



November 18th, 2020

[Employee Name]

Palco, Inc. is excited to be partnering with Conduent as your new Financial Management Agency (FMA) for Mi Via and the Supports Waiver. Services will begin with Palco starting January 1, 2021.

Palco is an industry leader in providing financial management services to individuals in home-and-community based services programs. We deliver an array of services to multiple programs across the country and have been working with the state of New Mexico for several years. With more than 20 years of experience, we have helped support individuals with disabilities and their families to remain a vital part of their communities.

It is our goal during this transition to make sure that you have no interruption in services and that we minimize disruption to your existing processes. Below is a list of tasks that you will need to complete:

- **Palco ID info** – Your Palco ID is included below and needed for EVV starting January 1, 2021 (see below for more information) and for transition to the Palco system in April.
 - **THIS IS YOUR PALCO ID – 000000**
- **Employee Info**
Palco will be using information gathered from Focos to complete the transition to Palco. If you wish to make any changes, forms are available on our website at www.palcofirst.com/programs/new-mexico/ Please complete these forms and submit to Conduent via email, fax or mail.

Fax: 866.302.6787
Email: docprocessing@conduent.com
Mailing Address: PO Box 27460, Albuquerque, NM 87125-7460
- **Electronic Visit Verification** - EVV is a federally mandated system under the 21st Century Cures Act which electronically verifies that home or community-based services occur by capturing six points of data:
 - Type of service performed
 - Individual receiving services
 - Individual providing services
 - Date of the service
 - Location of the service
 - Time services begins and ends





To prepare for the EVV (Electronic Visit Verification) implementation, Palco has registered you for EVV and provided you with a unique Palco ID. This ID will be used to create your shifts in FiServ's Authenticare IVR (Interactive Voice Recognition) system which will utilize the participant's home landline phone or cell phone.

If you use 99509/99509-E Personal Care Services or T1005SD/T1005SD-E Respite services, you will be required to use EVV starting January 1, 2021 and are not required to enter these services in your current system.

All other services will need to be recorded in the current system.

Beginning April 1st, 2021, you and your employee will use your Palco IDs to login to Palco's system. More training will be provided on these systems at a later date.

For frequently asked questions in regard to EVV, please see the EVV FAQ included with this letter.

- **EVV Trainings** – In order to ensure a smooth transition to EVV, you should plan on attending one of the following trainings provided by Palco and Conduent. All times provided are in Mountain Standard Time.

Dial-in number (US): (605) 313-5625

Access code: 673022#

Online meeting ID: palco

Join the online meeting: <https://join.freeconferencecall.com/palco>

Monday December 7th - 10:00am and 2:00pm

Tuesday December 8th - 12:00pm and 6:00pm (Spanish)

Wednesday December 9th - 12:00pm and 6:00pm

Thursday December 10th - 10:00am (Spanish) and 2:00pm

Friday December 11th - 11:00am and 4:00pm

If you have questions, please contact the Consolidated Customer Service Center at 1.800.283.4465.

We are so excited to be working with you! Again, welcome to Palco!

