

## ELECTRONIC VISIT VERIFICATION (EVV) INFORMATION SHEET AND FREQUENTLY ASKED QUESTIONS

### *VENDOR AGENCIES WHO HAVE VENDOR AGREEMENTS WITH MI VIA AND SUPPORTS WAIVER PARTICIPANTS*

- Vendor Agencies must obtain credentials to Authenticare and register their workers.
- Workers with a Vendor Agency use both the worker ID provided by the Vendor Agency and the participant’s Medicaid ID to clock in/clock out.
- If the worker misses clock in/clock out, the worker must work with their Vendor Agency to determine the process to adjust and manually add time. The Vendor Agency administrator can enter or correct time in Authenticare. Entry and corrections must be completed prior to submission of the Payment Request Form (PRF).
- Payment from the Vendor Agency to the worker will remain the same whereby the Vendor Agency hired by the EOR/participant pays the worker directly and is responsible for required tax information.
- Payment from the State to Vendor Agencies will remain the same whereby the Vendor Agency submits the PRF to the EOR/participant; this process remains unchanged during Phase One of EVV implementation (1/1/2021 – 3/31/2021).

FREQUENTLY ASKED QUESTION	STATE RESPONSE
Do we or do we not add vendor agency workers to the Authenticare system?	Yes, the Vendor Agency will register their worker(s) in Authenticare. The Authenticare system will then provide an individual ID for each worker.
Do we or do we not add Mi Via or Supports Waiver clients to the Authenticare system?	Vendor agencies do not add Mi Via or Supports Waiver participants to Authenticare.
We understand that every worker gets a Palco number, how do we identify that worker in the Authenticate system?	Only those workers who are direct hires by an EOR/participant will get a Palco ID. Workers who work for a Vendor Agency will get their worker ID from their Vendor Agency.
How does the Vendor Agency enter or correct time in Authenticare?	Please refer to the Authenticare User Guide. <a href="https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm#Self-DirectionForms">https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm#Self-DirectionForms</a>
How do agencies get employee ID numbers to register them into Authenticare if the employee has not received this information in the mail? Where can employees or agencies get this information?	When the Vendor Agency is registering their worker in Authenticare they will be assigned a unique worker ID in the Authenticare Portal which the Agency should relay to that worker.

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<p>Do Vendor Agency-based workers need a Palco ID?</p>	<p><b>Vendor Agencies and their workers do not have Palco IDs; Palco IDs are issued to direct hire employees and participant/EOR employers only.</b></p> <p>Vendor Agencies need to setup their agency-based workers in Authenticare. When the Vendor Agency is registering their worker in Authenticare they will be assigned a worker ID in the Authenticare Portal which the Agency should relay to that worker. Each worker will use their unique worker ID to clock in and out in the IVR/Telephony system.</p>
<p>In Mi Via and the Supports Waiver (participant-directed), will Payment Request Forms (PRF) be required after January 1, 2021 ? Do hours need to be entered on the Payment Request Forms and invoices to reflect times vendor agency employees worked?</p>	<p>PRFs are still required for all services provided by Vendor Agencies in Phase 1 of EVV Implementation (Jan. 1, 2021 – March 31, 2021). For the PRF to be approved and paid, an invoice from the vendor agency must be attached. The invoice should note the service hours that the vendor agency provided to the participant. Vendor agencies have the option to continue to request a timesheet from their employees or contractors.</p>