



NM Frequently Asked Questions – Phase II

This document will serve as a living document to share frequently asked questions that present themselves in training sessions being hosted by Palco or through other approved feedback channels. This document will be updated semi-monthly during the months of February through June to provide new information and answer newly asked questions as they are submitted. This document is organized by user group/role and then training topics are broken out within each of those sections. Please navigate to the section that best fits your user group/role and find the topic you would like more information on. If you would like to view recorded training sessions or learn about upcoming live training sessions that you can attend, visit:

<https://palcofirst.com/new-mexico-training-announcement/>. You can also find information and register for a live Question and Answer (Q&A) session that is being hosted by Palco on the training registration page.

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Commonly Used Acronyms:

- CCSC – Consolidated Customer Service Center
- CC – Care Coordinator (MCO)
- CSC – Community Supports Coordinator
- DDW – Developmental Disability Waiver
- FFS – Fee for Service
- MCO – Managed Care Organization
- SB – Support Broker
- SW – Supports Waiver
- UR – Utilization Reviewer (MCO)
- TPA – Third Party Assessor (FFS)



Consolidated Customer Service Center (CCSC)

Training Topic: Payments / Utilization

Date Question Submitted	Question	Answer
5/4/2022	Will Vendors be able to enter payment requests in Connect?	No, vendors do not have access to Connect or CMP currently.

Training Topic: Electronic Visit Verification (EVV)

Date Question Submitted	Question	Answer
5/4/2022	Is the Palco system the only system people will be using?	Palco has 3 branches of the system- Connect (Employers and Workers), CMP (Professional Users) and Intake (Employer and Worker Enrollment. Aside from this, Workers may also need to use EVV. These are the only systems that will be used post go-live. FOCoS will no longer exist.

Training Topic: Budgets

Date Question Submitted	Question	Answer

Training Topic: Reports

Date Question Submitted	Question	Answer

Training Topic: Case Management Portal (CMP) System General

Date Question Submitted	Question	Answer



Support Brokers/Community Supports Coordinators/Consultants

Training Topic: Payments / Utilization & Electronic Visit Verification (EVV)

Date Question Submitted	Question	Answer
02/10/2022	Will Palco be performing budget checks to validate if time should be paid or rejected?	Yes.
02/10/2022	Can the Employer/Worker sign on to Connect via their smart phone?	Yes, Connect is a website and is mobile friendly. It can be accessed from any web browser.
2/11/2022	When a timesheet is rejected by the Employer, how will the Worker be notified?	When an employer rejects a timesheet, an email will be sent to the Worker letting them know that their timesheet has been rejected. The Employer and Worker must work together to resolve any issues.
02/11/2022	If a worker forgets to clock in or out, can they adjust or add an entire shift?	Yes, an entire shift can be added via Connect or they can edit an EVV shift if corrections are needed.
02/11/2022	When is Connect scheduled to replace FOCoS?	May 2022
3/18/2022	Does the process of registering for Connect begin with the registration form?	No, the registration form shown in training is specific to EVV Mobile App Registration for those on Mi Via and Supports Waiver. Connect registration is done online via the registration page . Every Worker and Employer will receive an email before go-live containing their Palco ID and instructions on how to register.
3/18/2022	Will Workers still be able to claim time and get paid during the moratorium period?	Yes, of course. There will be no gaps in payments or time recording for Workers and Employers.
3/18/2022	Will Mi Via caregivers have access to use the Authenticare app at some point? Right now, they can only use IVR.	Yes, the mobile app will roll out as an option for Mi Via and Supports Waiver as part of Phase II. This was covered in the Payment & EVV training.



4/5/2022	Can an EOR modify a worker's time in Connect?	No. They can approve or reject the time. Once they reject, the employer should let the worker know of any issues that need to be corrected before resubmitting.
4/8/2022	What if a worker doesn't have an email address on file?	Unless the participant is exempt from online time entry or EVV, the worker must have an email to access and use Connect for time entry approval.

Training Topic: Budgets

Date Question Submitted	Question	Answer
3/25/2022	Will users be able to see historical budgets?	The only budgets that will be imported from the FOCoS system are active and approved budgets.
3/25/2022	Do payees need to be linked before submitting the budget?	The payees (workers) can be linked after submitting the budget. This will allow new employees that come along after the budget was approved, to be added and linked.
3/25/2022	Do we have to actually enter the Codes and Modifiers into the budget or are they already loaded into the budget worksheet?	You will be able to select the different codes with modifiers depending on the account group. Once you select the account group, you will be able to choose from a list of authorizations (services). To see a crosswalk of service codes from FOCoS to Palco visit here .
3/28/2022	Do vendors need to be linked to budgets?	No. Vendors are enrolled into CMP and tied to global authorizations for each program, they are not linked to individual participants. Only workers are linked to the budget in CMP.

Training Topic: Reports

Date Question Submitted	Question	Answer
3/28/2022	When will we be able to see sample reports?	Reports will be available in the CMP system at go-live.



Training Topic: Case Management Portal (CMP) System General

Date Question Submitted	Question	Answer
3/25/2022	Are SB/CA/CSC copied on email notifications for timesheets and payments?	No, only employers will receive these notifications. SB/CA/CSC can monitor timesheets and failures from CMP under the Account Info tab.
3/25/2022	Will we be able to see when Conduent received the Vendor Payment Request?	You will be able to see when Conduent enters the Vendor Payment Request, as well as any status changes from them.
4/5/2022	How current will the utilization reports be?	The utilization will display in real time as vendor payment requests and timesheets become paid and fully processed. It does not display future or estimated costs.

Training Topic: Advanced Budget Workshops

Date Question Submitted	Question	Answer
4/29/2022	Do Employers get notified when a service is approved in their budget?	Yes
4/29/2022	How can we enter an exact amount into the calculator?	An exact dollar amount can be entered into the tool by entering 1 unit at the rate of \$X to produce an exact cost.
4/29/2022	How can the maximum rate for a service be overridden?	Any rate can be entered into the calculator. The system will display the maximum amount for that service, and show a ! if the amount entered exceeds that. It does not prevent entry. This indicator allows it to be easily identified by the TPA/UR when approving.
4/29/2022	Where can we find out information about the changes to the service codes?	Palco has created a service code cross walk that is posted to the Palco website. https://palcofirst.com/wp-content/uploads/2022/03/FOCoS-to-Palco-Service-Code-Crosswalk.pdf
4/29/2022	What should a SB/CSC/CA do if they need more than 5000 characters?	A second note can be entered, or information can be consolidated to fit. It is equal to about 1.5 pages.



Support Brokers/Community Supports Coordinators/Consultants

4/29/2022	Where is the ISP/SSP?	The ISP/SSP is available as a fillable PDF on the Palco website.
4/29/2022	Where can the base rate for an employer be seen?	The employers default rate can be found on Employer Cost Tab in CMP. Each Workers individual rate can also be seen.
4/29/2022	Where is the Advanced Budget Tool Quick Reference tool?	https://palcofirst.com/wp-content/uploads/2022/04/NM-BUDGET-QUICK-REFERENCE-TOOL-4.20.22-FINAL.pdf
4/29/2022	How can a budget be printed?	A printer friendly version/function is in development for the budget tab.
4/29/2022	Does each goal get submitted individually?	Yes. The status must be updated for every authorization.
4/29/2022	Are tax rates automatic or do they need to be added?	The SB/CA/CSC needs to consider this when calculating cost and enter it.
5/4/2022	How are vendors linked to the budget?	Vendors do not get linked to individual budgets, only workers for payroll services. Vendors are linked globally to an entire program within the Palco system.
5/4/2022	How can a SB/CSC/CC see if a Vendor is approved to provide a service for a Participant?	Conduent will enter a note in the Participant record as vendor agreement forms are processed/approved.
5/4/2022	How is the quarterly WC fee added?	It should be added/accounted for manually just like it is today.
5/4/2022	Is there a place to add notes about the plan in general?	All communication and notes should be entered under a specific authorization.
5/4/2022	Can work be saved without submitting to the TPA/URs?	Yes, any work done will be saved in the system and it will not be <i>submitted</i> to the TPA/UR until the service status is changed to "Under Review"
5/4/2022	Does a budget need to be ended/closed out when a participant passes away or loses eligibility?	The process side of this questions should be answered by State/MCO leadership as Palco does not dictate process. Budgets in the Palco system do not need to be ended for services to not be paid. Payroll validations will verify that the Participant is active on the date of service that is being billed for on a timesheet to determine if it is payable.



Support Brokers/Community Supports Coordinators/Consultants

5/4/2022	If the Workers tax rate changes mid-year, does the plan need to be revised?	This would depend on how the plan was created initially. If there was a cushion built in and/or underutilization, then potentially not. If there is no wiggle room and the rate change would cause for premature depletion of funds, then I would assume yes.
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Utilization Reviewers (MCO) and Third-Party Assessors (FFS)

Training Topic: Payments / Utilization

Date Question Submitted	Question	Answer
2/8/2022	Is the paystub available for the MCO to, see?	Yes, payments are visible in CMP under the Participant and Worker profiles beneath the Account Info tab.
2/8/2022	If a worker works for multiple members will all the pay stubs be in the same place?	Paystubs are based on the Worker to Employer relationship.
2/8/2022	Can a worker see their paycheck amount before pay day?	No but they can monitor their timesheet status to verify if it passes validations and follow if it will be paid. Paystubs are available in Connect on pay day.

Training Topic: Electronic Visit Verification (EVV)

Date Question Submitted	Question	Answer

Training Topic: Budgets

Date Question Submitted	Question	Answer
3/29/2022	How does additional funding work? How is it viewed?	Additional funding will need to be added into the total for the budget. You will also have the "Justifications" text box to enter notes and exchange between the SB/CA/CSC and the TPA/UR.
4/8/2022	What budgets will transfer from FOCoS to Palco?	All approved and active budgets will be transferred to Palco.

Training Topic: Reports

Date Question Submitted	Question	Answer



Training Topic: Case Management Portal (CMP) System General

Date Question Submitted	Question	Answer

Training Topic: Advanced Budget Workshops

Date Question Submitted	Question	Answer
5/4/2021	Can you change the decision? If approved or denied in error?	Once an authorization is approved or denied, it is locked. A support ticket would need to be opened via CCSC to have Palco change it. This should be rare.
5/4/2021	Does every goal have to be individually approved or can we bulk approve?	Every authorization must have a status applied to it individually.
5/4/2021	Where is level of care information found?	An Eligibility tab will be visible under the Participant record to display that information.
5/4/2021	Is ISP/SSP viewable in PALCO?	The ISP/SSP will be fillable PDF documents located on the Palco website.
5/4/2021	Can you please review where to find if the member has a grandfathered budget?	An alert will be inserted into the Participant profile for all Participants with a grandfathered budget. The alert will pop up in red when the Participant record is accessed.
5/4/2021	Is there a max character limit in these note fields?	5000 Characters.



MCO Care Coordinators (CC)

Training Topic: Payments / Utilization

Date Question Submitted	Question	Answer
02/15/2022	Will Participants/Members be offered training in another language?	Palco is offering the EVV and Payment (Connect) trainings for Participants/Employers and Workers in both English and Spanish.

Training Topic: Budgets

Date Question Submitted	Question	Answer
3/25/2022	Can multiple caregivers be linked?	Yes, you just need to choose the caregiver/worker from the drop-down menu.
3/25/2022	Is there a text limitation in that free text field?	There is a 5000-character limit

Training Topic: Reports

Date Question Submitted	Question	Answer
3/30/2022	Will the Account Info tab have utilization as a percentage? Or will we need to run the utilization report for that?	Utilization for each Participant can be viewed on the Account Info tab and is a great alternative to running an entire report.

Training Topic: Case Management Portal (CMP) System General

Date Question Submitted	Question	Answer
3/28/2022	Will agencies be able to access their client database, or only the assigned Support Broker/Consultant?	The SB/Consultant will only be able to see people assigned to them. The supervisors will be able to see anyone assigned to the SB/Consultant.



Department of Health (DOH) / Human Services Department (HSD)

Training Topic: Payments / Utilization

Date Question Submitted	Question	Answer
02/16/2022	Where can the NM Time Entry User Guide be found?	The NM Time Entry User Guide for Employers and Workers can be found on the Palco NM webpage under "Phase Two Training Resources" https://palcofirst.com/wp-content/uploads/2022/02/NM-Time-Entry-User-Guide-V7-FINAL.pdf

Training Topic: Electronic Visit Verification (EVV)

Date Question Submitted	Question	Answer

Training Topic: Budgets

Date Question Submitted	Question	Answer
3/25/2022	When we will we have access to the system?	Professional users will have access to the system in May at go-live.

Training Topic: Reports

Date Question Submitted	Question	Answer

Training Topic: Case Management Portal (CMP) System General

Date Question Submitted	Question	Answer
4/7/2022	Is there a limit of Alerts that will display on the screen for a record?	There is no limit to the number of alerts.



Employers/Participants

Training Topic: Payments and Electronic Visit Verification (EVV)

Date Question Submitted	Question	Answer
02/17/2022	Where can the NM Time Entry User Guide be found?	The NM Time Entry User Guide for Employers and Workers can be found on the Palco NM webpage under "Phase Two Training Resources" https://palcofirst.com/wp-content/uploads/2022/02/NM-Time-Entry-User-Guide-V7-FINAL.pdf
2/17/2022	Is Connect a website and a mobile app?	Connect is a website. You can access it from any web browser including from your phone.
2/17/2022	Is using the Mobile app for EVV a requirement?	No, it is just an additional option that will be added for the Mi Via and Supports Waiver Participants in Phase II.
2/17/2022	How can I find out what my Palco ID is if I or my Workers do not have it?	Palco ID numbers can be obtained by calling CCSC. Palco will be sending emails out prior to Phase II go-live with Palco ID numbers and instructions for registering in Connect.
2/17/2022	Do non-EVV hours get entered in Connect? Will they flag an exception?	Yes! All payroll services, including those that do not require EVV, should be entered in Connect. You can find instructions for this within the NM Time Entry User Guide. Services that do not require EVV will not flag an exception or require you to select an edit reason in Connect.
2/17/2022	How does a user reset their Connect password?	You can select "Forgot Password" from the Connect home page and reset it at any time.
2/17/2022	Can I keep using FOCoS?	FOCoS will no longer be used once Phase II starts in May.

Employers/Participants Continued

2/17/2022	Will Employers receive an email for them to approve shifts every day?	No, the Employer will receive one email notifying them that a timesheet is ready for their review when the Worker submits it to them at the end of the pay period.
2/17/2022	How will Connect accounts be set up?	Palco will provide every Employer and Worker with a custom email that includes their Palco ID and instructions for registering for Connect closer to go-live.
2/17/2022	What is the phone number for CCSC?	1-800-283-4465 and choose option 5.
2/17/2022	Can mileage be submitted via Connect?	No. This will remain a form for now.
2/17/2022	Is Community Direct Supports an EVV required service?	No.
2/17/2022	Can an employer see the Workers input time in Connect prior to it being sent to the Employer for review?	Yes. An employer can view a timesheet in Connect at any time, it just cannot be edited by the Employer if it is open under the Worker. Time is imported from EVV daily for the previous day's shifts.
2/18/2022	What browser is recommended for Connect?	Connect works best with most mainstream browsers. We recommend Google Chrome, Firefox, or Safari. We recommend you avoid using Microsoft Edge as a browser.
2/18/2022	Does the Employer have to review the time in Connect daily?	No. The Worker and Employer are only required to log in to Connect and review/submit time at the end of the pay period. Please review the payroll schedule for details on timeframes and deadlines.
2/21/2022	When do Workers and Employers need to register for Connect?	Everyone will receive an email sometime in April/May that provides them with their Palco ID and the link to register for Connect.



<i>Employers/Participants Continued</i>		
2/21/2022	What is the money network card option?	Money Network Card is an option for workers to receive their payment. It works just like a debit card and ensures their money is in their hands on pay day. It is a great option as an alternative to paper check.
2/21/2022	What is the process for a Worker to use EVV via a landline or by calling-in?	This process has not changed and is the same as when the Telephony/IVR option was rolled out in early 2021. If you would like to view detailed instructions, you can find them on the Palco NM Website under EVV.
2/24/2022	How is mileage reported?	Mileage will be submitted via the same form used now and sent to Conduent for processing.
2/24/2022	Can a Worker use both telephony & mobile app to clock in and out or does it have to be either or?	The Worker can change between methods for clocking in and out. In order to use the mobile app, they do have to be registered.
2/24/2022	If my worker is already set up for direct deposit, do they need to do anything else?	No. Your direct deposit information is on file and will not change unless you want to change it by filling out a new Pay Selection Form. Nothing with the Phase II implementation will change this.
2/28/2022	Is the pay period the same as the one being used now? Will the deadlines for submitting change?	Nothing with pay periods, pay days, or submission deadlines is changing. The payroll schedule/calendar with full details for the year can be found on the Palco NM Website .
3/3/2022	If EVV is not required for my service, how do I manually enter time?	Time will be manually entered through the Connect portal. Instructions for this can be seen in the training recording and in the NM Time Entry User Guide located on the Palco website.

<i>Employers/Participants Continued</i>		
3/3/2022	Workers are not mandated to have an email; can they be notified through the EOR? Can workers share an email?	Every Employer and Worker will need a <u>unique</u> email to register for Connect. It is required.
3/7/2022	Right now, my workers use their own phone for EVV, is this changing?	No. You can continue to follow the process for EVV you have been using.
3/7/2022	Where on the Palco website can I go to find the training videos?	The News section of the Palco website (located in the main header) contains a training announcement from Jan 25 th with links to everything. You can find a specific page for Employers and Worker training videos where recordings are stored. To visit that page, click here .
3/7/2022	Where is the NM Time Entry User Guide Posted?	Visit the Palco Website and select New Mexico. Everything can be found under the Phase II Training Resources menu.
4/11/2022	Is the EVV app available on Android?	Yes.
4/11/2022	Are we limited to creating new shifts in Connect or can we edit an existing shift?	EVV shifts are imported to Connect daily for the previous day. Shifts in Connect can be edited as well as a manual entry can be created if necessary.
4/12/2022	How will the Palco ID be sent?	Palco IDs and the link to register for Connect will be sent via email. Make sure your correct email is on file in Focos.
4/12/2022	In FOCoS I can log in as an employee or an employer (depending on which hat I am wearing) for each of my sons. Can I do that in Connect?	Yes. You will have one log in for Connect. When you go in, you will see a screen under time entry where you can select the Participant and the system will know what role you are filling for that person- Employer or Worker.



<i>Employers/Participants Continued</i>		
4/12/2022	Does the system administrator approve timesheets in Connect?	No. All time must be approved by the Worker and Employer in Connect.
4/12/2022	Does the Money Network Card work like a debit card?	Yes. It is just like a debit card / bank account for your payments.
4/12/2022	Does my worker need to clock in as they are doing things, or can we enter it all at the end of the week?	If the service requires EVV, the worker must clock in and out in real time when the shift starts and ends in order to be in compliance with the mandate.
4/27/2022	If the Worker does not approve a timesheet, can the employer approve it?	No. The worker must approve it first to submit it to the Employer.



Workers

Training Topic: Payments and Electronic Visit Verification (EVV)

Date Question Submitted	Question	Answer
02/17/2022	Where can the NM Time Entry User Guide be found?	The NM Time Entry User Guide for Employers and Workers can be found on the Palco NM webpage under "Phase Two Training Resources" https://palcofirst.com/wp-content/uploads/2022/02/NM-Time-Entry-User-Guide-V7-FINAL.pdf
2/17/2022	Is Connect a website and a mobile app?	Connect is a website. You can access it from any web browser including from your phone.
2/17/2022	Is using the Mobile app for EVV a requirement?	No, it is just an additional option that will be added for the Mi Via and Supports Waiver Participants in Phase II.
2/17/2022	What do I do if AuthentiCare glitches and I cannot clock in?	Edits to EVV time can be made via Connect. You can also add an entire shift if it is not recorded via EVV.
2/17/2022	Is Community Direct Supports an EVV required service?	No.
2/18/2022	How do I get the AuthentiCare app?	The AuthentiCare app is available for download in your mobile device's app store. Instructions for this can be found within the Mobile App User Guide on the Palco NM Website (coming soon).
2/18/2022	Does the AuthentiCare mobile app use GPS?	Yes. GPS is utilized at the time of check in and check out to capture location. Location capture is a mandatory data element in the 21 st Century Cures Act.
2/18/2022	If I provide multiple services, do I need to capture each service separately?	Yes.
2/21/2022	If we are already set up for direct deposit, do we need to do anything else?	No. Your direct deposit information is on file and will not change unless you want to change it by filling out a new Pay Selection Form. Nothing with the Phase II implementation will change this.

Workers Continued

2/21/2022	If time is rejected in Connect, how are the notifications sent?	Notifications are sent to Workers and Employers via email to the main email Conduent/Palco has on file.
2/24/2022	Is the place where a worker reviews time and the employer approve time the same?	Both will utilize Connect for this process. Every user will have their own unique login with email and password that is specific to their user role. They will only see the information and be able to perform the functions they are approved to be able to do.
2/24/2022	Are all service codes subject to EVV?	No. Only certain service codes require EVV. Speak to your Support Broker / Consultant / Community Supports Coordinator if you have questions. Non-EVV services can be manually entered into Connect.
3/4/2022	How do we find out more about exceptions for paper timesheets?	Speak to your Consultant, Support Broker or Community Supports Coordinator for more information.
3/7/2022	Does Respite work best on the mobile app or telephony?	Either. Both methods are EVV are the same. You can use either method, whatever works best for you, to capture your EVV time.
3/10/2022	When does Connect go live?	The go-live date is May 21 st 2022.
3/10/2022	How do I use the QR code if I don't have a smart phone? Can I use my computer?	If you do not have a smart phone, the information about QR codes does not apply to you. This is for people who share devices, like a sharing a tablet with another Worker. If you do not have a smart phone, you should continue to use the Telephony EVV option by calling in.
4/11/2022	I already have the EVV application, and I use it for homecare. Do I have to do something different?	You will need to use the setup code specific to self-direction and the program you are working with SDCB vs Mi Via/Supports Waiver. You will need to change the setup code and log in with your specific credentials every time you use the app to make sure you are under the correct program and Participant. To avoid this, consider using Telephony.



Workers Continued

4/12/2022	How are timesheet issues relayed to the Employer?	Notifications of issues with timesheets are sent via email to the Employer.
4/12/2022	Can we set up the mobile app prior to 5/21 to make sure we are good?	You are welcome to download the app and complete the set up. Any time recorded using the mobile app will not be imported to FOCoS so it should not be used as a method of time capture until after go-live.
4/12/2022	If I already have my Palco ID, is that changing?	No. It will be the same ID.
4/12/2022	Is the person I am working for the Employer?	Yes. Palco is not your employer.
4/28/2022	Can the paystub be printed?	Yes!