm#Self-DirectionForms</p>
<p>I called in every day for the 10 clock in and clock outs, but only 3 days out of 10 days' clock-in/outs showed up. The EOR added the information into FOCoS and corrected the time. Is it because of the new system? Did we handle this appropriately?</p>	<p>That is the appropriate way to handle that situation. The data transfer issues are being worked on and will improve as we move through implementation of EVV. Continue the same process if you don't see your clock in or clock out time prior to approval on Tuesdays.</p>
<p>What is the purpose of the Palco ID for employees only providing Community Direct Support (CDS)?</p>	<p>CDS is not an EVV service. The individual cannot not clock in and clock out on the IVR as the service is not listed.</p> <p>All employees, EORs, Participants received Palco IDs in anticipation of the transition from the FOCoS System to the Palco System. The Palco ID is the ID that identifies an employee in the Palco system.</p> <p>For questions on which ID should be used for clocking in/out, review the EVV workstream and make sure you are using the correct one. https://palcofirst.com/wp-content/uploads/2021/01/NM-EVV-WORKSTREAMS-4.pdf</p>
<p>Is there an activity code I should be using for in-home support provider?</p>	<p>Callers may hear, "Press "8" to enter activity code" when calling the IVR. At this time, an activity code is not needed for the Mi Via and Supports Waivers.</p> <p>Note: The activity code is required if the individual is receiving services under Centennial Care Community Benefit with the MCOs.</p>
<p><i>QUESTIONS FROM VENDORS</i></p>	
<p>I am an in-home living support. I made some mistakes when clock in and clocking out. Who do I contact to correct my time?</p>	<p>Contact the vendor agency you are contracted with and the Primary Administrator will correct your time.</p>
<p>We have a very new vendor that we submitted the PRF a few days ago. Since it's so recent and I don't even see anything in FOCoS. Should we resubmit his Direct Deposit as well?</p>	<p>Yes, please resubmit the forms to ensure the accurate information is captured. Forms can be found on the Palco website: https://palcofirst.com/new-mexico or https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm#Self-DirectionForms</p>

EVV Post Go-Live Provider Session 1/15/2021
Mi Via and SW Participant-Directed

QUESTION	ANSWER
<p>What to do when vendors have not received credentials, a month after they were submitted.</p>	<p>Call the Consolidated Customer Service Center (CCSC) for assistance using the * function and Palco can provide assistance.</p> <p style="text-align: center;">1-800-283-4465 and Press *</p> <p>In the meantime, submit your Payment Request Form (PRF) to the EOR to ensure timely reimbursement of services.</p>