



HUMAN
SERVICES
DEPARTMENT



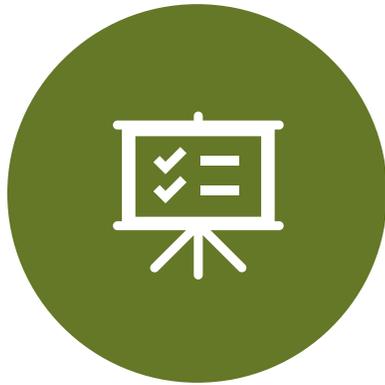
SELF DIRECTED COMMUNITY BENEFITS ELECTRONIC VISIT VERIFICATION (EVV)

JANUARY 22ND 2021

NICOLE COMEAUX, DIRECTOR OF MEDICAL ASSISTANCE DIVISION AND CENTENNIAL CARE MCOS

INVESTING FOR TOMORROW, DELIVERING TODAY.

ELECTRONIC VISIT VERIFICATION (EVV)



DISCUSS WHAT EVV IS



EVV GOALS



ANSWERS TO YOUR
QUESTIONS

WHAT IS ELECTRONIC VISIT VERIFICATION (EVV)?

- The New Mexico Centennial Care managed care organizations (MCOs) will roll out the electronic visit verification (EVV) system, as mandated by the Centers for Medicare & Medicaid Services in Section 12006(a) of the 21st Century Cures Act. You may find additional information on what is required of all states at:
 - www.medicaid.gov/medicaid/hcbs/guidance/electronic-visit-verification/index.html.
- An electronic system called AuthentiCare® that allows caregivers to clock in and clock out as required by federal law.
- EVV allows more accurate service tracking, reporting, and billing for caregiver services.

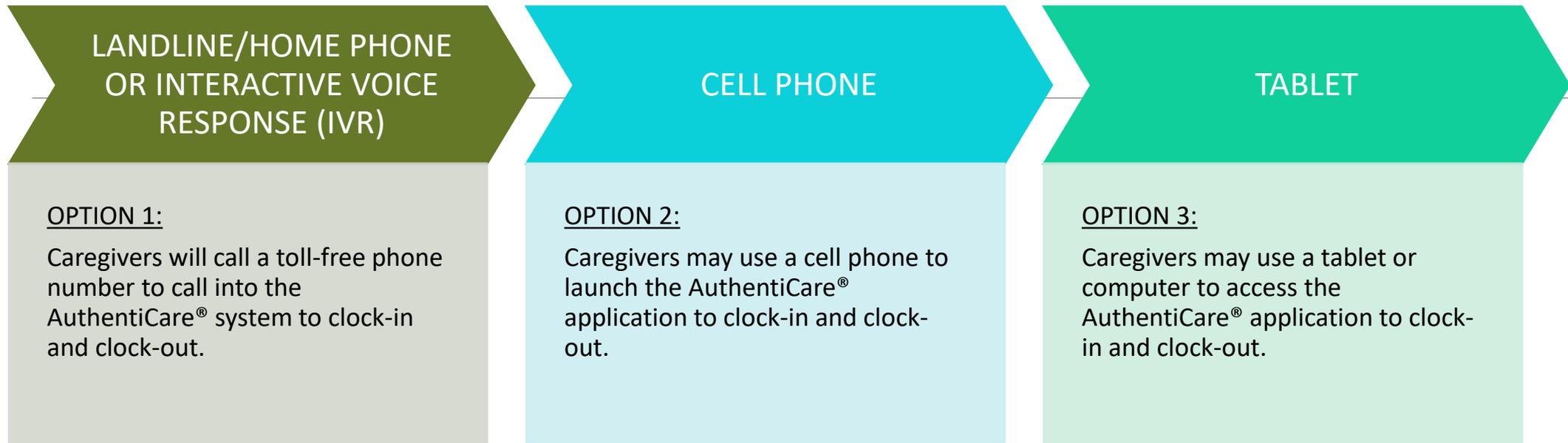
TIMELINES AND GOALS

TIMELINES:

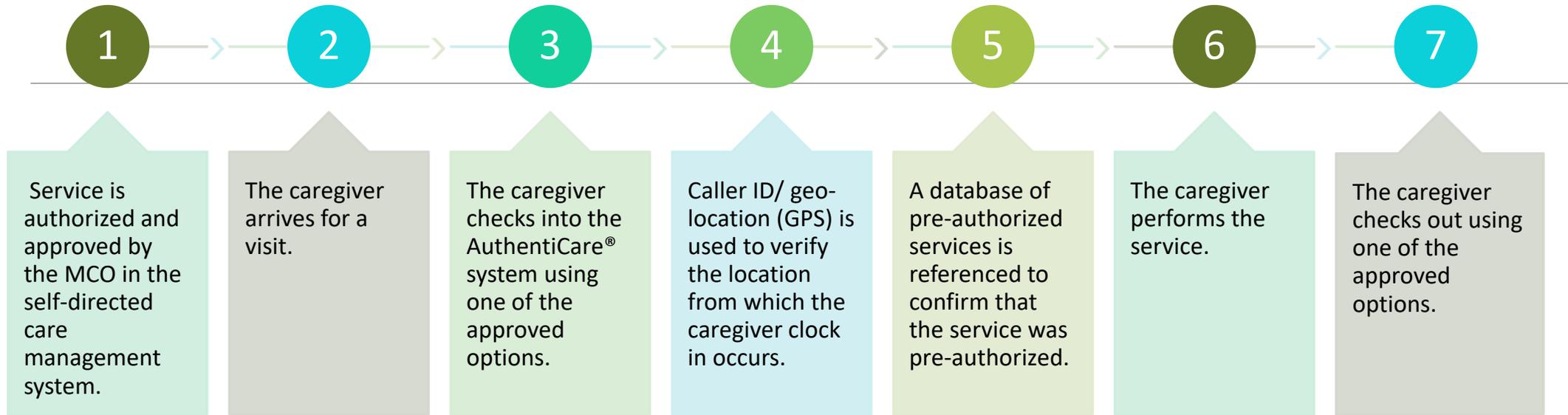
- The EVV system went live for Self-Directed Personal Care Services and Respite on January 1, 2021
- There will be a grace period to ensure adequate time is provided to facilitate necessary training to Employers of Record and registration of devices

GOALS:

- Members will continue to have access to all authorized services in their Self- Directed Care Plan
- If the Caregiver is not able to clock in/clock out during this transition, the Member/EOR can enter electronic timesheets within FOCoS Online
- If the Member and caregivers start utilizing EVV in the middle of a pay period, the EOR can enter web-based entries within AuthentiCare® for clock in and clock outs missed



HOW WILL I USE EVV?



EVV SYSTEM OVERVIEW

EVV GOALS

PROVIDES ASSURANCE OF DELIVERY OF CAREGIVER SERVICES

WEB-BASED AND PAPERLESS

PROVIDES REAL TIME INFO TO MEMBER/EOR CC AND SUPPORT BROKER

EVV GOALS

Ensure that every qualified New Mexican receives timely and accurate benefits

Successfully implement technology to give Members the best and most convenient access to services and information

Use a consistent electronic system for Centennial Care Members- Agency Based Community Benefit, Self Directed Community Benefit, and Early Periodic Screening, Diagnostic and Treatment (EPSDT) caregiver services

FREQUENTLY ASKED QUESTIONS (FAQ)

Investing for tomorrow, delivering today.

QUESTION & ANSWERS

QUESTIONS	ANSWERS
Who is Palco?	Palco is the new Financial Management Agency (FMA) for SDCB Members effective 01/01/2021. Palco receives and processes payment for the Member's employees and vendors. This is a separate company from our EVV vendor Fiserv.
What should I use to have a caregiver clock in/clock out if my cell phone or tablet was lost or broken?	The caregiver can clock in/out using landline phone (IVR), or the EOR can manually enter the visit data in the Fiserv system via a computer. To obtain information on how to enter web-based entries, please outreach to your Support Broker.
Why is my Employer of Record or caregiver not found within AuthentiCare®?	Fiserv (AuthentiCare® Vendor) and Palco (Financial Management Agency) are working through these remaining issues and they should be resolved soon

QUESTION & ANSWERS

QUESTIONS	ANSWERS
Can I choose not to participate in EVV?	No, all Members must utilize EVV unless they have been approved by the MCO for an Electronic Timesheet Exception
If I have an Electronic Timesheet Exception, am I required to utilize EVV?	If a Member/EOR has been approved for an Electronic Timesheet Exception, the Member/EOR is not currently required to utilize EVV. However, the Electronic Timesheet Criteria will be changing, and each Member with an exception will be re-reviewed under the new criteria in the future
Which ID number is correct when clocking in/clocking out?	The ID the caregiver should use is the one found in the “worker’s” page within AuthentiCare®

QUESTION & ANSWERS

QUESTIONS	ANSWERS
Which profile should have the correct phone number when using IVR?	The Member's profile should have the correct phone number that is being used for IVR. If corrections are needed to be made, your EOR can update this for you within the Fiserv system.
If a Member/EOR and caregiver starts AuthentiCare® during the pay period, should the EORs manually enter time through web-based entry in AuthentiCare®?	Time can be entered in either system and will not create a duplicate if entered in both systems. If the Member/EOR can enter in AuthentiCare®, that is preferred
Does my EOR's role change with EVV?	The EOR has the same responsibilities, the only change is now timesheets are confirmed within AuthentiCare® instead of FOCoS Online

QUESTION & ANSWERS

QUESTIONS	ANSWERS																																								
How long will FOCoS Online be available?	FOCoS Online will be available to Support Brokers, Members/EORs until 03/31/2021																																								
Can I get a list of Activity codes for my caregivers/attendants?	<table border="1"> <thead> <tr> <th data-bbox="1149 592 1286 721">List Name</th> <th data-bbox="1286 592 1719 721">IVR Phrase</th> <th data-bbox="1719 592 1842 721">Code Value</th> <th data-bbox="1842 592 1984 721">An Entry Required</th> <th data-bbox="1984 592 2390 721">Display Legend</th> </tr> </thead> <tbody> <tr> <td>List1</td> <td>"Hygiene and Grooming"</td> <td>01</td> <td>Yes</td> <td>Hygiene/Grooming</td> </tr> <tr> <td>List1</td> <td>"Individual Bowel and Bladder"</td> <td>02</td> <td>Yes</td> <td>Individual Bowel and Bladder</td> </tr> <tr> <td>List1</td> <td>"Meal Preparation and Assistance"</td> <td>03</td> <td>Yes</td> <td>Meal Preparation & Assistance</td> </tr> <tr> <td>List1</td> <td>"Eating"</td> <td>04</td> <td>Yes</td> <td>Eating</td> </tr> <tr> <td>List1</td> <td>"Household and Support Services"</td> <td>05</td> <td>Yes</td> <td>Household and Support Services</td> </tr> <tr> <td>List1</td> <td>"Supportive Mobility Assistance"</td> <td>06</td> <td>Yes</td> <td>Supportive Mobility Assistance</td> </tr> <tr> <td>List1</td> <td>"Hauling and Heating Water"</td> <td>07</td> <td>Yes</td> <td>Hauling/Heating Water</td> </tr> </tbody> </table>	List Name	IVR Phrase	Code Value	An Entry Required	Display Legend	List1	"Hygiene and Grooming"	01	Yes	Hygiene/Grooming	List1	"Individual Bowel and Bladder"	02	Yes	Individual Bowel and Bladder	List1	"Meal Preparation and Assistance"	03	Yes	Meal Preparation & Assistance	List1	"Eating"	04	Yes	Eating	List1	"Household and Support Services"	05	Yes	Household and Support Services	List1	"Supportive Mobility Assistance"	06	Yes	Supportive Mobility Assistance	List1	"Hauling and Heating Water"	07	Yes	Hauling/Heating Water
List Name	IVR Phrase	Code Value	An Entry Required	Display Legend																																					
List1	"Hygiene and Grooming"	01	Yes	Hygiene/Grooming																																					
List1	"Individual Bowel and Bladder"	02	Yes	Individual Bowel and Bladder																																					
List1	"Meal Preparation and Assistance"	03	Yes	Meal Preparation & Assistance																																					
List1	"Eating"	04	Yes	Eating																																					
List1	"Household and Support Services"	05	Yes	Household and Support Services																																					
List1	"Supportive Mobility Assistance"	06	Yes	Supportive Mobility Assistance																																					
List1	"Hauling and Heating Water"	07	Yes	Hauling/Heating Water																																					

QUESTION & ANSWERS

QUESTIONS	ANSWERS
How long will the grace period last?	The grace period will be based on how long it will take to get all Members, EORs, and caregivers/attendants registered and trained into the AuthentiCare® system. To be compliant with Federal requirements, EVV should be used as soon as possible.
During the grace period can the EOR confirm the timesheets within AuthentiCare® and manually enter timesheets within FOCoS Online?	Yes, the EOR is able to confirm and enter timesheets within both systems. This will not cause duplication of hours or payment to caregivers.

QUESTION & ANSWERS

QUESTIONS	ANSWERS
<p>When will I know when my caregivers will be paid by Palco?</p>	<p>A Payroll calendar has been developed by Palco and distributed to HSD, MCO's and Support Broker Agencies. In addition, this is posted on Palco's website called "2021 Payroll Schedule." Please inquire with your Care Coordinator or Support Broker for the payroll calendar if you need assistance accessing this document.</p> <p>Payroll timelines have not changed, and direct deposits are made on Friday. However, employees may not see pending payments in their bank accounts on Thursdays.</p>

QUESTION & ANSWERS

QUESTIONS	ANSWERS
Why didn't I receive my direct deposit?	Some of the payment information transferred to Palco may have been inaccurate or missing details. As a result, several employees were switched to a Paper Check. You can contact the Consolidated Customer Service Center to determine if a paper check was sent. In the meantime, you should verify your address is correct in FOCoS Online and complete a Pay Selection Form to update Direct Deposit info for the next payroll.
Why did my check deposit into a different account than usual?	Payments were issued to only one account, not split across multiple. To change your primary account, complete a Pay Selection Form and it will be processed within 1-2 pay cycles.

QUESTION & ANSWERS

QUESTIONS	ANSWERS
<p>Why is my payment amount different than usual?</p>	<p>Your payroll information and tax withholdings can have an impact on your paycheck. Look at a previous pay stub and determine if your tax information has changed and needs to be updated with Palco.</p> <ul style="list-style-type: none">○ Is FICA too high?<ul style="list-style-type: none">➤ Complete a Payroll Information Worksheet○ Is Federal Income Tax too high?<ul style="list-style-type: none">➤ Complete a new IRS W4○ Is State Income Tax too high?<ul style="list-style-type: none">➤ Complete a new State W4

QUESTION & ANSWERS

QUESTIONS	ANSWERS
Why didn't my deposit show up on Thursday?	Payments are issued according to the preexisting payroll schedule and payday which is Fridays. Please refer to the payroll schedule if you have questions.
Comment: I am still waiting for my paper check	<p>Paper checks were mailed to the current address on file, you can contact the Consolidated Customer Service Center to determine if the correct address is on file. If you determine your check was mailed to a bad address, complete a Stop Payment Request Form on the Palco website and a new payment will be issued.</p> <p>It is recommended you sign up for Direct Deposit as quickly as possible to avoid payment delays.</p>

QUESTION & ANSWERS

QUESTIONS	ANSWERS
How can I get assistance with payment issues?	Please reach out to your Support Broker for assistance. Support Brokers and SDCB EORs should contact the Consolidated Customer Service Center (1-800-283-4465) and press “5” for payroll/paycheck issues .

SDCB EVV SERVICE CODES

- When your caregiver clocks in/clocks out, please have them use the SDCB EVV Service code that is approved within your SDCB Care Plan. This can be located in FOCoS Online.
- If you need assistance accessing this information, please outreach to your Support Broker or MCO Care Coordinator.

SDCB EVV SERVICE CODES

SDCB Service Code	SDCB Service Code Description
99509	Self-Directed Personal Care
99509E	Self-Directed Personal Care Exception
T1005HHA	Respite- Home Health Aid
T1005HHAE	Respite- Home Health Aid Exception
T1005LPN	Respite-LPN
T1005LPNE	Respite-LPN Exception
T1005RN	Respite-RN
T1005RNE	Respite-RN Exception
T1005SC	Respite- Substitute Care
T1005SD	Respite- Standard
T1005SDE	Respite- Standard Exception

MEMBER RESOURCES



CONTACT SUPPORT BROKER



CONTACT MCO/CARE
COORDINATOR

MEMBER RESOURCES

- Additional Information regarding EVV can be obtained on the Medicaid Portal website at:
 - <https://nmmedicaid.portal.conduent.com/static/recipientlogin.htm>

Recipient Login

[Haga clic aquí para ver esta página en español.](#)

Electronic Visit Verification (EVV)

Beginning January 4th, 2021, please call 1-800-283-4465 and Press * for Electronic Visit Verification questions related to IVR logins or technical issues. Please call 1-800-283-4465 option 5 for Mi Via questions or issues. Call Center wait times may be longer than usual.

For immediate assistance please go to the following websites for EVV forms and resources:

- Palco Website : <https://palcofirst.com/new-mexico>
- New Mexico Medicaid Web Portal : <https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm#Palco-Welcome>

[NEW MEXICO EVV FAQ](#) - Electronic Visit Verification Frequently Asked Questions for New Mexico - MiVia, Supports Waiver and DD Waiver Agency

[PALCO FAQ- GENERAL](#) - General information about Palco for New Mexico Home and Community Based Service (HCBS) recipients

[ACR PALCO NM USER GUIDE](#) - Authenticare Palco New Mexico User Guide

[EVV Forum Q&A](#) - Electronic Visit Verification (EVV) Information Session for DD, Mi Via, and Supports Waivers December 21, 2020

[EVV Forum Q&A Addendum](#) - Electronic Visit Verification (EVV) Information Session for Traditional DD Waiver and Supports Waiver Agency Based Services Addendum A Questions and Answers

[AuthentiCare EVV New Mexico Centennial Care Self-Directed Community Benefit Training-for-Trainers](#)

[AuthentiCare Training Q&A](#)

[AuthentiCare SDCB Known Issues](#)

[New Mexico Telephony EVV Guide Provider and Vendor Agencies](#)

[New Mexico EVV Workstreams](#) - Guidance for using EVV across Agencies and Self-Direction

[Electronic Visit Verification \(EVV\) Info Sheet and FAQ](#) - Vendor agencies who have vendor agreements with Mi Via and Supports Waiver participants

MEMBER RESOURCES

- Additional Information regarding EVV can be obtained on Palco's website at:
 - <https://palcofirst.com/new-mexico/>

ELECTRONIC VISIT VERIFICATION (EVV)		
RESOURCES	MIVIA & SUPPORTS WAIVER	PROVIDER AGENCIES
EVV Frequently Asked Questions	EVV FFS Training Recording Links	Agency Welcome Letter
EVV Frequently Asked Questions - Spanish	EVV FFS Training Slides	Agency User Guide - Authenticare
EVV Telephony User Guide - Mi Via and Supports Waiver Direct Hire Employees	EVV FSS Spanish Training Slides	EVV Agency Training Slides
EVV Telephony User Guide - Mi Via and Supports Waiver Direct Hire Employees - Spanish	Mi Via EVV Exemption Code Guidance	EVV Agency Training Recording Link
EVV Telephony User Guide - Self-Directed Community Benefits		EVV Forum Q&A
EVV Workstreams		EVV HSD-MAD Informatic Session
EVV Workstreams - Spanish		EVV Telephony User Guide Provider and Self-Directed Vendor Agencies
		EVV Telephony User Guide Provider and Self-Directed Vendor Agencies - Spanish
		EVV Vendor Agency FAQ

SUPPORT BROKER RESOURCES



**PLEASE UTILIZE FISERV
TRAINING POWERPOINT,
ATTENDANT HANDOUTS (IVR
GUIDE), FISERV Q&A LOG**



**TECHNICAL ASSISTANCE:
1-800-441-4667, OPTION 6
Authenticare.support@firstdata.com
6:00 AM – 6:00 PM MST, M-F**



**TRAINING/CREDENTIALS:
Adaunnis.Dodson@Fiserv.com
&
Alejandro.Pessano@Fiserv.com**



HUMAN
SERVICES
DEPARTMENT



QUESTIONS?

INVESTING FOR TOMORROW, DELIVERING TODAY.