

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 specific to provider and vendor agencies for the purpose of walking the agency employee through the functionality and features of the Interactive Voice Recognition (IVR) or Telephony version of EVV which can be used via the participant's landline or cell phone device.** 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 **worker ID number** followed by the pound (#) sign when prompted. Your worker ID will be provided by your vendor agency.

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

Step 4: You will then hear a prompt asking for the participant's ID, enter the participants **Medicaid ID number** followed by the pound (#) sign when prompted.

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 provider agency, the participants 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.

Provider and Vendor Agencies Cont.

Clocking Out

Step 1: Dial 1-800-222-2943

Step 2: Enter your **worker 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 participant ID number, enter the participants **Medicaid ID number** followed by the pound (#) sign .

Step 5: AuthentiCare will repeat back your name, the provider agency 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?

Contact your Provider / Vendor Agency. They will provide you the worker ID and the participants Medicaid ID number to use when checking in and out.

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

Contact your Provider / Vendor Agency for assistance in recording your time.

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