

0:0:0.0 --> 0:0:1.70

Cikki

Good morning.

0:0:2.700 --> 0:0:3.410

f85dd437-9393-49ac-8249-a62d1c4db799

Good morning.

0:0:3.840 --> 0:0:4.330

Cikki

Come on.

0:0:4.710 --> 0:0:5.280

Orlando Vieira

Good morning.

0:0:6.620 --> 0:0:7.450

Cikki

Umm.

0:0:7.900 --> 0:0:9.30

DeHerrera, Deanna, HSD

Good morning, everyone.

0:0:11.0 --> 0:0:11.600

Lucero, Christa

Good morning.

0:0:11.480 --> 0:0:12.740

Monge, Guadalupe

Hi, good morning, everyone.

0:0:14.740 --> 0:0:15.380

Cikki

Well, there's.

0:0:14.660 --> 0:0:20.390

Monge, Guadalupe

My name is Guadalupe Monkey and we just wanna welcome you to the Money Network card demonstration.

0:0:25.570 --> 0:0:26.540

Orlando Vieira

Please speak up.

0:0:30.70 --> 0:0:39.880

Monge, Guadalupe

We want to remind you that this demonstration will be recorded and transcribed. The recording and transcription will be available on the Palco website.

0:0:53.950 --> 0:0:57.340

Monge, Guadalupe

Everyone will be muted until the end of the video.

0:1:0.290 --> 0:1:0.810

f85dd437-9393-49ac-8249-a62d1c4db799

You don't know.

0:1:0.180 --> 0:1:4.790

Monge, Guadalupe

If you have any questions during the presentation, please enter them into the chat.

0:1:9.640 --> 0:1:13.270

Monge, Guadalupe

There will be an opportunity for questions at the end of the PowerPoint.

0:1:17.80 --> 0:1:26.30

Monge, Guadalupe

Questions and answers from all sessions will be documented, consolidated, and sent out to all participants that have attended by March 17th.

0:1:31.90 --> 0:1:33.80

Monge, Guadalupe

And now we're gonna begin the presentation.

0:1:47.870 --> 0:1:55.380

Monge, Guadalupe

I am Linda Gonzalez, Medicaid deputy director for the state of New Mexico. We are very excited to announce that Medicaid recipients in the.

0:2:6.730 --> 0:2:9.970

Sembler, Lorraine

Lupe and probably have to start it over. There's a problem with the audio.

0:2:19.180 --> 0:2:20.310

Sembler, Lorraine

Can you hear me, Guadalupe?

0:2:25.840 --> 0:2:27.190

Monge, Guadalupe

In the state of New Mexico.

0:2:27.930 --> 0:2:32.720

Monge, Guadalupe

Well, now have the ability to pay for approved goods and services using the money network.

0:2:39.360 --> 0:2:44.930

Monge, Guadalupe

Work hard, MNC, the Money Network card is an alternative to the current palco.

0:2:49.890 --> 0:2:50.920

Monge, Guadalupe

Go check process.

0:2:51.610 --> 0:3:1.20

Monge, Guadalupe

The purpose of today's demonstration is to give you an overview of the money network card and checks and explain how the money network card improves access to funds.

0:3:31.830 --> 0:3:36.180

Sembler, Lorraine

We apologize everyone. We're going to actually, we're gonna actually stop the video.

0:3:37.300 --> 0:3:37.860

Sembler, Lorraine

And we're going.

0:3:33.240 --> 0:3:39.80

Monge, Guadalupe

Allows you to purchase goods and services online and improves the overall timeline of obtaining funds.

0:3:39.600 --> 0:3:41.610

Sembler, Lorraine

Guadalupe, can you please stop the video?

0:3:40.60 --> 0:3:42.700

Monge, Guadalupe

It is very important that you know and and.

0:3:43.530 --> 0:3:54.340

Sembler, Lorraine

OK, we're going to start from the beginning. It looks like there might be a spooling issue. So we're gonna just rewind it and start all over. Sorry about that, everyone. We'll make sure this ones a lot clearer.

0:4:5.410 --> 0:4:13.750

Monge, Guadalupe

I am Linda Gonzalez, Medicaid deputy director for the state of New Mexico. We are very excited to announce that Medicaid recipients in the state of New Mexico.

0:5:0.640 --> 0:5:1.510

Cikki

Umm.

0:5:3.970 --> 0:5:7.280

Cikki

I cannot hear a thing.

0:5:12.900 --> 0:5:13.90

Cikki

OK.

0:5:14.130 --> 0:5:14.640

Cikki

Stop.

0:5:7.330 --> 0:5:19.220

Sembler, Lorraine

Nope. Yes, there is something wrong with the audio we we tested this a couple of times, so it might be spooling Guadalupe. Are you able to start it over?

0:5:22.20 --> 0:5:22.510

Cikki

Umm.

0:5:22.310 --> 0:5:29.110

Sembler, Lorraine

We apologize, guys. We're so sorry this we've tested this and it worked out perfectly. So just we're so sorry.

0:5:31.810 --> 0:5:32.550

Cikki

Umm.

0:5:35.480 --> 0:5:36.190

Cikki

Umm.

0:6:7.180 --> 0:6:9.690

Sembler, Lorraine

We're giving it another whirl. Here we go.

0:7:5.250 --> 0:7:15.340

Sembler, Lorraine

Hello, I'm Guadalupe. We can't hear anything. So you, you're gonna have to go. Maybe reshare and get that hit that button that you hit to so we can hear the audio.

0:7:17.440 --> 0:7:18.0

Sembler, Lorraine

Thank you.

0:7:20.350 --> 0:7:21.620

Sembler, Lorraine

We'll just get this fixed.

0:7:22.950 --> 0:7:25.670

Sembler, Lorraine

And will share again and we'll be able to hopefully hear everything.

0:7:44.570 --> 0:7:45.740

Monge, Guadalupe

That work hard is.

0:7:50.830 --> 0:7:53.490

Sembler, Lorraine

Guadalupe, could you start from the beginning?

0:7:47.440 --> 0:7:54.200

Monge, Guadalupe

We will demonstrate the functionality of the money network card, which we call MNC.

0:7:57.500 --> 0:8:17.370

Monge, Guadalupe

I am Linda Gonzales, Medicaid deputy director for the state of New Mexico. We are very excited to announce that Medicaid recipients in the state of New Mexico will now have the ability to pay for approved goods and services using the money network card MNC. The Money network card is an alternative to the current PALCO check process.

0:8:18.60 --> 0:8:33.630

Monge, Guadalupe

The purpose of today's demonstration is to give you an overview of the money network card and checks and explain how the money network card improves access to funds, allows you to purchase goods and services online, and improves the overall timeline of obtaining funds.

0:8:34.640 --> 0:8:59.390

Monge, Guadalupe

It is very important that you know and understand when to use money, network services and understand the rules for using money, network services procedures such as holding on to your money network card and check receipts. The question and answer session will be held at the conclusion of the presentation. This session will be recorded and available on the Palco website. We thank you for your participation in today's training.

0:9:0.650 --> 0:9:3.920

Monge, Guadalupe

Today, we plan on walking you through the following subjects.

0:9:4.990 --> 0:9:8.400

Monge, Guadalupe

We will summarize what the money network card is.

0:9:10.100 --> 0:9:20.530

Monge, Guadalupe

We will demonstrate the functionality of the money network card, which we call MNC and SMNC check as payment methods.

0:9:21.990 --> 0:9:27.930

Monge, Guadalupe

For walk through MNC guidelines and important state policies related to the MNC.

0:9:29.630 --> 0:9:37.40

Monge, Guadalupe

We'll review both the updated vendor payment request, VPR form and the reimbursement request form.

0:9:38.420 --> 0:9:41.840

Monge, Guadalupe

We will go through MNC frequently asked questions.

0:9:43.160 --> 0:9:46.890

Monge, Guadalupe

We will summarize the demo and next steps.

0:9:48.120 --> 0:9:58.10

Monge, Guadalupe

Well, finish the meeting with the Q&A session, so feel free to make note of any questions you have or would like to discuss at the end of this presentation.

0:10:2.50 --> 0:10:5.290

Monge, Guadalupe

Summary of Money, Network card MNC.

0:10:9.640 --> 0:10:11.470

Monge, Guadalupe

By the end of this demonstration.

0:10:12.170 --> 0:10:13.0

Monge, Guadalupe

You will.

0:10:13.900 --> 0:10:16.210

Monge, Guadalupe

No. What's the money network card is?

0:10:17.60 --> 0:10:19.740

Monge, Guadalupe

Where you can use it and how to get started with it.

0:10:21.230 --> 0:10:25.710

Monge, Guadalupe

You will understand the benefits of the money network card and checks.

0:10:27.520 --> 0:10:30.600

Monge, Guadalupe

You will know how to get money, network card and checks.

0:10:32.500 --> 0:10:37.460

Monge, Guadalupe

You will understand the importance state rules for using the money network card.

0:10:38.530 --> 0:10:43.80

Monge, Guadalupe

And you will know who to call with questions about the money network card.

0:10:46.250 --> 0:10:48.240

Monge, Guadalupe

What is a money network card?

0:10:49.850 --> 0:10:56.430

Monge, Guadalupe

It's an alternative option to preprinted palco paper checks for approved goods and services.

0:10:58.10 --> 0:10:59.550

Monge, Guadalupe

It's a faster way to pay.

0:11:1.540 --> 0:11:4.170

Monge, Guadalupe

It works like a prepaid credit card.

0:11:6.780 --> 0:11:12.550

Monge, Guadalupe

Note that you may choose to continue to receive palco printed paper checks as you do today.

0:11:16.450 --> 0:11:19.150

Monge, Guadalupe

The Money network card is not for.

0:11:20.810 --> 0:11:22.950

Monge, Guadalupe

Employee payroll distribution.

0:11:25.10 --> 0:11:27.0

Monge, Guadalupe

It's not for ATM usage.

0:11:28.960 --> 0:11:30.430

Monge, Guadalupe

Or balance transfers.

0:11:32.500 --> 0:11:34.490

Monge, Guadalupe

It's not for cash withdrawals.

0:11:36.560 --> 0:11:38.290

Monge, Guadalupe

Cash back from purchases.

0:11:40.410 --> 0:11:43.600

Monge, Guadalupe

Or for use by anyone other than the cardholder.

0:11:47.460 --> 0:11:49.660

Monge, Guadalupe

Where can I use the money network card?

0:11:51.570 --> 0:12:0.320

Monge, Guadalupe

Use the money network card to pay for approved goods and services online and in stores that accept credit or debit card payments.

0:12:2.40 --> 0:12:3.380

Monge, Guadalupe

If they accept visa.

0:12:5.950 --> 0:12:12.0

Monge, Guadalupe

Use it to pay for monthly bills such as your cell phone, Internet, landline, etcetera.

0:12:13.260 --> 0:12:17.210

Monge, Guadalupe

Contact each vendor for information on setting up this payment method.

0:12:21.110 --> 0:12:22.940

Monge, Guadalupe

Money network card options.

0:12:25.180 --> 0:12:31.930

Monge, Guadalupe

Took MNC as your payment choice on the vendor payment request form. Each time you request payment.

0:12:33.800 --> 0:12:41.390

Monge, Guadalupe

The EOR will submit a VPR form for the amount being requested to be deposited to the money network card account.

0:12:43.830 --> 0:12:47.410

Monge, Guadalupe

Money Network offers both card and check payments.

0:12:48.750 --> 0:12:56.760

Monge, Guadalupe

You will receive three checks when your money network card arrives. Order additional checks at any time free of charge.

0:12:59.760 --> 0:13:1.690

Monge, Guadalupe

How to get the money network card?

0:13:3.930 --> 0:13:11.250

Monge, Guadalupe

The employer of record completes the vendor payment request form, requesting an approved good or service.

0:13:13.430 --> 0:13:17.620

Monge, Guadalupe

The VPR form is on the palco website at this link.

0:13:20.30 --> 0:13:21.820

Monge, Guadalupe

So what the money network card?

0:13:23.890 --> 0:13:29.380

Monge, Guadalupe

Select Money network card as the payment method to receive the Money network card.

0:13:31.870 --> 0:13:39.990

Monge, Guadalupe

The first time money network card is requested as the payment method, that ER will be mailed one money network card.

0:13:43.120 --> 0:13:47.790

Monge, Guadalupe

It will take up to 7 to 10 days for your money network card to be delivered.

0:13:51.640 --> 0:14:3.200

Monge, Guadalupe

Big Box store purchases. The Money network card can be used for approved goods and services purchased at big box stores such as Walmart, Target, Best Buy, etcetera.

0:14:5.370 --> 0:14:10.620

Monge, Guadalupe

The money not worked hard is a good alternative if stores will not accept paper checks.

0:14:14.400 --> 0:14:15.600

Monge, Guadalupe

Online purchases.

0:14:16.320 --> 0:14:26.30

Monge, Guadalupe

The Money network card and Money network card check maybe used for online purchases or payments when available and within the approved budget amount.

0:14:29.30 --> 0:14:59.50

Monge, Guadalupe

Hello, my name is Kyle Cox and I run the product management organization at PALCO today. I'm going to speak to you about a new option for making vendor payments in New Mexico using money network cards. The goal of this presentation is to explain why we're rolling out prepaid debit cards and how those money network cards, checks and it's mobile application work. Hopefully, after hearing this presentation, you feel comfortable choosing money network for your future vendor payments.

0:14:59.640 --> 0:15:1.830

Monge, Guadalupe

We'll begin with a quick history of this project.

0:15:3.970 --> 0:15:33.860

Monge, Guadalupe

This summer I began working with the state of New Mexico and it's MCO's on this project to increase flexibility for CEO's making vendor payments. It's taken several months to implement this program because we had to write new policies, update the vendor request forms, and change software packages. Fortunately, this hard work has paid off, because soon ER would go to choose either paper check or prepaid money. Prepaid money network for all vendor payments they receive.

0:15:35.280 --> 0:15:53.450

Monge, Guadalupe

When this program goes live at the end of the month, ER would go to choose how they receive money for vendor payments. ER can get all of their money via the all of their money via money network. They can choose to get only paper checks or they can go with a combination of paper checks and money network distributions.

0:15:55.700 --> 0:16:21.330

Monge, Guadalupe

We designed this process to be as simple as possible. The changes we will introduce into our current process is that yours will just need to select either paper, check or Money network card on their vendor request forms. The first time an ER chooses money network on the vendor request form, PALCO will automatically order a new money network card for that ER, and then we will immediately send money to that account.

0:16:22.30 --> 0:16:29.410

Monge, Guadalupe

This approach will ensure that when the ER is receive their cards in the mail for the first time, it will already have funds available.

0:16:30.720 --> 0:16:45.690

Monge, Guadalupe

Once an ER has my network account in our system, we will automatically send money to that account. This will eliminate all delays in mail because the transaction or the money that is posted to a money network account will happen immediately.

0:16:47.30 --> 0:17:3.920

Monge, Guadalupe

Just remember that if an ER has a personal money network card already, we will still issue a new money network card for vendor payments. We're taking this approach because we want to ensure that vendor funds are processed separately from things like your payroll account that you may already have a money network card for.

0:17:6.370 --> 0:17:22.800

Monge, Guadalupe

And then ear War receives their card, they're gonna get a welcome packet that looks like what's on the screen right now. Now this is an actual packet that I received on a test account that we set up. I've just taken a quick picture to walk you through so you know exactly what to expect.

0:17:24.790 --> 0:17:26.10

Monge, Guadalupe

Within this packet.

0:17:27.450 --> 0:17:56.460

Monge, Guadalupe

You will get a. A will come in a standard envelope, very plain. It will have a three checks with it and the instructions for writing checks. It will have your policies and procedures document. It will have your privacy. Notice your card holder agreement, your transaction limits, your fee schedules. You're welcome to look over all of that and you should just become familiar with it. But the two most critical pieces are the one that we're here on the right.

0:17:56.620 --> 0:18:26.820

Monge, Guadalupe

This is exactly what it will look like. It'll come on an 8 1/2 sheet, 8 1/2 by 11 sheet of paper and on it there will be a a plastic card glued to the paper and you just simply peel that off. It will also have a little sticker on this card that instructs you on how to activate your card. The activation instructions are also printed on this eight NAV sheet by 11 sheet of paper. The instructions are very simple for activation all you do is call the phone number on the card. You enter the card number.

0:18:26.920 --> 0:18:34.150

Monge, Guadalupe

Invalidate that it. You got it. At that time you will also set up your new personal identification number. Otherwise called a PIN.

0:18:35.890 --> 0:18:50.770

Monge, Guadalupe

Please don't tell anybody your pin. Just as a friendly reminder that should not be shared with anybody, even the even the money network folks. They will never ask for it. So and I'll walk you through all of that piece. But just remember that that's the way that you can identify yourself to money network.

0:18:51.980 --> 0:18:55.810

Monge, Guadalupe

As well as how you'll do pin based transactions.

0:18:56.880 --> 0:19:8.820

Monge, Guadalupe

Which we'll talk about in just a second. The other piece to really look for is the the checks. So let's talk about those two critical pieces. Again, a little in a little more detail. The card and the checks. Again, this is exactly what you will receive.

0:19:12.640 --> 0:19:16.890

Monge, Guadalupe

The Money network card that you receive will.

0:19:18.80 --> 0:19:20.710

Monge, Guadalupe

Look exactly what what it shows on the screen right now.

0:19:22.210 --> 0:19:52.950

Monge, Guadalupe

It is going to have the orange top and white in the bottom. It's going to be a Visa branded debit card. The key thing to realize about this is that it can be used as both a debit and a credit card as A and a can run over the credit card rails. What that means is this is a prepaid debit card, so it cannot exceed the amount of money on the card. You cannot go into debt with this card, accidentally go over or anything like that. It will allow you to spend exactly what's on your card.

0:19:53.50 --> 0:19:56.940

Monge, Guadalupe

And no more. You can obviously spend less, but you cannot exceed it.

0:19:58.10 --> 0:20:27.310

Monge, Guadalupe

Because it is Visa branded, you can use this card anywhere that accepts visa transactions. You can also use it as a debit card, which means that you can do it in places that only accept debit transactions and the it's a hard distinction to explain, but if you go into a if you go into a store, sometimes they will. Basically they will not have an option to run a visa card, but they will give you the option to run a debit in that scenario. That's where you would use that pin again.

0:20:27.830 --> 0:20:37.990

Monge, Guadalupe

Where you swipe your card and enter it a the personal identification number. Your 4 digit code that you've set up, or you can sign and that's called signature debit.

0:20:40.60 --> 0:21:8.530

Monge, Guadalupe

Keep in mind that if you run it as visa, you're gonna have the most protection from Visa 0 liability, and that's at the bottom. I wanna kind of call that out for a second. These are zero liability basically means that any time that your card is lost, stolen, or compromised, you would not be responsible for the transactions. What that means is that if somebody steals your card and they go out and use all of your vendor payment money.

0:21:8.710 --> 0:21:17.900

Monge, Guadalupe

Uh, fraudulently, you call money network and they will automatically refund the refund that money back to your account. They'll cancel this card. They will send you a new one.

0:21:19.510 --> 0:21:47.380

Monge, Guadalupe

You have all the full protections of a traditional credit card with this that you would with any other card. The biggest difference is just remember that this is a prepaid debit, so it does have that limit because it has the limit, the amount of fraud on prepaid cards is extremely low, it's just not a target that fraudsters go after simply because you are limited to the amount of money on the card. However, please know that you do have a full faith and backing of visa.

0:21:48.600 --> 0:22:18.390

Monge, Guadalupe

This card will also can also be added to digital wallet so you can add this to like a Samsung wallet, Google Wallet. Something like Apple Pay, something like that if you want to. It is also a chip card so this is one of the cards that a lot of merchants have require now where you actually have to put the card into the device. The point of sale device and leave it there for a minute while the processes that's just an added level of security as well in addition to the card you will receive three money.

0:22:18.460 --> 0:22:48.860

Monge, Guadalupe

Network checks that can be used to pay vendors that do not accept electronic payments or that they simply prefer checks to avoid the visas transaction fees. The key thing to remember with these checks is that they're they must be authorized with the transaction number before they will work. Transaction numbers are obtained by calling the Money network, customer service, and selecting check options from the automated prompts. Once you've selected this option, you will enter the the check number, a digit and the amount.

0:22:49.550 --> 0:22:51.420

Monge, Guadalupe

The check number is right up here.

0:22:52.440 --> 0:23:23.530

Monge, Guadalupe

In this scenario, I would enter 123456789 for my check number and my digit number. I would enter as one. Then I would go ahead and enter the amount of money that I wanna pay again. Because this is a

prepaid debit, you cannot exceed the amount of money on the card so and it will, it will subtract it immediately. Once this is finalized. So if I had a \$20 limit or I've had a \$20 balance on my card.

0:23:23.670 --> 0:23:41.370

Monge, Guadalupe

And I went to make a \$10 payment via check. It would immediately like when I type that information, the money network card system would immediately check to see if I have the available \$10. Once it verifies that I do, it would immediately subtract that \$10.00 for my \$20 balance.

0:23:42.320 --> 0:23:59.410

Monge, Guadalupe

Leaving me \$10.00 left to spend in that card and it would issue a transaction number on the phone. The transaction number is placed right here at the bottom where my mouse pointer is at right now and I would physically write the number that they read off over the phone into this box into these boxes.

0:24:1.340 --> 0:24:16.180

Monge, Guadalupe

Once that is done, those funds are automatically removed from your account because you have written a dollar amount right here. You put the date and you put the transaction. At that point you're good. You can go ahead and hand this to any merchant, any vendor that you want to.

0:24:17.560 --> 0:24:28.70

Monge, Guadalupe

And it's ready to go. The Nice piece about these money network checks is again, because they have to have that transaction number. It's very secure.

0:24:29.360 --> 0:25:1.30

Monge, Guadalupe

Two vendors can verify that the amount of money that or the check that you're paying them with is valid on every money network check. It's going to have this exact message that's written on this check right here. This sample check and it says checks are not valid without a transaction number for your protection before caching, collect the information requested in the back of this back of this check and call 866-845-9322 to verify the transaction number and the dollar amount are valid.

0:25:1.970 --> 0:25:29.390

Monge, Guadalupe

By doing that, by having that on there, it gives great assurances to the vendors that you are not just writing down a random transaction number or that nobody has messed with the amount of money on here. So let's say you got a valid transaction number for \$10 and you just went ahead and added an extra 0. If somebody just went ahead and added an extra 0, somebody calling into that number could verify that \$100 for that transaction number does not work.

0:25:30.550 --> 0:26:0.120

Monge, Guadalupe

This one basically how this process is set up gives a high level of security for the actual vendors, and so the reason that they do this is because one it increases the security for the card holder, the URL and the

scenario two, it makes it very easy for a vendor to accept this because they can check to make sure everything is valid and three it is highly secure and it's highly secured to the point where these checks.

0:26:0.190 --> 0:26:30.910

Monge, Guadalupe

Can be utilized even used even if the card is reported lost or stolen. So let's say you lose this plastic card in the left. You will still be able to use the checks on the right while you're waiting for the new payment to come through. That's a critical piece because we never want our ears and our participants to go without the goods and services that they need to get from a vendor. We wanna make sure that there's always an option. So with this scenario, even if you lose your card, you can use these additional checks. You can use your checks.

0:26:31.390 --> 0:26:38.870

Monge, Guadalupe

You can order additional checks at any point by simply calling the money network number on the back of your card or through the application.

0:26:41.280 --> 0:26:49.540

Monge, Guadalupe

Now that you know what to expect in the mail and understand the money, network cards and the checks and how they function, let's talk about managing your account.

0:26:52.190 --> 0:27:23.510

Monge, Guadalupe

Now I'm gonna and, and we're gonna do that through an application demo. So the money network application is available on Apple Store or on the Google Play Store. And I'm gonna go ahead. This is what I'm sharing in my phone right now is just a standard mobile telephone device. So it's just a simple cell phone. I'm gonna go ahead and log into my phone, and we're gonna pull up an exact money network at the exact application that you will install on your phone.

0:27:23.600 --> 0:27:25.610

Monge, Guadalupe

If you choose to use the mobile application.

0:27:26.280 --> 0:27:31.850

Monge, Guadalupe

Money Network also has a website that you can manage it if you want to use that, but today I'm gonna demo the Money Network application.

0:27:32.830 --> 0:27:35.280

Monge, Guadalupe

So I'm gonna go ahead and click on money network.

0:27:35.910 --> 0:27:49.120

Monge, Guadalupe

And again, this is live. This is production. This is exactly what you will see. I am using a test account, but everything that I showed today is something that you can you will be able to do on your application and it will be identical to what I'm showing.

0:27:51.580 --> 0:28:1.740

Monge, Guadalupe

So the first thing you see is welcome back Kyle and the bird holder for here. For this this is my network. I can before I even log in, I can view my account balance is gonna go ahead and do that.

0:28:3.200 --> 0:28:9.340

Monge, Guadalupe

I hit the quick view balances, it shows me that I have a balance of \$9.48 on this account.

0:28:11.600 --> 0:28:16.270

Monge, Guadalupe

So it's kind of nice to be able to see what you have about actually having a log all the way into the device.

0:28:17.500 --> 0:28:23.30

Monge, Guadalupe

On the next one down at the bottom left, right here we have locate ATM.

0:28:25.440 --> 0:28:56.230

Monge, Guadalupe

Locate ATM's, not feature function that you guys should. That ER should be using and the reason I say that is because even though the money network card would allow cash withdrawals, a state policy is that all vendor payment should be processed either through a tape, a check, another network check that we just talked about with the transaction number or as a as a electronic transaction, meaning either a debit or a credit. But prepaid credit transaction.

0:28:56.790 --> 0:29:2.80

Monge, Guadalupe

So it should never be that you need to get cash out, so they locate ATM options should never be used.

0:29:3.410 --> 0:29:9.780

Monge, Guadalupe

Next door over here is the contact us. Contact us if I hit that, it would immediately call.

0:29:11.80 --> 0:29:27.980

Monge, Guadalupe

See Money network customer service which I could use to order new checks, reported card loss or someone or anything like that. That number is also placed in the back of my check. I'm sorry card and it's so it's readily available. However, it's just nice to be able to have that quick contact US button on here.

0:29:29.40 --> 0:29:39.780

Monge, Guadalupe

Security and privacy is just going to give me privacy and security information about this card. If I wanna learn more, I can click on that and it will tell me some of the ways that this protects your identity and information.

0:29:41.920 --> 0:29:48.160

Monge, Guadalupe

The real use of this card is actually after you or application is after you hit sign in. So I'm gonna go ahead and sign in.

0:29:48.900 --> 0:30:20.590

Monge, Guadalupe

It's gonna go black for just a second, and that's because it cut. There is a feature on here for security that covers up my login. However, I'll just kind of walk you through it. My phone says confirm biometrics, which means that I can't use a fingerprint sensor or I can use facial ID recognition. So some some phones you just log in via your face. Some of you use via a fingerprint. You do not have to use either of those. You can also use a password. Whatever you're comfortable with. Choose that message. I'm gonna go ahead and use my fingerprint real quick to sign in.

0:30:20.870 --> 0:30:25.370

Monge, Guadalupe

And what was on the screen? That's what it looks like. You just use your thing here, password if you want.

0:30:26.280 --> 0:30:31.890

Monge, Guadalupe

Now that I'm in the application, let's go ahead and walk through each of the main functions and areas.

0:30:33.630 --> 0:30:39.490

Monge, Guadalupe

There's one at the top. We can see my account balance. So first it says hello. OK, I'll text gives me the date.

0:30:40.390 --> 0:30:42.760

Monge, Guadalupe

On the card holder so it it it would use my name.

0:30:44.100 --> 0:30:54.150

Monge, Guadalupe

Main account is going to show \$9.48. This is my balance on the card. If I want to see my transaction history I come down here and hit see activity.

0:30:56.460 --> 0:31:27.70

Monge, Guadalupe

When I pull CA kid when I hit C activity, all this is going to do on the right or my my pointer is at right now those are all different transactions that I have processed on this card. So if I had gone to a store and purchased money, I'm sorry purchased an item for vendor payments. I spent that money. It would show how much how many dollars and cents were used and to which vendor. So all of this is going to be kind of kept help you keep your records within the application itself.

0:31:28.370 --> 0:31:32.680

Monge, Guadalupe

You can go down and see everything. You can go back to previous months as well.

0:31:34.100 --> 0:31:46.120

Monge, Guadalupe

Up here, if I wanted to see my account number and routing number, I could click this number. This button I don't need to see those numbers days I won't display them even though this is a test account, they're just be no reason to show them. So I'm gonna go ahead and go back.

0:31:47.910 --> 0:31:50.620

Monge, Guadalupe

That's my account balance and transaction history.

0:31:52.90 --> 0:31:55.580

Monge, Guadalupe

When I go down to the middle here where it has quick tools.

0:31:56.310 --> 0:32:19.100

Monge, Guadalupe

Send money is another function that this card has, but you won't use and send money is very similar to like a Venmo situation, where it's called P to P transactions. It means that it's person to person. Meaning if I wanted to send money directly to an individual, I could do that by getting their e-mail address and simply sending them money that direction.

0:32:19.780 --> 0:32:43.250

Monge, Guadalupe

We won't be using that because, again, the state policy is that all transaction should be either done via a money network check or they should be done as a as a plastic electronic transaction. Meaning you put your card in the machine and it's processed, so you wouldn't be. You wouldn't use this, send money piece and again you wouldn't use the ATM because that's against state policy.

0:32:44.720 --> 0:32:51.890

Monge, Guadalupe

You can look at account information that's going to give you the same information that I just showed, where you can see your routing number or account number.

0:32:52.620 --> 0:33:25.610

Monge, Guadalupe

Chances are you will not need to ever reuse that, but you you can see it and you could use it. The big feature here is going to be lockhard. I'm gonna go ahead and show you what this looks like. So the nice piece about your money network cards is you have the ability to turn them on or off for use by clicking this button. When I click this button I can it has a button up here that says you can lock or unlock your card. I've been practicing this demo a lot so I've actually exceeded the amount that I could do in a 24 hour period.

0:33:25.710 --> 0:33:36.380

Monge, Guadalupe

I think I've done it like 40 or 50 times and so but basically it just has a slider. I clicked that slider on and off and it locks or unlocks my card. It's very very fast.

0:33:37.520 --> 0:33:49.950

Monge, Guadalupe

It can literally happen if you're standing in a line, you're getting ready to use your card, you can log in mobile application and lock it right before you put your card in the device and the machine, and it would work. And then you can lock in immediately after.

0:33:50.820 --> 0:34:11.780

Monge, Guadalupe

This is just a nice feature to have, especially if your card is not within your control and you're concerned about it. Let's say I left my my network card in my car. I didn't wanna go out there at night and get it. I just figured I'd get it the next morning, but I don't want it to be used. I can simply lock that card at that point and then go get it in the morning.

0:34:12.590 --> 0:34:34.260

Monge, Guadalupe

So that the the ability to lock your card is a nice feature because it just gives you a little more security. You do not use locking. Your card is only used when you know where it's at and you have control of it. You can also and should also report your card lost or stolen if you absolutely lost the card, you have no idea where to get it. It's just in the wind. It's gone.

0:34:35.510 --> 0:34:42.870

Monge, Guadalupe

Or if you ever notice fraudulent activity, if you ever need to report your card lost or stolen, that would be a call into the customer service area.

0:34:45.560 --> 0:34:51.240

Monge, Guadalupe

But locking your card is just a nice feature that you can use to make sure it's secure when you know where it's at.

0:34:52.240 --> 0:34:55.220

Monge, Guadalupe

On the same menu you have the ability to change your password.

0:34:56.380 --> 0:35:2.900

Monge, Guadalupe

Disable your fingerprint biometrics or if you had facial recognition on your phone, you would be able to disable facial recognition.

0:35:4.870 --> 0:35:20.680

Monge, Guadalupe

You would be able to see what your trusted devices are, so once you first go to set up your money network application or on the website, it will send you one time password, which means it just sends you a number like to your e-mail address you type that number in and you make it a trusted device.

0:35:22.20 --> 0:35:40.490

Monge, Guadalupe

Next one is your manage security questions. Those are there's a series of questions that they'll ask you

and your first sign up for your application or I'm sorry, your yard. And so that way when you go into the application or go into the website, you just answer a series of questions that you know, and that's how they validate your identity.

0:35:41.740 --> 0:36:10.470

Monge, Guadalupe

One of the methods that they use for validating your identity, the last piece is your fraud alerts. In fact, I click on fraud alerts. It's just gonna tell me that ways that they keep keep me protected from fraud. It's just informational section. It tells me that throughout this whole throughout the whole time I have my money, network card visa is going to and money network is going to work together to make sure that there are detecting fraudulent activity and they may have to contact you at some point just to validate your transactions or your own.

0:36:11.260 --> 0:36:35.330

Monge, Guadalupe

If you ever get a call from the my network fraud area, basically they will just ask to see if you've done a transaction. If you have, say yes and they will immediately unlock your card and you're ready to go. If you have not done the transaction that they're asking you about you your report that as fraudulent and they will immediately send you a new card. Keep in mind, even if they send you a new card, you can still use your checks.

0:36:37.60 --> 0:36:45.570

Monge, Guadalupe

OK, you go back to the home area again. So that's the lock the card feature. So you see lock and unlocked. So next we're gonna look at the Piggy Bank to set aside funds.

0:36:46.240 --> 0:37:15.670

Monge, Guadalupe

Piggy banks are a completely optional feature and I want everybody to. I want to really emphasize that this is optional. You do not have to use a Piggy Bank if you want to. A Piggy Bank is basically just a way to set money to the side and I'll actually walk through a quick demo with it. I'll kind of I'll be kind of quick with it just to show people what it does, but just keep in mind that this everything that I'm gonna say is completely optional. You do not have to use a big event, OK? If you choose to use it.

0:37:16.190 --> 0:37:43.860

Monge, Guadalupe

Yours I can think of kind of two reasons at an ER may want to use a Piggy Bank. The first one is if I represent multiple participants, I could right now if I'm looking at this and this represents 3 participants, money worth of money and each of them have about 3 bucks, I could create a Piggy Bank for each of those participants because I can create up to three. And what this would allow me to do is kind of basically just move money into a different pool. So.

0:37:45.920 --> 0:38:0.60

Monge, Guadalupe

That's one use case and a second use case I could see is for moving aside money for specific bills. So if you get a vendor payment well before a bill is due or is gonna be pulled out, you can move money to a Piggy Bank.

0:38:1.640 --> 0:38:4.670

Monge, Guadalupe

That could be a use case, and that's the one that I'm going to talk about now.

0:38:6.310 --> 0:38:34.880

Monge, Guadalupe

I've demonstrated throughout this or throughout this demonstration you saw that I have \$9.48 and right now it is March 9th. Let's say that I want to schedule or I have my phone bill coming out on March thirty 30th in order to and I don't want that money being spent. I want it just to kind of set it aside, put it in a Piggy Bank for the time being. What I can do is I can create a cell phone.

0:38:35.870 --> 0:38:52.330

Monge, Guadalupe

I can call it anything I want, but I'm just going to call this cell phone bill. I can create a Piggy Bank. It's called cell phone bill and add a Piggy Bank. I am doing this in real time. This is actually happening so you can see exactly what it will look like. Now it says go to your Piggy Bank. So I'm gonna go ahead and I've got it added.

0:38:53.740 --> 0:39:21.290

Monge, Guadalupe

You can see my piggy banks popped up. I can do up to three piggy banks and basically move money aside. Biggest thing to remember is just like when you're a kid, if you put money in your Piggy Bank, it's not available to spend. Same thing with this right now I have \$9.48 available to spend. If I move anything to a Piggy Bank, it's gonna take away from my availability, use my ability to spend it, which I'm going to do right now. I'm gonna click on this piggybank see activity.

0:39:22.490 --> 0:39:33.200

Monge, Guadalupe

And I've got my total piggybank. Balance will be up here. So if I had multiple, it would have them all up, but my cell phone bill is the Piggy Bank that I wanna look at right now. So let's go ahead and click on this.

0:39:34.160 --> 0:39:37.890

Monge, Guadalupe

And I'm going to move some money into that Piggy Bank and then click move money.

0:39:39.990 --> 0:39:45.720

Monge, Guadalupe

And I'm going to move from my main account to my cell phone bill. I'm gonna move \$5.

0:39:48.820 --> 0:39:51.530

Monge, Guadalupe

I can type in a note if I want to and I'm just gonna hit send.

0:39:55.90 --> 0:40:0.200

Monge, Guadalupe

It's going to have me confirm that I wanna move it to that Piggy Bank, and I'm gonna hit send and done.

0:40:0.890 --> 0:40:18.620

Monge, Guadalupe

Now I'm gonna go back to the home page and just show you what it looks like. So now I have \$4.48 available that I can spend and \$5 available. If I have a bill at the end of the month or something that I don't wanna spend that money, I don't want to accidentally spend it or I just want to move to aside piggy banks are a good option for that.

0:40:19.920 --> 0:40:48.440

Monge, Guadalupe

The thing to remember is if I go to do a transfer, if I go to actually spend money and I needed that \$5 and to cover it. So let's say I went to pay, it's now it's March 30th. My phone bill is due. I want that \$5. If I wrote a check, I could not write a check for \$5 because it wouldn't approve and I could not do a transit. If I went to do a debit or credit card transaction for \$5, it would not approve because there's not enough money in the main account.

0:40:49.60 --> 0:40:57.360

Monge, Guadalupe

I would have to move money from the Piggy Bank over to the main account. So let's go ahead and do that real quick. I'm gonna again go into the Piggy Bank.

0:40:57.970 --> 0:40:59.440

Monge, Guadalupe

I'm gonna click the cell phone bill.

0:41:0.580 --> 0:41:1.670

Monge, Guadalupe

I'm gonna move money.

0:41:2.420 --> 0:41:7.620

Monge, Guadalupe

And this time, instead of coming from the main account, I'm gonna move money out of my Piggy Bank.

0:41:8.690 --> 0:41:10.610

Monge, Guadalupe

And I'm gonna move it into the main account.

0:41:11.550 --> 0:41:12.970

Monge, Guadalupe

And I'm gonna move that \$5.

0:41:15.530 --> 0:41:16.620

Monge, Guadalupe

I hit OK.

0:41:17.750 --> 0:41:18.520

Monge, Guadalupe

Confirm.

0:41:20.540 --> 0:41:20.950

Monge, Guadalupe

And that.

0:41:21.720 --> 0:41:27.370

Monge, Guadalupe

And now if I go back into it, it shows I have a balance of \$9.48 my main account piggybank 0.

0:41:28.480 --> 0:41:33.430

Monge, Guadalupe

If I don't want, if I wanna get rid of my pigman call together, I just go into it and I can delete it.

0:41:34.830 --> 0:41:38.200

Monge, Guadalupe

I flew through that presentation because.

0:41:39.280 --> 0:42:2.840

Monge, Guadalupe

I really don't because it's optional. I don't know how many people are going to use that. There is additional information online. It's just something to be aware of. The other piece that I wanna make sure that we're that I really emphasize at this point is I gave the example. If you're an ER with multiple participants, you may you wanna use a Piggy Bank to separate your your, your individual participants out.

0:42:4.40 --> 0:42:33.610

Monge, Guadalupe

But I also want to call out that every single vendor payment transaction you have the ability to choose if you wanna get that as a money network account or have that put on a money network account or if you want to receive a paper, check. Our paper checks are not going away, so if you're comfortable with our current process, feel free to continue to use that. If this Piggy Bank seemed overwhelming at all, don't use it. This is all optional. Everything that we're doing here is to give you.

0:42:33.870 --> 0:42:56.100

Monge, Guadalupe

A little more flexibility and ability, but if you don't like the big advantage, you don't have to use them. If you as if you're an ER with multiple participants and you find this cumbersome, you can continue to use the paper checks or you can use most get most of your stuff on paper check and just use the Money network card for the ones that it makes sense. Like if you're going to a large vendor or something like that.

0:42:57.560 --> 0:43:0.310

Monge, Guadalupe

Again, just walking you through and giving you all the options.

0:43:1.260 --> 0:43:11.10

Monge, Guadalupe

OK, down at the bottom, we have another optional feature that you can use, this one really quick. It's manager account alerts, so go ahead and click on this.

0:43:11.880 --> 0:43:19.900

Monge, Guadalupe

And it's just gonna say alerts help you keep track of your money. Select which alert you wanna receive by e-mail or note push notification. I'm gonna hit plus.

0:43:21.190 --> 0:43:41.60

Monge, Guadalupe

To manage them and see what they are, and these are what you can get alerts on. You can be alerted when a deposit hits your account when an ATM withdrawal happens, you can be alerted when a purchase goes over a certain amount. You can set that amount. Right now I would have it as \$2.50. I can change that to \$250 just like that.

0:43:42.760 --> 0:43:49.150

Monge, Guadalupe

Same thing for my balance under. I can get an alert if my balance ever goes below 5 bucks or however you want to set it up.

0:43:51.300 --> 0:44:10.120

Monge, Guadalupe

You can click on any of these to say I wanna push. I wanna e-mail notification e-mail will simply send you an e-mail to your inbox that tells you that this event has occurred like a a deposit has occurred or an ATM. Again, ATM should never happen because they're not allowed in the system. But you do have the ability to set the alert.

0:44:10.780 --> 0:44:24.10

Monge, Guadalupe

Second, you can do a push notification. This is where it would pop up on the actual mobile phone. It would send you a message from the application. You can send any of those up. Once you get comfortable with them, you hit save.

0:44:25.400 --> 0:44:30.920

Monge, Guadalupe

And then immediately it's been updated and so I can then see how those are set up.

0:44:32.730 --> 0:44:34.340

Monge, Guadalupe

That is the.

0:44:36.260 --> 0:44:53.50

Monge, Guadalupe

That is the mobile application. Again, we went over account balance, transaction history, locking and unlocking the card, creating a piggybank to set aside funds and setting it up account alerts. It's a very basic system. I mean it's very user friendly system.

0:44:54.280 --> 0:45:26.930

Monge, Guadalupe

You'll see all of those pieces just from the main point. The nice thing is, it's pretty easy to move in out of this application, but it gives you full control over your over your money and you can see what's been

spent when, and you can set up one last thing I forgot to point out before we leave the screen. Is it upper right hand corner? You have a help menu and that will walk you through each of the things that I had talked about. So if you wanted more money on, you know, card controller wanted more information on card control, it will walk you through. So it has a bunch of questions and answers.

0:45:27.120 --> 0:45:29.620

Monge, Guadalupe

Developed in here to help you understand this system.

0:45:30.790 --> 0:46:1.820

Monge, Guadalupe

Let's say you ever get to the point where you you need additional help. That's, this is what I'm gonna kind of close at when you need additional help, you have two options for customer service. First one is the CCC. This is you will use CCC for program specific questions. Things like the policy and procedures. If you had a question about what was or was not permitted in this program. For example, if you accidentally forgot that cache withdrawals are not allowed on this part of this program and you just wanted to verify that.

0:46:1.980 --> 0:46:6.870

Monge, Guadalupe

You could call her the CS and they would tell you yes, do not use money network for cache transactions.

0:46:7.860 --> 0:46:38.890

Monge, Guadalupe

Cash withdrawals. You could also call them for things like help with forms if you are going through your vendor request form, you have a question about how to fill that out. You can go ahead and call them for all of the account specific information. That's when you would call customer service. So customer service, I'm sorry, money network, customer service and they're there for things like card activation, transaction numbers for the checks. So if you're gonna write a check to get the transaction number, you call them.

0:46:39.700 --> 0:47:9.870

Monge, Guadalupe

This is also where your report lost or stolen, or if you have questions about how to use the application that I just walked you through, that's where you would do my network. So throughout this whole process, keep in mind that errors are in charge of everything you can say and in charge of how you get your money, you can determine if you wanna stick with paper checks. If you wanna use money network, you can control if you wanna use piggy banks or alerts or anything else. The entire purpose of this project and this program right now.

0:47:10.30 --> 0:47:29.60

Monge, Guadalupe

Is to enable ER's to feel like they're, you know, to feel the control themselves or to gain control for themselves. Whatever is going to best help you be successful to support your participants. That's what we want to do. So I really appreciate everybody's time. Thank you. And I'm gonna go ahead and turn over the presentation now.

0:47:30.590 --> 0:47:48.510

Monge, Guadalupe

Hello, my name is Tally Tolan and I'm the Bureau chief of the long Term Services and supports Bureau at Medicaid and we oversee the self-directed community benefit program. I'm going to talk to you about the money network card and check state guidelines.

0:47:52.440 --> 0:48:6.590

Monge, Guadalupe

First of all, it's very important to keep your proof of purchase when using the Money network card or check and proof of purchase can include a receipt, an invoice, or other documentation.

0:48:9.730 --> 0:48:23.260

Monge, Guadalupe

It is also important to respond to requests for documentation and information from Conduent your consultant, your support broker, community supports or care coordinator.

0:48:27.60 --> 0:48:34.970

Monge, Guadalupe

Conduent will conduct audits on purchases and may request your receipts to verify approved items were purchased.

0:48:39.970 --> 0:48:47.200

Monge, Guadalupe

Next, I want to talk about what the Money network card is. Not for. It is not for cash withdrawals.

0:48:48.60 --> 0:48:50.470

Monge, Guadalupe

It is not for ATM withdrawals.

0:48:51.490 --> 0:48:54.560

Monge, Guadalupe

It is not for cash back from purchases.

0:48:56.490 --> 0:49:0.520

Monge, Guadalupe

For transferring money network card funds to another bank.

0:49:2.710 --> 0:49:5.320

Monge, Guadalupe

For employee payroll distribution.

0:49:8.20 --> 0:49:9.840

Monge, Guadalupe

Or authorized use.

0:49:10.970 --> 0:49:13.760

Monge, Guadalupe

By anyone other than the card holder.

0:49:18.880 --> 0:49:24.410

Monge, Guadalupe

Now I wanna talk about what the money network card check is not to be used for.

0:49:25.840 --> 0:49:28.430

Monge, Guadalupe

It is not to be used for cash withdrawals.

0:49:30.310 --> 0:49:32.40

Monge, Guadalupe

For payment to yourself.

0:49:34.420 --> 0:49:37.90

Monge, Guadalupe

For payment to friends or family.

0:49:39.90 --> 0:49:41.680

Monge, Guadalupe

For employee payroll distribution.

0:49:44.220 --> 0:49:49.710

Monge, Guadalupe

Or to be authorized for use by anyone other than the check signer.

0:49:52.390 --> 0:49:53.90

Monge, Guadalupe

Forms.

0:49:54.840 --> 0:49:58.130

Monge, Guadalupe

Be on the lookout for new updated forms.

0:50:0.360 --> 0:50:3.370

Monge, Guadalupe

The updated vendor payment request form.

0:50:5.410 --> 0:50:9.900

Monge, Guadalupe

And the new money network card reimbursement request form.

0:50:12.590 --> 0:50:23.180

Monge, Guadalupe

Forms will be available beginning March 31st, 2023 at the following websites for focus and the Medicaid portal.

0:50:24.250 --> 0:50:29.270

Monge, Guadalupe

VPR can also be submitted through the Medicaid web portal.

0:50:30.90 --> 0:50:35.110

Monge, Guadalupe

As indicated on the slide, the New Mexico Medicaid web portal.

0:50:37.370 --> 0:50:39.620

Monge, Guadalupe

Change to vendor payment request form.

0:50:40.720 --> 0:50:47.60

Monge, Guadalupe

Request funds for approved goods and services to be distributed to the Money network card.

0:50:47.790 --> 0:50:53.290

Monge, Guadalupe

Slot the Money network card option and the desired method of payment section.

0:50:54.350 --> 0:51:7.0

Monge, Guadalupe

Complete and return to Conduent by e-mail, by fax or online, beginning March 31st, 2023 at the New Mexico Medicaid web portal.

0:51:11.250 --> 0:51:14.210

Monge, Guadalupe

Money network card reimbursement request form.

0:51:14.920 --> 0:51:24.400

Monge, Guadalupe

Use the money network card reimbursement request form. If your card has been lost or stolen and you haven't heard a replacement fee.

0:51:25.110 --> 0:51:32.130

Monge, Guadalupe

Complete the form to be reimbursed for the replacement fee. Send the completed form to Conduent.

0:51:35.10 --> 0:51:36.940

Monge, Guadalupe

Frequently asked questions.

0:51:39.160 --> 0:51:41.540

Monge, Guadalupe

Where can I use my money network card?

0:51:43.660 --> 0:51:52.610

Monge, Guadalupe

Anywhere that accepts visa, such as stores or businesses such as Walmart, Target, Best Buy and other retailers.

0:51:54.60 --> 0:52:2.720

Monge, Guadalupe

An online or over the phone for approved goods and monthly vendor purchases such as Internet, phone, etcetera.

0:52:6.80 --> 0:52:13.940

Monge, Guadalupe

I requested the money network card and checks but it has been over 10 days and I still haven't gotten them. What should I do?

0:52:16.70 --> 0:52:24.130

Monge, Guadalupe

Call Money network card customer service at 1-888-913-0900.

0:52:27.630 --> 0:52:30.620

Monge, Guadalupe

How do I reorder money network card chats?

0:52:31.830 --> 0:52:44.180

Monge, Guadalupe

Called the Money Network card customer service at 1-888-913-0900 to order more checks. There is no fee to order additional checks.

0:52:48.280 --> 0:52:50.290

Monge, Guadalupe

Can I choose my own pen?

0:52:52.160 --> 0:53:0.30

Monge, Guadalupe

Yes, call Money network card customer service at 1-888-913-0900.

0:53:1.970 --> 0:53:4.170

Monge, Guadalupe

Make sure to use a four digit number.

0:53:6.290 --> 0:53:14.800

Monge, Guadalupe

Do not use personal information as your pen. Select something easy to remember but hard for others to guess.

0:53:20.880 --> 0:53:23.40

Monge, Guadalupe

What should I do if I forget my pen?

0:53:24.940 --> 0:53:35.420

Monge, Guadalupe

Call Money network card customer service at 1-888-913-0900. This number is also on the back of your card.

0:53:36.830 --> 0:53:42.710

Monge, Guadalupe

Follow the directions to create a new pen. Your new pen will become active right away.

0:53:46.420 --> 0:53:54.660

Monge, Guadalupe

What if my card is not on me, but I know where to find it? For example, you left your money network card at a family members home.

0:53:56.650 --> 0:54:3.760

Monge, Guadalupe

You can lock your card by going to the money network, mobile app or website at the following link.

0:54:6.150 --> 0:54:9.520

Monge, Guadalupe

Locking your card stops other people from using your card.

0:54:11.920 --> 0:54:18.790

Monge, Guadalupe

Once you get your card back, you can unlock the card by going to the money network, mobile app, or website.

0:54:22.940 --> 0:54:25.840

Monge, Guadalupe

What if my money network card is lost or stolen?

0:54:27.850 --> 0:54:33.160

Monge, Guadalupe

Call 1-888-913-0900 right away.

0:54:33.880 --> 0:54:38.580

Monge, Guadalupe

Tell them your card has been lost or stolen. They will freeze your card.

0:54:40.80 --> 0:54:44.610

Monge, Guadalupe

They will send a new card to your mailing address in seven to 10 days.

0:54:46.310 --> 0:55:2.470

Monge, Guadalupe

This new card will have a new card number reminder. If you set up automatic payments for your MNC, you have to tell your vendors the new card number. If you do not notify them your automatic payment will be denied.

0:55:6.650 --> 0:55:11.170

Monge, Guadalupe

Until your new card arrives, use money network card checks to make payments.

0:55:15.200 --> 0:55:18.710

Monge, Guadalupe

Is there a fee for a lost or stolen MNC?

0:55:19.560 --> 0:55:23.890

Monge, Guadalupe

There is no fee the first time your money network card is lost or stolen.

0:55:25.120 --> 0:55:31.100

Monge, Guadalupe

If your MNC is lost or stolen more than once, your card will be charged a fee to replace it.

0:55:32.810 --> 0:55:34.940

Monge, Guadalupe

The state will pay you back for that fee.

0:55:37.300 --> 0:55:42.490

Monge, Guadalupe

To get paid back for the fee, complete the money network card reimbursement request form.

0:55:44.690 --> 0:55:53.730

Monge, Guadalupe

It will take up to 30 days after the form is sent to be paid back. Be sure to budget accordingly until the fee is reimbursed.

0:55:57.300 --> 0:56:0.380

Monge, Guadalupe

What is my MNC checks are lost or stolen.

0:56:1.720 --> 0:56:7.650

Monge, Guadalupe

Call 1-888-913-0900 to order new checks.

0:56:8.990 --> 0:56:11.200

Monge, Guadalupe

There was no cost to order more checks.

0:56:14.730 --> 0:56:18.10

Monge, Guadalupe

Does it cost anything to use the money network card?

0:56:19.430 --> 0:56:23.570

Monge, Guadalupe

No, there was no fee for using the Money network card.

0:56:25.400 --> 0:56:30.450

Monge, Guadalupe

Use the card to pay for approved goods and services in a store or online.

0:56:34.220 --> 0:56:36.640

Monge, Guadalupe

Can I withdraw cash from ATM's?

0:56:38.300 --> 0:56:38.820

Monge, Guadalupe

No.

0:56:39.420 --> 0:56:47.310

Monge, Guadalupe

It is against state rules for members and EOR's to use the money network card to take out cash of any kind.

0:56:50.420 --> 0:56:54.240

Monge, Guadalupe

Can I move my balance from the money network card to another bank?

0:56:55.940 --> 0:57:3.180

Monge, Guadalupe

No, it is against state rules for members and ER to move money network card money to another bank.

0:57:7.900 --> 0:57:12.520

Monge, Guadalupe

How will I know my balance or when money has been added to my money network card?

0:57:14.430 --> 0:57:16.520

Monge, Guadalupe

Money Network mobile app too.

0:57:17.210 --> 0:57:21.680

Monge, Guadalupe

Download the mobile app at the App Store or on Google Play.

0:57:23.570 --> 0:57:29.520

Monge, Guadalupe

Account alerts set up account alerts online at this link or via the mobile app.

0:57:31.750 --> 0:57:36.90

Monge, Guadalupe

Online log in to view your account at the following link.

0:57:36.750 --> 0:57:44.30

Monge, Guadalupe

Or by phone call customer service at 1-888-913-0900.

0:57:47.660 --> 0:57:55.510

Monge, Guadalupe

I am an EOR to more than one participant or member. How many money network cards will I receive?

0:57:56.490 --> 0:58:3.450

Monge, Guadalupe

And here R will only receive one MNC even if you have more than one participant or member.

0:58:4.350 --> 0:58:9.520

Monge, Guadalupe

It will be important to organize and manage the funds for each participant or member.

0:58:12.900 --> 0:58:16.250

Monge, Guadalupe

Can I request a second card for someone else to use?

0:58:18.550 --> 0:58:22.250

Monge, Guadalupe

No, only one card will be given to each ER.

0:58:23.700 --> 0:58:28.80

Monge, Guadalupe

No one else is allowed to get a card or use the website or mobile app.

0:58:29.970 --> 0:58:34.440

Monge, Guadalupe

The ER is legally in charge of the payment of services and goods.

0:58:38.320 --> 0:58:43.810

Monge, Guadalupe

What should I do if I believe a mistake has been made or I did not OK a purchase?

0:58:45.430 --> 0:58:52.270

Monge, Guadalupe

Call the Money network card customer service number at 1-888-913-0900.

0:58:54.230 --> 0:59:3.220

Monge, Guadalupe

To make a claim or ask any questions, you must contact them as soon as you have found the problem.

Let me network card will look into the problem.

0:59:5.420 --> 0:59:7.170

Monge, Guadalupe

Summary and next steps.

0:59:8.910 --> 0:59:9.580

Monge, Guadalupe

Recap.

0:59:11.190 --> 0:59:17.760

Monge, Guadalupe

You should now know what the money network card is, where you can use it, and how to get started with it.

0:59:18.780 --> 0:59:22.880

Monge, Guadalupe

You should understand the benefits of the money, network card and chats.

0:59:23.800 --> 0:59:27.430

Monge, Guadalupe

You should know how to get money network card and checks.

0:59:28.590 --> 0:59:33.580

Monge, Guadalupe

You should understand the importance state rules for using the money network card.

0:59:34.470 --> 0:59:38.150

Monge, Guadalupe

And now who to call with questions about the money that worked hard?

0:59:41.890 --> 0:59:42.760

Monge, Guadalupe

Next steps.

0:59:43.880 --> 0:59:47.100

Monge, Guadalupe

Start a March 31st, 2023.

0:59:48.910 --> 0:59:55.390

Monge, Guadalupe

Complete the VPR and select Money network card as the desired method of payment.

0:59:57.880 --> 1:0:3.40

Monge, Guadalupe

You should receive your money network card welcome package within 7 to 10 days.

1:0:3.850 --> 1:0:9.300

Monge, Guadalupe

The Money Network card welcome package includes your Money network card, three checks.

1:0:9.920 --> 1:0:13.860

Monge, Guadalupe

And instructions to activate your card and set up your pin.

1:0:16.910 --> 1:0:20.990

Monge, Guadalupe

Follow the instructions to activate your card and set up your pen.

1:0:22.910 --> 1:0:27.550

Monge, Guadalupe

Keep the card in checks and the safe place and do not share your pen with anyone.

1:0:29.230 --> 1:0:35.310

Monge, Guadalupe

Start using your card and checks for approved goods and services requested on the VPR.

1:0:36.930 --> 1:0:47.270

Monge, Guadalupe

If you need more checks, order them free of charge by contacting money network at 1-888-913-0900.

1:0:50.970 --> 1:1:4.160

Monge, Guadalupe

Money network card contact information. You can contact money network card customer service at 1-888-913-0900.

1:1:4.940 --> 1:1:7.640

Monge, Guadalupe

Or go to the money Network card website.

1:1:9.100 --> 1:1:12.320

Monge, Guadalupe

Forms are available using the following links.

1:1:13.360 --> 1:1:21.830

Monge, Guadalupe

And you can submit forms to Conduent by e-mail, fax or online at the New Mexico Medicaid web portal.

1:1:40.770 --> 1:1:41.790

Monge, Guadalupe

OK buddy.

1:1:49.330 --> 1:1:59.910

Monge, Guadalupe

OK, so we're now jumping into our question and answer session. We have subject matter experts, ours, Mees from PALCO and the state who will answer your questions.

1:2:6.460 --> 1:2:11.570

Monge, Guadalupe

This is the time to ask. Ask any questions. Remember, you are all currently muted.

1:2:13.410 --> 1:2:16.950

Monge, Guadalupe

If you want to ask a question, raise your hand. I will call on you.

1:2:19.410 --> 1:2:24.20

Cayle Cox

Guadalupe. I. Can't you mind if I get everybody caught up on the questions that we're asking? The chat so far.

1:2:24.900 --> 1:2:25.740

Monge, Guadalupe

Yeah, go ahead.

1:2:26.400 --> 1:2:26.830

Cayle Cox

OK.

1:2:27.990 --> 1:2:31.600

Cayle Cox

Lorraine asked our overdraft, possible with prepaid cards, that didn't.

1:2:31.810 --> 1:2:46.560

Cayle Cox

Ah, and I wrote no overdrafts or not possible because prepaid cards do not allow transactions to cost more than the card balance. So there's no way that a card can be overdrawn and there is no way with these cards that you can go into debt.

1:2:47.380 --> 1:2:54.670

Cayle Cox

Charles asked will vendors need to be linked to the approved budget budget? Be a vendor information form packet and it W 9.

1:2:55.380 --> 1:3:1.700

Cayle Cox

Especially big box fenders, and if so, will the information form and W 9 continue to suffice?

1:3:4.20 --> 1:3:35.980

Cayle Cox

So I did. I answered this in two parts. The first part didn't quite answer the question I put. Edwards will still need to fill out the vendor request form to request money and the vendors to request money and vendors will be linked as they do today. Once the request is processed or receive a card and funds can be used in another vendor if necessary. For example, Walmart runs out of your product, you can go to target instead and then that didn't quite answer the question, he said. I asked, does that answer your question? He said no, it does not. I understand that payment request process. I'm asking about the process prior to that when the vendor is officially linked to the budget.

1:3:36.70 --> 1:3:39.140

Cayle Cox

Plan and the check is sent out to the ER. Made out to that vendor.

1:3:40.470 --> 1:4:3.70

Cayle Cox

The Money network card seems to preclude the need for that. Check that since no check is made out to the specific vendor and my response was. Thanks for clarification, vendors are still. You still need to link the vendors because the paper checks will still be allowed. Palco needs the vendors link so we can issue the checks directly to the vendors and issue the 1090 nines to the vendors that we pay directly.

1:4:4.670 --> 1:4:5.120

Cayle Cox

Uh.

1:4:6.650 --> 1:4:35.970

Cayle Cox

Sandra asked what is or who and what is the issue number. Those are on the checks and I didn't talk about it specifically. I think that's kind of older process on those issued numbers. If you ever get an issued number, it would come from money network specifically when you call in they'll it gives you the transaction number and they may give you an issued number. Either way it would come from them and basically you would just write down whatever numbers you received from customer service.

1:4:39.120 --> 1:4:41.780

Cayle Cox

Valerie asked if filling out the check option.

1:4:42.360 --> 1:4:43.30

Cayle Cox

I.

1:4:44.230 --> 1:5:16.100

Cayle Cox

Is not sufficient for the fans and the card. Will there be a fee once attempting to process? No, you can. Let's say you have \$10 in your account and you enter \$11.00. It wouldn't charge you anything for trying to do a check for over that amount, it just wouldn't approve. It wouldn't give you a transaction number so you just on your transact in order to receive a transaction number you just have to request an amount that's either equal to or less than whatever you have in your card. So if I have \$10.00 on my balance, I can write a check for \$10 or anything less than \$10.

1:5:16.350 --> 1:5:25.360

Cayle Cox

If I accidentally enter more, it just won't. It'll tell me to reenter a new number that's less than equal to or less than the balance. So no, no cost there.

1:5:28.700 --> 1:5:57.470

Cayle Cox

Charles ask regarding the check information you're providing today is only for situation from money network card is going to be utilized and selected on the BPR. Then the ER needed to use the check instead. When requesting a check initially via the BPR. And is the paper check, the current process will continue at it as it is correct and that is correct. So if you request a paper check on your vendor payment request form you will get the exact same process that you do today.

1:5:57.870 --> 1:6:11.880

Cayle Cox

If you want to use money, network card or money network, check you request Money network on the vendor request form. That's really the main difference from with the with the request process. The only difference is you just indicate how you want to receive that money.

1:6:14.170 --> 1:6:15.500

Cayle Cox

Uh going down?

1:6:17.450 --> 1:6:17.920

Cayle Cox

OK.

1:6:21.820 --> 1:6:22.530

Cayle Cox

I.

1:6:23.610 --> 1:6:32.60

Cayle Cox

I hope and saying this right, Kiki or Siki Siki is ask can you use the card at a vendor that is not linked to the current vendor?

1:6:33.500 --> 1:7:3.660

Cayle Cox

And I wrote replied yes with the Money network card. The most important part is to spend the money for the products or services that you requested. The purpose of this card is to increase flexibility. Specifically, it should help when it vendor runs out of a product with paper checks, you couldn't simply go to another vendor and make your purchase, but with money network you can go to a different vendor to get your product. You just need to make sure if you have to go to a different vendor that you make sure to spend the money on the approved products. So if you requested \$25 for.

1:7:4.430 --> 1:7:16.500

Cayle Cox

Uh household supplies at Walmart and they were out of your supply. You could go to target, but you have to make sure that you're purchasing the same items and then as tally talked about earlier, you have to keep the receipts.

1:7:17.450 --> 1:7:18.900

Cayle Cox

Does your and then.

1:7:19.730 --> 1:7:26.650

Cayle Cox

At Charles is question was does your last comment mean that once the card is in handspun distributed that the R can use?

1:7:27.350 --> 1:7:33.460

Cayle Cox

Yet flexibly to obtain goods and services even at the vendor they pay. Isn't the vendor linked to the plan?

1:7:34.50 --> 1:8:4.570

Cayle Cox

UM and Jim and I were chatting about that on the side and Jim said that yes, they would need to be LinkedIn. The plan there is a clarification here. So when you initially request the card, yes, they have to be linked. But if your vendor that you've indicated in the form that you were gonna spend your money at is out of a product and you wanted to go to another vendor, for example, that would be possible. But you have to keep the receipts and just use it for the same product that your initial vendor that you put down has to be linked.

1:8:5.10 --> 1:8:6.30

Cayle Cox

Same as it does today.

1:8:7.280 --> 1:8:23.170

Cayle Cox

Deborah asked, will the OR submit a monthly VPR form for funds to be added to the Money network card each month for a monthly vendor payment? Or can they request the full budget amount? I'm going to ask Tally or Melanie if they can answer this question because it's program specific.

1:8:25.900 --> 1:8:26.450

Buenviaje, Melanie, HSD

I feel.

1:8:25.650 --> 1:8:27.550

Cayle Cox

Tell your thank you.

1:8:27.130 --> 1:8:58.160

Buenviaje, Melanie, HSD

That's not only Bonham. I'm the Bureau chief of the exempt Person Programs Bureau, and there is a similar question that was below and I did post a response to that. So only the funds amounts requested on the vendor payment request for is transferred to the money network card. Now currently program policy does not allow for entire year of services to be requested on the vendor payment request form.

1:8:58.610 --> 1:9:29.550

Buenviaje, Melanie, HSD

For a prospective payment, for example, cell phone bills or Internet bills, I know you have a set of mail that you budget for every year. However, a program policy doesn't allow you to request that whole years amount to be placed on the money network card vendor premium request forms should be completed as needed for services rendered and the reason for that in our programs is because what if you are unsatisfied with that vendor mid year? All the funds for that would already be the money network card.

1:9:29.720 --> 1:9:59.970

Buenviaje, Melanie, HSD

Or already issued out to that that vendor. So it's difficult to get that money back if needed. So again, you're requesting for the amount of funds that for services rendered or you're anticipating to pay such as the upcoming cell phone bill. Now the beauty of the Money network card is that it does away with a

lot of the hassles that I understand errors were experiencing where you have a bill due on a specific date and getting that check in the mail.

1:10:0.100 --> 1:10:25.50

Buenviaje, Melanie, HSD

To you from Palco and then from from you as a you are to the vendor, you'd end up submitting late as Kyle was saying, when you use the money network card you put in your vendor payment request form and those funds are deposited within a day or so to your account and you can go ahead and take care of those regular monthly bills much sooner and much easier way.

1:10:28.310 --> 1:10:29.20

Cayle Cox

Thank you, Ronnie.

1:10:31.40 --> 1:10:44.680

Cayle Cox

Orlando, Orlando ask are the new VPR forms available or do we need to wait until the 30th of the month? The new program the the new forms would be available on the 30th. Is that melon? Did you have anything you wanted to add or tally on that?

1:10:46.780 --> 1:10:47.510

Cayle Cox

I think we're good.

1:10:49.590 --> 1:10:50.850

Sembler, Lorraine

It'll be the 31st.

1:10:51.380 --> 1:10:59.670

Cayle Cox

31st. OK. Thank you. And then Melanie put reminder from the state money network card cannot be used to pay for medical medical cannabis.

1:11:0.730 --> 1:11:14.840

Cayle Cox

Beverly asked. How long does it take to receive the funds on the money network card after requesting them to VPR? So how this will work is there's a little bit of a difference the first time you request funds, so typically.

1:11:15.920 --> 1:11:35.0

Cayle Cox

All the all of the vendor payment request forms go into conduit and they key those into the system. They will do that, let's call that week one. So they they plug in all of their stuff in week one and on Friday it kind of they closed down the focus system, then they start putting in for the next week.

1:11:35.730 --> 1:11:44.360

Cayle Cox

At that point, at the end of week one, they send palco over all of the information to get the payments made.

1:11:45.530 --> 1:11:50.590

Cayle Cox

And we process the enophile and we process that during week two or.

1:11:51.470 --> 1:12:0.390

Cayle Cox

Yeah. During week two. So on Wednesdays by Wednesday, we will have ordered the money network card. And then on Friday, week two, we.

1:12:2.30 --> 1:12:16.140

Cayle Cox

We distribute funds and So what that means is that if you're getting a brand new money network card for the first time, it will be we ordered within about a week from when you initially enter your vendor request form.

1:12:17.620 --> 1:12:38.510

Cayle Cox

And then that's on when by Wednesday and then on Friday, we actually distribute the funds. So that first time you get a money network card, it's gonna take about the same amount of time it takes to mail a check because the first couple of days we're gonna get a head start by ordering those cards early. That's where they go in and physically produce the cards from to mail them out.

1:12:39.930 --> 1:13:10.660

Cayle Cox

And so you should get your check about the same time that you would get your money network card the first time, but after the first time and you actually have the money network card. When we distribute funds on Friday, approximately a week and 1/2 or 9 days. I'm like basically that next week after you request them, we'll process it on Friday. You would receive your money on Friday. So it's it's quicker turn around. You don't have to wait for the mail, but the first time you do it, it'll be about the same amount of time to receive the card the first time.

1:13:10.800 --> 1:13:18.340

Cayle Cox

As it is to receive a paper check after that it should be uh, it should reduce any mail time if you get it that Friday.

1:13:20.350 --> 1:13:38.830

Cayle Cox

Richard asked. Is the yearly budget put on cards or the monthly or monthly budget? And I think that that was the question that Melanie answered and his second part of his question. And she talked about monthly budgets sending them out as they come up because you don't want to spend them early.

1:13:39.590 --> 1:14:9.400

Cayle Cox

Uh, the second one is, is there a time frame to use the Piggy Bank? Piggy banks are completely you can

use them at anytime, you can add them and delete them as you see fit. As you saw in that demo, I was able to set up a Piggy Bank within, you know, 30 seconds, probably a minute. And I took it down right away. You can do that same behavior if you'd like to. There's no time frame. You can keep them up, take them down as quickly as you want. Keep them up for as long as you want to or take them down as quickly as you you want to.

1:14:11.960 --> 1:14:14.760

Cayle Cox

Valerie confirmed that the example is very helpful. Thank you.

1:14:16.680 --> 1:14:17.290

Cayle Cox

Uh.

1:14:18.260 --> 1:14:31.110

Cayle Cox

Kerry, so after 331 I do a request for a computer printer and office supplies on a card. Do I need to do three different request? I would have to defer that to Melanie or tally.

1:14:33.70 --> 1:14:36.780

Cayle Cox

This is the question at 1208 central 1108, yeah.

1:14:35.470 --> 1:14:55.790

Tolen, Tallie P., HSD

Yeah, this is totally. It's gonna be the same process for filling out a bit a vendor payment request as you do today. So I'm actually not sure if it needs to be 3 different requests, maybe someone from condo and operations could answer that, but it it's going to be the same as you would do today.

1:14:56.560 --> 1:15:3.960

Coffman, Cerra

I totally this is Sarah and you are correct. It would be 3 separate vendor payment requests forms one service code per form.

1:15:7.60 --> 1:15:7.820

Tolen, Tallie P., HSD

Thank you, Sarah.

1:15:8.880 --> 1:15:9.120

Cayle Cox

Yep.

1:15:10.360 --> 1:15:39.390

Cayle Cox

I'm Clayton asked. There's a highly sourced rumor that all existing vendors will really needed need to resubmit a W 9. Is this true? Nothing of what we're touching is gonna change anything with the existing vendors or anything like that. This is simply another way to distribute funds. So no, that's Sarah unless or

Melanie, unless anybody has heard anything that we're changing because of another reason, it wouldn't be because of this money network card that I'm aware of or anybody on this call heard any this rumor.

1:15:41.20 --> 1:15:43.840

Buenviaje, Melanie, HSD

Umm, this is Melanie Bungay. I have not heard about this.

1:15:44.810 --> 1:15:45.200

Cayle Cox

OK.

1:15:48.10 --> 1:15:57.920

Cayle Cox

Yeah. Everything that we're doing is simply just to give flexibility for errors to have another payment option. So we're not, we're not touching the current vendors or that current process.

1:15:59.910 --> 1:16:4.520

Cayle Cox

The next one is where Melanie answered Richard question about the yearly budget. Thank you.

1:16:5.430 --> 1:16:9.200

Cayle Cox

Sandra ask for over the counter medication is a year.

1:16:12.520 --> 1:16:16.110

Cayle Cox

Melanie, do you know if if over the counter medication is a year at a time or?

1:16:17.60 --> 1:16:18.290

Cayle Cox

That there's a distinction there.

1:16:20.260 --> 1:16:25.450

Buenviaje, Melanie, HSD

Well, I I think the the the real question is, is the overall counter medication approved on your budget?

1:16:30.780 --> 1:16:31.840

Sandra Mora (Guest)

Yeah, it is.

1:16:27.10 --> 1:16:32.460

Buenviaje, Melanie, HSD

If it's not, then you can't use the money network card to purchase that. Not good and service.

1:16:33.790 --> 1:16:41.840

Buenviaje, Melanie, HSD

And so it would be the same response where you you would fill out your vendor payment request form for the amount that you're purchasing at that time.

1:16:44.140 --> 1:16:45.510

Sandra Mora (Guest)

OK. Because we would get.

1:16:47.670 --> 1:16:55.170

Sandra Mora (Guest)

A A check for Costco for the full amount. Go to Costco and buy the approved over the counter for the whole year.

1:16:55.620 --> 1:17:23.450

Buenviaje, Melanie, HSD

So that's going to be whatever is approved on your plan that Conduent will take a look at. So it may be dependent on a case by case basis on what you have approved on your budget. So just follow the same process that you're following now and if you're interested in using the Money network card for that payment issue for that as a means of that, how that payment would be issued to you, just check off money network card, that shouldn't be an issue and just Sandra remember to keep your receipts.

1:17:25.300 --> 1:17:25.610

Sandra Mora (Guest)

OK.

1:17:27.70 --> 1:17:34.860

Cayle Cox

Thank you, Donna asked will this be used for emod? I'm not aware of any reason it could not be Melanie.

1:17:36.670 --> 1:17:37.900

Cayle Cox

It's not OK.

1:17:34.180 --> 1:17:54.190

Tolen, Tallie P., HSD

It is. It is not. It is not used for Imad. The state has not opted to use this for imod at this time. We may may opt to do that in the future, but for right now they're there for self-directed community benefit. If you are in that program, the Money network card is only for.

1:17:55.520 --> 1:18:1.560

Tolen, Tallie P., HSD

Goods and services the T 1999 codes and then also start up goods.

1:18:3.610 --> 1:18:5.210

Cayle Cox

Thank you, tally. Appreciate that.

1:18:7.90 --> 1:18:7.670

Cayle Cox

Umm.

1:18:9.190 --> 1:18:13.880

Cayle Cox

Tina asked. Our Members are able to purchase from Amazon for relate for related goods.

1:18:14.620 --> 1:18:20.980

Cayle Cox

Yes, and it is. Sarah, is Amazon currently on the list of vendors for the state?

1:18:21.690 --> 1:18:23.320

Cayle Cox

For for the vendor request form.

1:18:24.30 --> 1:18:27.140

Coffman, Cerra

Yes, we currently have vendor uh Amazon enrolled as a vendor.

1:18:27.930 --> 1:18:35.360

Cayle Cox

OK. So yeah, you could. This would make it very easy to purchase from Amazon as well because you could plug in your card number directly to them.

1:18:37.460 --> 1:18:43.290

Cayle Cox

Currently I can only purchase office supplies at Best Buy in person. Can I know now order?

1:18:44.130 --> 1:18:45.340

Cayle Cox

Ohh, I'm sorry, this was for.

1:18:45.420 --> 1:18:45.740

Cayle Cox

Uh.

1:18:47.690 --> 1:19:1.240

Cayle Cox

Oh, this is, uh, question from Beverly. Can I? Can I now purchase from Best Buy online with the Money network card? Yes, because you the the restriction before would have been that you could not purchase from Best Buy online with the with the.

1:19:1.950 --> 1:19:6.450

Cayle Cox

Check. So you would have to physically take a check to Best Buy. Now you can order it with the card.

1:19:9.190 --> 1:19:9.640

Cayle Cox

Uh.

1:19:10.340 --> 1:19:13.590

Cayle Cox

Kerry ask where can I find a list of approved vendors?

1:19:14.910 --> 1:19:20.710

Cayle Cox

Sarah, can you answer that question or I don't know if it's selling or tally that would that would answer that one.

1:19:23.350 --> 1:19:54.420

Tolen, Tallie P., HSD

Umm, this is totally so for the self-directed community benefit program. We don't have a list of approved vendors, but Members can work with their support broker or their care coordinator if you're if you need some assistance in finding vendors, we don't have an overall programmatic list of approved vendors there. There are many, many vendors in our program so most of them are approved. So if you need assistance with finding vendors you can reach out to your.

1:19:54.610 --> 1:20:0.500

Tolen, Tallie P., HSD

Support broker or care coordinator. If you are in the self-directed community benefit program.

1:20:1.810 --> 1:20:4.820

Cayle Cox

Thank you, tally. We have a hand raised from Maria.

1:20:7.40 --> 1:20:7.350

Cayle Cox

Hello.

1:20:5.730 --> 1:20:9.180

Maria Chavez

Hi how soon can we order the Money network card?

1:20:10.640 --> 1:20:14.870

Cayle Cox

It once the once the form goes live at the end of the month on the 31st, you can order them right away.

1:20:15.180 --> 1:20:18.40

Maria Chavez

OK. And to order them, we're going to call the one 800 number.

1:20:22.450 --> 1:20:22.720

Maria Chavez

Uh-huh.

1:20:18.860 --> 1:20:31.210

Cayle Cox

No to order them all, you'll have to do is on your vendor request form you just indicate money network

and we'll order it for you. Have them sent out. And so when you first order it and receive your money network card, you will already have your funds on there.

1:20:43.650 --> 1:20:43.940

Maria Chavez

OK.

1:20:33.590 --> 1:21:3.730

Cayle Cox

Does that make sense? So we're gonna automatically detect anybody that. So how how's gonna do it is once we get the file that says who would requested a money network card? We're gonna find out if looks like if you ordered it. Maria, we would check to see your account. And if you have a money network account on file, we wouldn't. We would just basically deposit to that account. But the first time you do it, nobody will have one. So the first time you go through it, we're going to find out. You do not have a card, we're going to automatically order you one put that.

1:21:3.940 --> 1:21:15.310

Cayle Cox

Routing number and account number in our system so that we can make a direct deposit that Friday. So the first time that you received your card, it will already have your initial vendor request form money on there.

1:21:16.930 --> 1:21:19.10

Maria Chavez

OK, I think I got it. Thank you.

1:21:24.840 --> 1:21:26.160

Maria Chavez

OK. Thank you.

1:21:19.80 --> 1:21:28.270

Cayle Cox

Yeah. Yeah. Nothing for you to do except for just indicate you wanna receive some money on the card, and we'll take care of the rest. That's a good question. Everybody's had really good questions, by the way. So thank you.

1:21:31.300 --> 1:21:35.10

Cayle Cox

I think we might be caught up with questions.

1:21:36.210 --> 1:21:36.800

Cayle Cox

Uh.

1:21:38.320 --> 1:21:44.800

Cayle Cox

I don't see any in the chat or I don't see any hand raised. But uh, feel free to ohh we have one.

1:21:43.840 --> 1:21:46.630

Buenviaje, Melanie, HSD

I I see someone killed someone waving.

1:21:46.260 --> 1:21:47.580

Cayle Cox

Yeah, looks like Elisa.

1:21:49.160 --> 1:21:51.920

Cayle Cox

You're on. I'm gonna unmute you real quick, Alisa. One second.

1:21:52.780 --> 1:21:55.910

Cayle Cox

Uh, can I meet? I don't think can.

1:22:1.440 --> 1:22:12.440

Cayle Cox

I at least I can't unmute you, but if you hit on the top of your screen, you'll have a little microphone. If you click that microphone, it'll unmute you. Or you can put it in the chat, whichever you're more comfortable with.

1:22:14.240 --> 1:22:14.600

elisa kirk

And.

1:22:14.30 --> 1:22:15.940

Cayle Cox

And you can see better. You're good.

1:22:15.720 --> 1:22:16.80

elisa kirk

OK.

1:22:19.860 --> 1:22:20.100

Cayle Cox

Yeah.

1:22:17.640 --> 1:22:25.620

elisa kirk

I have two questions. OK, so everything is going to be on our phone for us to see everything, right.

1:22:26.460 --> 1:22:31.720

Cayle Cox

Yep, on the the money network portion, you'll be able to see your card activity and everything I shared.

1:22:32.450 --> 1:22:36.870

elisa kirk

OK. My second question is there's two of us here.

1:22:37.810 --> 1:22:41.60

elisa kirk

Do I have to put money in the Piggy Bank?

1:22:42.490 --> 1:22:49.560

elisa kirk

For him, or do I just leave it alone? I can leave it alone and buy it at the same time.

1:22:49.310 --> 1:23:8.380

Cayle Cox

Yeah, yeah. You don't have to use a Piggy Bank. You you can leave everything in the same the same account. You don't have to use it. It's just it that helped you to sort it out. You can use it, but no, you don't have to use it at all. You can just leave everything in the main account and then just keep your receipts for your spending so you can.

1:23:9.320 --> 1:23:9.650

elisa kirk

Wow.

1:23:9.130 --> 1:23:11.90

Cayle Cox

That's it. So Yep. Don't have to do anything.

1:23:11.740 --> 1:23:13.210

elisa kirk

Thank you. I appreciate it.

1:23:13.950 --> 1:23:15.10

Cayle Cox

You're welcome. Thank you.

1:23:18.990 --> 1:23:21.800

Monge, Guadalupe

Thank you. I don't see any more questions coming in.

1:23:24.70 --> 1:23:27.340

Monge, Guadalupe

And let me check the chat one last time.

1:23:27.900 --> 1:23:43.770

Buenviaje, Melanie, HSD

I I this is Melanie. I just wanted to say, I hope you SER family members participants find that this is something you guys have been asking for a while and this is something that will make your purchasing and payment for goods much easier.

1:23:45.670 --> 1:23:46.180

Buenviaje, Melanie, HSD

So.

1:23:47.170 --> 1:23:48.430

Buenviaje, Melanie, HSD
Thank you. What will be?

1:23:50.60 --> 1:23:50.540

Buenviaje, Melanie, HSD
Thank you.

1:23:50.710 --> 1:23:57.350

Monge, Guadalupe

Thank. Thank you, Melanie. Thank you, Kel. Thank you. Tally, we will go ahead and adjourn if nobody else has any questions.

1:23:58.860 --> 1:24:1.600

Monge, Guadalupe

Thank you all so much for joining and have a good rest of your day.