

0:0:0.0 --> 0:0:9.830

Monge, Guadalupe

Already we're going to go ahead and get started. We just want to welcome you to the money network card demonstration. My name is Guadalupe Monkey and I am the operations trainer at Conduent.

0:0:21.320 --> 0:0:35.700

Monge, Guadalupe

This demonstration will be recorded and transcribed. The money network, FAQ's and guidelines will also be available in Spanish. These will all be the all these documents will be available on the Palco website.

0:0:40.70 --> 0:0:44.460

Monge, Guadalupe

Just as a reminder, everyone will be muted until the end of the video.

0:0:46.350 --> 0:0:50.980

Monge, Guadalupe

If you have any questions during the presentation, please feel free to enter them in the chat.

0:0:54.790 --> 0:0:59.150

Monge, Guadalupe

There will also be an opportunity to ask questions at the end of the PowerPoint.

0:1:0.910 --> 0:1:4.320

Monge, Guadalupe

Are the questions and answers from the sessions will be documented?

0:1:5.330 --> 0:1:10.210

Monge, Guadalupe

And consolidated and sent out by March 17th.

0:1:12.120 --> 0:1:14.10

Monge, Guadalupe

And we will now begin the presentation.

0:1:20.700 --> 0:1:40.580

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 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 PELCO check process.

0:1:41.260 --> 0:1:56.890

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.

0:1:57.840 --> 0:2:22.590

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. A 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.

0:2:23.830 --> 0:2:27.120

Monge, Guadalupe

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

0:2:28.170 --> 0:2:31.580

Monge, Guadalupe

We will summarize what the money network card is.

0:2:33.290 --> 0:2:43.720

Monge, Guadalupe

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

0:2:45.160 --> 0:2:51.120

Monge, Guadalupe

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

0:2:52.810 --> 0:3:0.230

Monge, Guadalupe

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

0:3:1.600 --> 0:3:5.30

Monge, Guadalupe

We will go through MNC frequently asked questions.

0:3:6.340 --> 0:3:10.70

Monge, Guadalupe

We will summarize the demo and next steps.

0:3:11.300 --> 0:3:21.190

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.

0:3:25.220 --> 0:3:28.470

Monge, Guadalupe

Summary of Money, Network card MNC.

0:3:32.820 --> 0:3:34.650

Monge, Guadalupe

By the end of this demonstration.

0:3:35.360 --> 0:3:36.170

Monge, Guadalupe

You will.

0:3:37.70 --> 0:3:39.400

Monge, Guadalupe

No. What's the money network card is?

0:3:40.240 --> 0:3:42.930

Monge, Guadalupe

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

0:3:44.410 --> 0:3:48.870

Monge, Guadalupe

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

0:3:50.710 --> 0:3:53.780

Monge, Guadalupe

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

0:3:55.680 --> 0:4:0.640

Monge, Guadalupe

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

0:4:1.730 --> 0:4:6.260

Monge, Guadalupe

And you will know who to call with questions about the money. That work hard.

0:4:9.440 --> 0:4:11.420

Monge, Guadalupe

What is a money network card?

0:4:13.40 --> 0:4:19.620

Monge, Guadalupe

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

0:4:21.190 --> 0:4:22.740

Monge, Guadalupe

It's a faster way to pay.

0:4:24.700 --> 0:4:27.350

Monge, Guadalupe

It works like a prepaid credit card.

0:4:29.970 --> 0:4:35.740

Monge, Guadalupe

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

0:4:39.620 --> 0:4:42.330

Monge, Guadalupe

The Money network card is not for.

0:4:44.10 --> 0:4:46.140

Monge, Guadalupe

Employee payroll distribution.

0:4:48.200 --> 0:4:50.190

Monge, Guadalupe

It's not for ATM usage.

0:4:52.130 --> 0:4:53.620

Monge, Guadalupe

Or balance transfers.

0:4:55.700 --> 0:4:57.690

Monge, Guadalupe

It's not for cash withdrawals.

0:4:59.740 --> 0:5:1.470

Monge, Guadalupe

Cash back from purchases.

0:5:3.600 --> 0:5:6.780

Monge, Guadalupe

Or for use by anyone other than the card holder.

0:5:10.660 --> 0:5:12.850

Monge, Guadalupe

Where can I use the money network card?

0:5:14.760 --> 0:5:23.510

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.

0:5:25.230 --> 0:5:26.560

Monge, Guadalupe

If they accept visa.

0:5:29.130 --> 0:5:35.180

Monge, Guadalupe

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

0:5:36.440 --> 0:5:40.400

Monge, Guadalupe

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

0:5:44.310 --> 0:5:46.120

Monge, Guadalupe

Money network card options.

0:5:48.360 --> 0:5:55.90

Monge, Guadalupe

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

0:5:56.940 --> 0:6:4.570

Monge, Guadalupe

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

0:6:7.10 --> 0:6:10.600

Monge, Guadalupe

Money Network offers both card and check payments.

0:6:11.920 --> 0:6:19.940

Monge, Guadalupe

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

0:6:22.940 --> 0:6:24.860

Monge, Guadalupe

How to get the money network card?

0:6:27.110 --> 0:6:34.420

Monge, Guadalupe

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

0:6:36.610 --> 0:6:40.780

Monge, Guadalupe

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

0:6:43.190 --> 0:6:44.980

Monge, Guadalupe

So what the money network card?

0:6:47.10 --> 0:6:52.550

Monge, Guadalupe

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

0:6:55.10 --> 0:7:3.190

Monge, Guadalupe

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

0:7:6.280 --> 0:7:10.980

Monge, Guadalupe

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

0:7:14.830 --> 0:7:26.400

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.

0:7:28.550 --> 0:7:33.800

Monge, Guadalupe

The Money network card is a good alternative of stores will not accept paper checks.

0:7:37.580 --> 0:7:38.770

Monge, Guadalupe

Online purchases.

0:7:39.490 --> 0:7:49.200

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.

0:7:52.160 --> 0:8:22.210

Monge, Guadalupe

Ohh 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.

0:8:22.820 --> 0:8:25.10

Monge, Guadalupe

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

0:8:27.130 --> 0:8:57.40

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.

0:8:58.480 --> 0:9:4.230

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.

0:9:4.910 --> 0:9:16.600

Monge, Guadalupe

Yours can get all of their money, being 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.

0:9:18.850 --> 0:9:44.490

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.

0:9:45.190 --> 0:9:52.590

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.

0:9:53.910 --> 0:10:8.850

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.

0:10:10.190 --> 0:10:27.80

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.

0:10:29.530 --> 0:10:45.960

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, and I'm test account that we set up. I've just taken a quick picture to walk you through so you know exactly what to expect.

0:10:47.950 --> 0:10:49.160

Monge, Guadalupe

Within this packet.

0:10:50.620 --> 0:11:19.630

Monge, Guadalupe

You will get a. It 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.

0:11:19.750 --> 0:11:49.960

Monge, Guadalupe

This is exactly what it will look like. It'll come on 8 1/2 sheet, 8 1/2 by 11 sheet of paper and on it there will be 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 8 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.

0:11:50.80 --> 0:11:57.310

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.

0:11:59.50 --> 0:12:13.930

Monge, Guadalupe

Please don't tell anybody your pen. 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.

0:12:15.130 --> 0:12:18.960

Monge, Guadalupe

As well as how you'll do pen base transactions.

0:12:20.50 --> 0:12:31.980

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.

0:12:35.800 --> 0:12:40.50

Monge, Guadalupe

The Money network card that you receive will.

0:12:41.240 --> 0:12:43.850

Monge, Guadalupe

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

0:12:45.360 --> 0:13:16.90

Monge, Guadalupe

It is going to have the orange top and white and 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 it 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.

0:13:16.210 --> 0:13:20.80

Monge, Guadalupe

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

0:13:21.140 --> 0:13:50.450

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 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.

0:13:50.960 --> 0:14:1.130

Monge, Guadalupe

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

0:14:3.200 --> 0:14:31.650

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.

0:14:31.840 --> 0:14:40.980

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.

0:14:42.600 --> 0:15:10.490

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 frauds frosters 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.

0:15:11.710 --> 0:15:41.520

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 process is that's just an added level of security as well in addition to the card you will receive three money.

0:15:41.590 --> 0:16:11.990

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 end the the check number, a digit and the amount.

0:16:12.660 --> 0:16:14.530

Monge, Guadalupe

The check number is right up here.

0:16:15.560 --> 0:16:46.640

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.

0:16:46.790 --> 0:17:4.450

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 from my \$20 balance.

0:17:5.380 --> 0:17:22.510

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.

0:17:24.450 --> 0:17:39.300

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.

0:17:39.790 --> 0:17:40.560

Gilbert Chavez

Thank you.

0:17:41.160 --> 0:17:42.480

Gilbert Chavez

7.75.

0:17:40.660 --> 0:17:49.470

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.

0:18:4.540 --> 0:18:4.800

Cayle Cox

Hey.

0:18:3.660 --> 0:18:5.710

Monge, Guadalupe

Sorry everyone, I just realized I was muted.

0:18:7.610 --> 0:18:10.20

Monge, Guadalupe

I don't know who's muting me, but let me reshare.

0:18:11.640 --> 0:18:14.50

Cayle Cox

Things it was right around the transaction number maybe.

0:18:15.390 --> 0:18:15.740

Monge, Guadalupe

OK.

0:18:15.90 --> 0:18:17.240

Cayle Cox

Uh, 45 seconds ago or so.

0:18:18.280 --> 0:18:19.190

Monge, Guadalupe

OK. Thank you.

0:18:34.730 --> 0:18:37.230

Monge, Guadalupe

And I would physically write the number that they read.

0:18:59.420 --> 0:19:2.790

Monge, Guadalupe

Sorry everyone, I don't know what's going on. Give me a chance to one second.

0:19:14.500 --> 0:19:17.830

Monge, Guadalupe

Read off over the phone into this box into these boxes.

0:19:19.760 --> 0:19:34.610

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.

0:19:35.990 --> 0:19:46.480

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.

0:19:47.780 --> 0:20:19.490

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 are you're protection before caching, collect the information requested in the back of this back in this check and call 866-845-9322 to verify the transaction number and the dollar amount are valid.

0:20:20.410 --> 0:20:47.820

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've got a valid transaction number for \$10 and you just went ahead and added an extra 0. Somebody just went ahead and added an extra 0, somebody calling into that number could verify that the \$100 for that transaction number does not work.

0:20:48.980 --> 0:21:18.560

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 errors 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.

0:21:18.630 --> 0:21:49.370

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.

0:21:49.830 --> 0:21:57.340

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.

0:21:59.730 --> 0:22:7.990

Monge, Guadalupe

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

0:22:10.640 --> 0:22:41.960

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, 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.

0:22:42.50 --> 0:22:44.50

Monge, Guadalupe

If you choose to use the mobile application.

0:22:44.720 --> 0:22:50.310

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.

0:22:51.310 --> 0:23:7.570

Monge, Guadalupe

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

0:23:10.50 --> 0:23:20.190

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 gonna go ahead and do that.

0:23:21.650 --> 0:23:27.790

Monge, Guadalupe

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

0:23:30.50 --> 0:23:34.720

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.

0:23:35.960 --> 0:23:41.490

Monge, Guadalupe

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

0:23:43.880 --> 0:24:14.630

Monge, Guadalupe

Locate ATM is 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, a 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, a prepaid credit transaction.

0:24:15.170 --> 0:24:20.480

Monge, Guadalupe

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

0:24:21.820 --> 0:24:28.170

Monge, Guadalupe

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

0:24:29.480 --> 0:24:46.390

Monge, Guadalupe

See Money network customer service which I can use to order new checks, report card lost or stolen 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.

0:24:47.460 --> 0:24:58.200

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.

0:25:0.330 --> 0:25:6.580

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.

0:25:7.310 --> 0:25:39.40

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 confirmed 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, someone 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 method. I'm gonna go ahead and use my fingerprint real quick to sign in.

0:25:39.360 --> 0:25:43.830

Monge, Guadalupe

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

0:25:44.730 --> 0:25:50.340

Monge, Guadalupe

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

0:25:52.60 --> 0:25:57.950

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.

0:25:58.850 --> 0:26:1.200

Monge, Guadalupe

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

0:26:2.550 --> 0:26:12.610

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.

0:26:14.920 --> 0:26:45.530

Monge, Guadalupe

When I pull C activity, 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 had 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.

0:26:46.830 --> 0:26:51.140

Monge, Guadalupe

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

0:26:52.550 --> 0:27:4.570

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.

0:27:6.360 --> 0:27:9.70

Monge, Guadalupe

That's my account balance and transaction history.

0:27:10.510 --> 0:27:14.40

Monge, Guadalupe

I'm gonna go down to the middle here. Where? It has quick tools.

0:27:14.770 --> 0:27:37.560

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.

0:27:38.240 --> 0:28:1.710

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.

0:28:3.190 --> 0:28:10.340

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.

0:28:11.70 --> 0:28:44.90

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 can do in a 24 hour period.

0:28:44.180 --> 0:28:54.850

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.

0:28:56.10 --> 0:29:8.420

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, unlock 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.

0:29:9.240 --> 0:29:30.260

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.

0:29:31.60 --> 0:29:52.690

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.

0:29:53.930 --> 0:30:1.290

Monge, Guadalupe

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

0:30:4.0 --> 0:30:9.670

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.

0:30:10.660 --> 0:30:13.650

Monge, Guadalupe

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

0:30:14.800 --> 0:30:21.330

Monge, Guadalupe

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

0:30:23.290 --> 0:30:39.110

Monge, Guadalupe

You'll be able to see what your trusted devices are, so once you first go to set up your my 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.

0:30:40.440 --> 0:30:58.930

Monge, Guadalupe

Next one is your managed 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.

0:31:0.170 --> 0:31:28.900

Monge, Guadalupe

One of the methods that they use for validating your identity, the last piece is your fraud alerts. If 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.

0:31:29.690 --> 0:31:53.760

Monge, Guadalupe

If you ever get a call from the money 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 tell 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.

0:31:55.500 --> 0:32:4.0

Monge, Guadalupe

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

0:32:4.660 --> 0:32:34.90

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.

0:32:34.600 --> 0:33:2.250

Monge, Guadalupe

Yours I can think are kind of two reasons at an ER may wanna 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.

0:33:4.310 --> 0:33:18.470

Monge, Guadalupe

That's one use case, and the 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.

0:33:20.30 --> 0:33:23.80

Monge, Guadalupe

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

0:33:24.720 --> 0:33:53.270

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.

0:33:54.250 --> 0:34:10.700

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, but 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.

0:34:12.110 --> 0:34:39.680

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. Is my ability to spend it, which I'm going to do right now. I'm gonna click on this tiggly banc activity.

0:34:40.860 --> 0:34:51.590

Monge, Guadalupe

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

0:34:52.530 --> 0:34:56.260

Monge, Guadalupe

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

0:34:58.380 --> 0:35:4.120

Monge, Guadalupe

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

0:35:7.210 --> 0:35:9.920

Monge, Guadalupe

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

0:35:13.480 --> 0:35:18.610

Monge, Guadalupe

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

0:35:19.300 --> 0:35:37.20

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. 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 it aside. Piggy banks are a good option for that.

0:35:38.320 --> 0:36:6.820

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.

0:36:7.450 --> 0:36:15.750

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.

0:36:16.380 --> 0:36:17.830

Monge, Guadalupe

I'm gonna click the cell phone bill.

0:36:18.970 --> 0:36:20.60

Monge, Guadalupe
I'm gonna move money.

0:36:20.820 --> 0:36:26.10

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

0:36:27.90 --> 0:36:29.10

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

0:36:29.940 --> 0:36:31.360

Monge, Guadalupe
And I'm gonna move that \$5.

0:36:33.920 --> 0:36:35.30

Monge, Guadalupe
I hit OK.

0:36:36.150 --> 0:36:36.920

Monge, Guadalupe
Confirm.

0:36:38.950 --> 0:36:39.350

Monge, Guadalupe
And that.

0:36:40.90 --> 0:36:45.770

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

0:36:46.860 --> 0:36:51.830

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.

0:36:53.220 --> 0:36:56.600

Monge, Guadalupe
I flew through that presentation because.

0:36:57.690 --> 0:37:21.210

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.

0:37:22.410 --> 0:37:51.980

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.

0:37:52.240 --> 0:38:14.470

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.

0:38:15.920 --> 0:38:18.670

Monge, Guadalupe

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

0:38:19.580 --> 0:38:29.370

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.

0:38:30.280 --> 0:38:38.290

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.

0:38:39.570 --> 0:38:59.450

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 ATM withdrawal happens, you can be alerted when an 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.

0:39:1.150 --> 0:39:7.510

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.

0:39:9.690 --> 0:39:38.300

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 up that alert. 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.

0:39:39.60 --> 0:39:42.340

Monge, Guadalupe

You can set any of those up once you get comfortable with them, you hit save.

0:39:43.720 --> 0:39:49.260

Monge, Guadalupe

And then immediately this then updated and so I can then see how those are set up.

0:39:51.70 --> 0:39:52.680

Monge, Guadalupe

That is the.

0:39:54.600 --> 0:40:11.390

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 up account alerts. It's a very basic system. I mean it's it's very user friendly system.

0:40:12.620 --> 0:40:45.250

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.

0:40:45.490 --> 0:40:47.980

Monge, Guadalupe

Developed in here to help you understand this system.

0:40:49.150 --> 0:41:20.100

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 ccse 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.

0:41:20.280 --> 0:41:25.220

Monge, Guadalupe

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

0:41:26.210 --> 0:41:57.210

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 are 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.

0:41:58.30 --> 0:42:28.240

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 money 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 stay 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.

0:42:28.380 --> 0:42:47.420

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.

0:42:48.960 --> 0:43:6.860

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.

0:43:10.800 --> 0:43:24.930

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.

0:43:28.90 --> 0:43:41.620

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.

0:43:45.410 --> 0:43:53.320

Monge, Guadalupe

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

0:43:58.330 --> 0:44:5.560

Monge, Guadalupe

Next I wanna talk about what the money network card is. Not for it is not for cash withdrawals.

0:44:6.420 --> 0:44:8.810

Monge, Guadalupe

It is not for ATM withdrawals.

0:44:9.840 --> 0:44:12.930

Monge, Guadalupe

It is not for cash back from purchases.

0:44:14.870 --> 0:44:18.900

Monge, Guadalupe

For transferring money network card funds to another bank.

0:44:21.90 --> 0:44:23.690

Monge, Guadalupe

For employee payroll distribution.

0:44:26.400 --> 0:44:28.210

Monge, Guadalupe

Or authorized use.

0:44:29.350 --> 0:44:32.140

Monge, Guadalupe

By anyone other than the card holder.

0:44:37.260 --> 0:44:42.770

Monge, Guadalupe

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

0:44:44.190 --> 0:44:46.780

Monge, Guadalupe

It is not to be used for cash withdrawals.

0:44:48.660 --> 0:44:50.400

Monge, Guadalupe

For payment to yourself.

0:44:52.760 --> 0:44:55.450

Monge, Guadalupe

For payment to friends or family.

0:44:57.450 --> 0:45:0.40

Monge, Guadalupe

For employee payroll distribution.

0:45:2.580 --> 0:45:8.70

Monge, Guadalupe

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

0:45:10.760 --> 0:45:11.440

Monge, Guadalupe

Forms.

0:45:13.200 --> 0:45:16.490

Monge, Guadalupe

Be on the lookout for new updated forms.

0:45:18.700 --> 0:45:21.730

Monge, Guadalupe

The updated vendor payment request form.

0:45:23.780 --> 0:45:28.250

Monge, Guadalupe

And the new money network card reimbursement request form.

0:45:30.960 --> 0:45:41.530

Monge, Guadalupe

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

0:45:42.600 --> 0:45:47.630

Monge, Guadalupe

VPR can also be submitted to the Medicaid web portal.

0:45:48.460 --> 0:45:53.450

Monge, Guadalupe

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

0:45:55.710 --> 0:45:57.990

Monge, Guadalupe

Change to vendor payment request form.

0:45:59.90 --> 0:46:5.440

Monge, Guadalupe

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

0:46:6.150 --> 0:46:11.670

Monge, Guadalupe

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

0:46:12.720 --> 0:46:25.370

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.

0:46:29.630 --> 0:46:32.540

Monge, Guadalupe

Money network card reimbursement request form.

0:46:33.260 --> 0:46:42.740

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.

0:46:43.480 --> 0:46:50.510

Monge, Guadalupe

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

0:46:53.390 --> 0:46:55.310

Monge, Guadalupe

Frequently asked questions.

0:46:57.550 --> 0:46:59.890

Monge, Guadalupe

Where can I use my money network card?

0:47:2.40 --> 0:47:10.960

Monge, Guadalupe

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

0:47:12.410 --> 0:47:21.80

Monge, Guadalupe

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

0:47:24.430 --> 0:47:32.280

Monge, Guadalupe

I've 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?

0:47:34.430 --> 0:47:42.490

Monge, Guadalupe

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

0:47:45.980 --> 0:47:48.980

Monge, Guadalupe

How do I reorder money network card chats?

0:47:50.190 --> 0:48:2.540

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.

0:48:6.620 --> 0:48:8.630

Monge, Guadalupe

Can I choose my own pen?

0:48:10.480 --> 0:48:18.370

Monge, Guadalupe

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

0:48:20.310 --> 0:48:22.500

Monge, Guadalupe

Make sure to use a four digit number.

0:48:24.620 --> 0:48:33.100

Monge, Guadalupe

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

0:48:39.190 --> 0:48:41.360

Monge, Guadalupe

What should I do if I forget my pin?

0:48:43.260 --> 0:48:53.730

Monge, Guadalupe

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

0:48:55.140 --> 0:49:1.30

Monge, Guadalupe

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

0:49:4.780 --> 0:49:12.980

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.

0:49:14.970 --> 0:49:22.70

Monge, Guadalupe

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

0:49:24.460 --> 0:49:27.830

Monge, Guadalupe

Locking your card stops other people from using their card.

0:49:30.230 --> 0:49:37.110

Monge, Guadalupe

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

0:49:41.260 --> 0:49:44.140

Monge, Guadalupe

What if my money network card is lost or stolen?

0:49:46.180 --> 0:49:51.480

Monge, Guadalupe

Call 1-888-913-0900 right away.

0:49:52.190 --> 0:49:56.890

Monge, Guadalupe

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

0:49:58.420 --> 0:50:2.920

Monge, Guadalupe

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

0:50:4.630 --> 0:50:20.780

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.

0:50:24.960 --> 0:50:29.490

Monge, Guadalupe

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

0:50:33.510 --> 0:50:37.20

Monge, Guadalupe

Is there a fee for a lost or stolen MNC?

0:50:37.890 --> 0:50:42.210

Monge, Guadalupe

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

0:50:43.440 --> 0:50:49.400

Monge, Guadalupe

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

0:50:51.110 --> 0:50:53.260

Monge, Guadalupe

The state will pay you back for that fee.

0:50:55.630 --> 0:51:0.800

Monge, Guadalupe

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

0:51:3.30 --> 0:51:12.40

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.

0:51:15.620 --> 0:51:18.700

Monge, Guadalupe

What if my MNC checks are lost or stolen?

0:51:20.30 --> 0:51:25.960

Monge, Guadalupe

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

0:51:27.310 --> 0:51:29.500

Monge, Guadalupe

There was no cost to order more checks.

0:51:33.50 --> 0:51:36.320

Monge, Guadalupe

Does it cost anything to use the money network card?

0:51:37.750 --> 0:51:41.890

Monge, Guadalupe

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

0:51:43.710 --> 0:51:48.760

Monge, Guadalupe

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

0:51:52.540 --> 0:51:54.950

Monge, Guadalupe

Can I withdraw cash from ATM's?

0:51:56.620 --> 0:51:57.130

Monge, Guadalupe

No.

0:51:57.750 --> 0:52:5.620

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.

0:52:8.720 --> 0:52:12.550

Monge, Guadalupe

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

0:52:14.280 --> 0:52:21.480

Monge, Guadalupe

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

0:52:26.200 --> 0:52:30.840

Monge, Guadalupe

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

0:52:32.750 --> 0:52:34.840

Monge, Guadalupe

Money Network mobile app too.

0:52:35.520 --> 0:52:40.0

Monge, Guadalupe

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

0:52:41.860 --> 0:52:47.860

Monge, Guadalupe

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

0:52:50.60 --> 0:52:54.420

Monge, Guadalupe

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

0:52:55.90 --> 0:53:2.370

Monge, Guadalupe

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

0:53:6.0 --> 0:53:13.810

Monge, Guadalupe

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

0:53:14.820 --> 0:53:21.780

Monge, Guadalupe

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

0:53:22.680 --> 0:53:27.840

Monge, Guadalupe

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

0:53:31.220 --> 0:53:34.570

Monge, Guadalupe

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

0:53:36.860 --> 0:53:40.570

Monge, Guadalupe

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

0:53:41.960 --> 0:53:46.390

Monge, Guadalupe

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

0:53:48.290 --> 0:53:52.760

Monge, Guadalupe

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

0:53:56.620 --> 0:54:2.90

Monge, Guadalupe

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

0:54:3.700 --> 0:54:10.540

Monge, Guadalupe

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

0:54:12.520 --> 0:54:18.490

Monge, Guadalupe

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

0:54:19.150 --> 0:54:21.500

Monge, Guadalupe

Money Network card will look into the problem.

0:54:23.690 --> 0:54:25.460

Monge, Guadalupe

Summary and next steps.

0:54:27.220 --> 0:54:27.880

Monge, Guadalupe

Recap.

0:54:29.490 --> 0:54:36.60

Monge, Guadalupe

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

0:54:37.70 --> 0:54:41.180

Monge, Guadalupe

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

0:54:42.110 --> 0:54:45.740

Monge, Guadalupe

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

0:54:46.870 --> 0:54:51.870

Monge, Guadalupe

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

0:54:52.730 --> 0:54:56.420

Monge, Guadalupe

And now who to call with questions about the money that we're hard.

0:55:0.180 --> 0:55:1.90

Monge, Guadalupe

Next steps.

0:55:2.140 --> 0:55:5.380

Monge, Guadalupe

Start a March 31st, 2023.

0:55:7.190 --> 0:55:13.700

Monge, Guadalupe

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

0:55:16.190 --> 0:55:21.320

Monge, Guadalupe

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

0:55:22.130 --> 0:55:27.600

Monge, Guadalupe

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

0:55:28.220 --> 0:55:32.170

Monge, Guadalupe

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

0:55:35.190 --> 0:55:39.290

Monge, Guadalupe

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

0:55:41.220 --> 0:55:45.840

Monge, Guadalupe

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

0:55:47.520 --> 0:55:53.600

Monge, Guadalupe

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

0:55:55.220 --> 0:56:5.540

Monge, Guadalupe

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

0:56:9.220 --> 0:56:12.140

Monge, Guadalupe

Money network card contact information.

0:56:12.980 --> 0:56:22.440

Monge, Guadalupe

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

0:56:23.200 --> 0:56:25.910

Monge, Guadalupe

Or go to the money Network card website.

0:56:27.370 --> 0:56:30.600

Monge, Guadalupe

Forms are available using the following links.

0:56:31.630 --> 0:56:40.100

Monge, Guadalupe

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

0:56:44.830 --> 0:56:50.500

Monge, Guadalupe

Thank you, everyone. That concluded our demonstration. We are now going to move on to the question and answer session.

0:56:53.250 --> 0:56:57.380

Monge, Guadalupe

We do have our sneeze, subject matter experts from PALCO and the state.

0:56:59.100 --> 0:57:0.820

Monge, Guadalupe

Kill. Do you wanna take it?

0:57:0.650 --> 0:57:1.60

Cayle Cox

Yeah.

0:57:1.660 --> 0:57:2.160

Monge, Guadalupe

Perfect.

0:57:2.820 --> 0:57:31.640

Cayle Cox

We just had a couple of questions so far in the chat. I'm gonna read through those and then feel free to add additional in the chat or we get through this. We'll open the floor and everybody to ask additional questions. So first question was can I use money network for buying things on Amazon? Also can we get an overdraft fee for money network cards or checks? The answer to the first question is yes, you can use this for purchasing from Amazon and that's actually one of the reasons that we did this is.

0:57:32.770 --> 0:58:2.540

Cayle Cox

When we send out paper checks it it didn't really work with Amazon because we would send out a paper check. But how do you do that with Amazon? Well, since this is a debit card or Visa branded debit card, you can easily purchase things from Amazon. They are an authorized vendor in the system, so yes, you can absolutely do it. Two, can you get an overdraft from money network cards or checks? The answer is no. This is a prepaid card, so it will not authorize anything above the account balance.

0:58:2.680 --> 0:58:10.970

Cayle Cox

And that includes the checks because you have to get the transaction number for the check you, so you can't overdraft it. There's no concern there.

0:58:12.450 --> 0:58:36.620

Cayle Cox

Second one is or. The next question is, will members be able to take this training and the answer is if the ER is a their own representative, then yes, but this training is really for ER, because they're the ones that are gonna be receiving these money network cards and checks the packet and everything. So this training is really for the the errors, but a member could take it if they were also an ER.

0:58:39.270 --> 0:58:45.700

Cayle Cox

The Anna remind put a reminder in that money network cards or checks cannot be used to purchase cannabis or medical cannabis.

0:58:46.910 --> 0:58:48.160

Cayle Cox

And.

0:58:51.80 --> 0:59:12.980

Cayle Cox

OK, got a good question from Nick showed the new money network, the new money network, it says sued for each vendor assigned to a member or participant. And the answer to that would be no. You'll just receive one money network card as an ER and then all the funds will continue to go on there. So it doesn't matter if you're using that card for a one or 100 vendors, you'll get one card and then you'll just be able to.

0:59:13.400 --> 0:59:40.270

Cayle Cox

Uh, the after you get the first initial card, you keep that and we'll just keep sending money to it for each of your vendor payments. So nice thing about this is you won't have to wait in the mail for different checks. You won't have to remember which card you're using, or anything. All of the money and everything will be put on a single card, and then once you have your card in hand, those direct deposits, you can even set up an alert to know when you're yeah, set up an alert so you know when those direct deposits hit your account.

0:59:41.600 --> 0:59:44.10

Cayle Cox

So hopefully it'll be a lot more a lot simpler for you.

0:59:45.270 --> 1:0:14.610

Cayle Cox

Uh, Nick, please let me know if that didn't answer your question or if you have any additional. Follow it. We've got one from Joe and Becca. Do we request money monthly or yearly? And we have a vendor that has an annual fee. So the request process is exactly as it as it stands today. The only difference between

when you fill out your vendor request form is you will have the option to select either money, network or paper check and you could do that on every single one. So it just because you save money network on.

1:0:15.280 --> 1:0:32.410

Cayle Cox

It it a vendor request one month you can change it to paper check or vice versa or do it in any order you want every single time you turn in a vendor request form you can select that and in terms of monthly or yearly you do. I believe you do turn in.

1:0:33.750 --> 1:0:56.260

Cayle Cox

Request forms for each time you wanna get vendor money and that would be so if you have an annual payment, you could turn annual fee. You could turn that in on a vendor request form, but I'm gonna kick that over to Sarah probably or Melanie or Kali because they're the experts in the state side. The the request side, Sarah or Melanie tallied. I answer that correctly or I don't know if we have anybody else on.

1:0:56.920 --> 1:0:57.650

Tolen, Tallie P., HSD

Well, this is.

1:0:56.610 --> 1:0:57.810

Coffman, Cerra

Yep, you're correct account.

1:0:59.250 --> 1:0:59.820

Cayle Cox

OK.

1:0:58.890 --> 1:1:8.250

Tolen, Tallie P., HSD

Yeah, this is totally you would continue to request as you do today, it's it's not gonna change. You just would check the box for the Money network card.

1:1:10.570 --> 1:1:11.30

Cayle Cox

Thank you.

1:1:12.230 --> 1:1:21.620

Cayle Cox

And then Nick and Sarah might have you take this one or there's tally vendors still have to be linked to goals. However correct. Is that correct that vendors still need to be linked to a goal?

1:1:22.980 --> 1:1:28.0

Coffman, Cerra

I can take this one. Yes, that is correct. The vendor will still need to be linked to that goal.

1:1:30.190 --> 1:2:0.520

Cayle Cox

And just to I want to try and pull that thread just a little bit, just make sure to explain to everybody as well. We've had questions on the last few calls as well about what if my vendor that I put on the form originally and I'm just gonna kind of let put this question out there. So Sarah can answer it. Sarah, what if I requested a vendor request for all my vendor request form? I put Walmart down and Walmart all of a sudden runs out of the supplies that I needed. Could I take my card to another?

1:2:1.180 --> 1:2:7.780

Cayle Cox

Uh, like to target and buy my supplies at Target? And if so, what would I need to do? What I need to do? Any paperwork?

1:2:8.290 --> 1:2:32.340

Coffman, Cerra

Yes. So we would require a brand new vendor information form for anything goods or services related we require just the vendor information form. Once that is processed and linked to the budget, you can then submit a vendor payment request form indicating the funds on the money network card and those funds will be released and you can now pay for your items at Target.

1:2:34.320 --> 1:2:40.550

Cayle Cox

Thank you, Sarah. And again, I see that that I just asked that question because I know it's come up in the last few calls. I cut somebody off to they have some.

1:2:45.90 --> 1:2:45.650

Cayle Cox

OK.

1:2:47.200 --> 1:2:53.50

Cayle Cox

Hazus asked, will this presentation be available for future you? And yes, it will be available on.

1:2:54.800 --> 1:2:56.730

Cayle Cox

Kelly to be king or.

1:2:57.590 --> 1:3:3.820

Cayle Cox

Guadalupe may be can somebody refresh my memory on where we put it? I think we put it on this the Palco site, maybe a couple of other places.

1:3:2.920 --> 1:3:5.380

Monge, Guadalupe

Yes, you're right. It'll be on the Poco site.

1:3:6.510 --> 1:3:7.430

Cayle Cox

OK. Thank you.

1:3:9.550 --> 1:3:24.80

Cayle Cox

Rosita asked. Do we still need to send vendor request form monthly for each vendor? The answer would be yes it does. It doesn't change the vendor request form process, so if you're you would still send them in monthly correct? Sarah is that you agree?

1:3:23.640 --> 1:3:30.510

Coffman, Cerra

That's correct. If you Bill monthly for your goods and services, you will continue to submit those vendor payment request forms monthly like you do today.

1:3:32.780 --> 1:4:1.990

Cayle Cox

The next question is from Joe, Rebecca and it said this new check system replaces the old system, right? It's actually in addition to. So you can continue to receive the paper checks that you're receiving today if you like those or you can get a money network card and use the checks on those or you can do a combination so you can get some things on money, network card and some on paper checks. It depends on how you like to receive them. Every time you turned into vendor request form, you'll be able to.

1:4:2.580 --> 1:4:11.750

Cayle Cox

Check the box for which one you wanna you wanna get so it doesn't replace it. It simply adds to. It's another option and we we did that simply to to give more flexibility.

1:4:13.830 --> 1:4:14.480

Cayle Cox

Umm.

1:4:15.300 --> 1:4:22.730

Cayle Cox

A dear asked. Do we need to provide a new quote from target with the VPR? I'm gonna have that one kicked over to Sarah.

1:4:23.770 --> 1:4:29.520

Coffman, Cerra

I can answer that one that yes, we will require an invoice with every vendor payment request form submission.

1:4:33.200 --> 1:4:33.930

Cayle Cox

And then my.

1:4:36.840 --> 1:4:37.180

Cayle Cox
Place.

1:4:33.180 --> 1:4:56.600

Tolen, Tallie P., HSD

I think that's asking about. I'm sorry, this is tally. I think that's asking about the approval process. So a quote is used for approval, right by either the third party assessor or the MCO. I don't think you need to provide a new quote if you already have the item approved in your budget, then you can, you know, go to target.

1:4:57.360 --> 1:4:58.350

Tolen, Tallie P., HSD

If you need to.

1:5:0.700 --> 1:5:10.320

Tolen, Tallie P., HSD

Now, if the price is different, you're going to have to work with your support broker to get a new approval, right? But if it's the same price.

1:5:11.40 --> 1:5:12.390

Tolen, Tallie P., HSD

And you should be OK.

1:5:17.620 --> 1:5:26.320

Cayle Cox

Thanks, Ada confirmed that that does and I hope I'm saying everybody's name quickly. She confirmed that. Do you confirm that that was the same price?

1:5:27.330 --> 1:5:28.760

Cayle Cox

So I think we're good there.

1:5:29.480 --> 1:5:56.630

Cayle Cox

Monica asked, just confirming if we put the purchase from one vendor, such as Walmart, and for the same reason. Then such an item. It isn't available at Walmart. We can go to another vendor such as Best Buy and get the item. Or do we need to start VPR? Sarah, my understanding that they can go to the other store and use it and then they would just fill out that vendor information form to say that they went to the other vendor. Is that correct? Or did I state that incorrectly?

1:5:57.150 --> 1:6:17.370

Coffman, Cerra

Yeah, that's correct. We would need the vendor information form just to show that that vendor is linked to the approved service code on the budget and that'll also go hand in hand with when we request for receipts to confirm purchase, we would need to make sure that that vendor is the approved vendor on the budget and that's where funds were spent.

1:6:19.970 --> 1:6:20.390

Cayle Cox

Thank you.

1:6:23.480 --> 1:6:52.490

Cayle Cox

John Beckett. So March 31st is the deadline date to send money network card for him to get started. No. The answer to that is March 31st is just the first date. You can do it. And so you can do it on every single vendor request form going forward, you'll have a starting on the 31st. So that's just the first time you can do it, but you can, you can't, you don't have to take advantage of it on the 31st. And whenever you make your first request.

1:6:52.580 --> 1:7:13.100

Cayle Cox

For a money network card payment, we will automatically order. So let's say you didn't even you didn't request one until May. Once you turn in your first request in May, we will then automatically order a card, have it sent out, you would receive it. At that point, there's no timeline or dates that you have to have something completed.

1:7:15.90 --> 1:7:31.460

Cayle Cox

Then we've got a question from Crystal. If a check from a previous budget expired last month was issued and is still good, can it be cancelled and the money network card be requested? One of our Members has been unable to find for printer ink at both best buys and town. However, the ink is available online.

1:7:32.480 --> 1:7:37.510

Cayle Cox

That's a great question. I'm going to have to kick that over probably to Sarah. Would you build into this one?

1:7:45.630 --> 1:7:46.540

Cayle Cox

OK. Thanks.

1:7:40.110 --> 1:8:1.140

Coffman, Cerra

I I'm not sure I'm maybe tally can assist me here. We we would have to fill out these stop-payment request form to cancel that check and then we would request a vendor payment request form to initiate the money network card tally. Does that sound correct?

1:8:5.140 --> 1:8:9.550

Tolen, Tallie P., HSD

Umm, I think so. So this is the question from Crystal.

1:8:10.140 --> 1:8:10.380

Coffman, Cerra

Yes.

1:8:10.320 --> 1:8:12.230

Cayle Cox

Yeah, at 406306.

1:8:11.660 --> 1:8:13.780

Tolen, Tallie P., HSD

OK so.

1:8:15.960 --> 1:8:23.20

Tolen, Tallie P., HSD

Yes, I yeah, you would need to request that the check be cancelled and then you would have to send a new vendor payment.

1:8:23.100 --> 1:8:25.490

Tolen, Tallie P., HSD

Umm request form?

1:8:26.220 --> 1:8:31.510

Tolen, Tallie P., HSD

For UM, and then if you're buying it at another, another place.

1:8:32.180 --> 1:8:42.790

Tolen, Tallie P., HSD

That's not Best Buy. I think you'd have to do the vendor information form. Ohh, but you're buying it online. I see that. OK, so yes, you could you could do that. Sarah's correct.

1:8:43.680 --> 1:8:44.340

Coffman, Cerra

Thank you, tally.

1:8:44.400 --> 1:8:51.430

Cayle Cox

And you could, when you do your second one, if you just request it to Best Buy then you that's all you'd have to do. I'm sorry too.

1:8:52.940 --> 1:9:19.490

Cayle Cox

Amazon or I guess Best Buy probably has shipped them too, but what you've described Crystal is is one of the big drivers behind this effort to get these cards out, because we've had, there's been a lot of times where people can were unable to get the stuff that they needed like printer ink for example, because of the paper checks were there were running into issues with the paper check. So that's why we rolled this out to increase flexibility. So it's a good question.

1:9:21.410 --> 1:9:29.990

Cayle Cox

And Gilbert asked when will this training be available in the Palco site Guadalupe? Do you know timing wise, I think we're turning around pretty quick.

1:9:32.150 --> 1:9:37.900

Monge, Guadalupe

Correct me if I'm wrong wearing, but I believe by Friday, if not early next week.

1:9:41.670 --> 1:9:44.930

Sembler, Lorraine

Yeah, that's correct. The 17th Friday the 17th.

1:9:45.910 --> 1:9:46.310

Cayle Cox

Thank you.

1:9:50.810 --> 1:10:5.360

Cayle Cox

And next Crystal just said thank you for putting on all the efforts and you're you're very welcome. Really hope that this gives everybody a little bit more flexibility going forward. That's the entire the entire purpose of this is to make it easier for everybody to.

1:10:6.640 --> 1:10:8.230

Cayle Cox

Get the goods and services that they need.

1:10:13.700 --> 1:10:19.890

Cayle Cox

Any questions on the phone? We kind of caught up with the the ones in the meeting chat.

1:10:28.440 --> 1:10:30.310

Monge, Guadalupe

I don't see any more questions coming in.

1:10:32.450 --> 1:10:33.10

Monge, Guadalupe

And.

1:10:34.490 --> 1:10:36.900

Monge, Guadalupe

Perfect. If there's nothing else, we can go ahead and adjourn.

1:10:39.750 --> 1:10:40.520

Cayle Cox

Thank you everybody.

1:10:39.730 --> 1:10:42.520

Monge, Guadalupe

Thank you all so much for joining. Have a good rest of your day.

1:10:43.650 --> 1:10:43.930

Cayle Cox

Bye.