

MI VIA, DDW AND SUPPORTS WAIVER

February 24, 2021

Critical updates:

There are still impacts to mail delivery based on the weather conditions throughout the country. We encourage you to use direct deposit so there is no delay in your payments. Please ensure Palco has the most up to date Direct Deposit and W4 withholding information! You can update these at any time by submitting a [Pay Selection Form](#) or [2021 W-4](#) located on the Palco website. We highly encourage everyone to sign up for Direct Deposit or request a free Money Network Card to ensure fast and seamless payments.

Mi Via and Supports Waiver (Self-Directed):

- If an employee is Spanish speaking only, please contact the Medical Assistance Division to help set up and provide IVR in Spanish. You can call (505) 231-9353 or email: loriea.pacheco2@state.nm.us.
- If you forgot to clock-out or feel that your clock-in and clock-out time was not recorded accurately, please contact the EOR. The EOR is able to review, correct and approve the employee's time in FOCoS.

Agency-based Providers in DDW, Supports Waiver or Mi Via:

We have had the opportunity to hear from our agency providers and understand there is a need for more practical knowledge of the AuthentiCare system. Based on this feedback we will be including weekly How to Tips. If there is a topic you would like us to cover please contact: Kresta.Opperman@state.nm.us.

How to Tips: Accessing Reports

The AuthentiCare Agency User Guide is a good resource to learn about the various reports available in AuthentiCare for agency providers. The user guide can be found on the Palco website <https://palcofirst.com/new-mexico/> under the EVV Provider Agency resources. Section 6 of the agency user guide (pg.23-30) describes the reporting features available in AuthentiCare and provides a step-by-step guide for creating specific reports.

The Claims Data Listing (CDL) report provides information on check in and check out times, service code, and client ID associated with each visit. This report is generated by choosing a



specific date range to capture all visits within that specified date range. The report can also be tailored to generate visit information for a specific worker or client within that given date range.

The screen shot below provides detailed steps on how to create a report. Source: AuthentiCare Palco New Mexico User Guide version 1.0, pg. 25

6.3 Creating a Report

This example uses the Authorizations Report template. It displays the filter and sort criteria for the report which are unique for the chosen report.

1. Enter a **Report Name**. This automatically defaults to the name of the report selected, but this name should be changed to something more descriptive. For example, if the report is for a single member, the report name can be changed to include the member's name and the date range.
2. Enter a **Description**, if desired. This is most helpful in creating templates.
3. Choose a date range from the drop-down box for the **Dates** field. This field appears on this page for all of the reports, though it may appear as Visit Dates or Effective Dates depending on the report selected.



The screenshot shows a form with several fields. A dropdown menu is open for the 'Dates' field, displaying the following options: Fixed Date Range, Current Day, Current Week, Current Month, Last Week, and Last Month. Above the dropdown, a message states: 'At least one of the date ranges must be selected.' To the left of the dropdown, there are expandable sections for 'Effective Dates' and 'Last Update Dates'. Below the dropdown, there are fields for 'Payer:' and 'Client:'.

4. Enter any other **filter criteria** desired such as Member, Care Worker, Service or Provider. These criteria are similar for all reports. Entering one of these or a combination of these creates a unique report. If no information is added, the report includes all information for the period selected.
5. Select **Sort** criteria as desired. These are similar for all reports. AuthentiCare allows selection of up to three sort items. For example, the program provider/FMSA may choose to have the report sorted first by Member, Client, then by Service, then by Date. In this example, the Sort fields would be populated as shown below.
6. Choose the **Report Type(s)** to indicate the format in which the report will be displayed. You can choose as many format types as needed. If you do not choose, the report will automatically default to PDF except for the two list reports (Visits Data Listing and Remittance Data Listing), which default to Excel.
7. Click **Run Report**.