

**EVV Post Go-Live Presentation 1/22/2021**  
**Self-Directed Community Benefit**

QUESTION	ANSWER
<p>If EORs still have TNT checks or if a lost/stolen check affidavit was in process in December, how will this transition to Palco? Will vendors still be able to deposit the TNT check?</p>	<p>The TNT check should still be good. For a lost/stolen check affidavit, please follow up with the CCSC and Conduent.</p> <p>There is a stop payment form on the Palco website. For any Palco checks, the EOR can complete that form and submit it to Conduent.</p>
<p>Are employees able to monitor their hours using the EVV system?</p>	<p>There are reports within AuthentiCare system that the SB can walk the EOR through to be able to pull employee information and clock-in and clock-out, which will provide the hours that a service was performed.</p>
<p>Data in AuthentiCare is still not synced correctly and I as an EOR cannot see the members or workers when searched. Pay rates are also still incorrect.</p>	<p>Use entity search with representative selected to find workers.</p> <p>Please work with your Support Broker for assistance.</p>
<p>I've had multiple questions regarding the transfer of payroll information and can never get an immediate answer. They just say it needs to be escalated to Conduent.</p>	<p>Some of the payment information transferred to Palco may have been inaccurate or missing details. As a result, employees were switched to a Paper Check. If you have concerns or received a paper check instead of direct deposit, it is recommended you complete a Pay Selection Form to update Direct Deposit info for the next payroll.</p>

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	<p>You can submit a new form to Conduent to update your information at any time.  <a href="https://palcofirst.com/new-mexico/">https://palcofirst.com/new-mexico/</a></p>
<p>What happens if you don't have a zip code and your location is not right on the latitude and longitude?</p>	<p>Please outreach to your Support Broker with the address issue, and the Support Broker will send this issue to Fiserv for further review.</p>
<p>What if we never received our pin for Palco?</p>	<p>Call the Consolidated Customer Service Center (CCSC) for assistance using the * function and Palco can provide assistance.</p> <p>1-800-283-4465 and Press *</p>
<p>Will they be changing the way the member gets their checks for nutritional supplements? The checks you all send haven't been working at places like Walmart and Target.</p>	<p>This is an issue with the vendor Telecheck that many big box vendors like Walmart use to process payments. There is no issue with the actual check or Palco who issued the check. When you take the check to the store, encourage the cashier or store manager to process the check as a paper check and not an electronic check. Ask them to hand key the check into the system. Palco is working on a more permanent solution.</p>
<p>Is there a video to help through the new site for those who need hands-on assistance?</p>	<p>Trainings are recorded and available, and the State will explore other options to support visual learners.</p>
<p>Will we get a copy of the presentation to give to our EOR's and members?</p>	<p>Yes. It will be published on the web portal and distributed to Support Brokers and others who attended the presentation.</p>
<p>How do you find your workers in the <b>AuthentiCare</b> system? Name search? If somebody does not show up, does that mean that something is missing from the process?</p>	<p>This should be searchable within the Entity search functionality in AuthentiCare. Let your support broker know if you are unable to find the EOR or the worker. Your Support Broker can forward these issues to Fiserv for further resolution.</p>

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<p>So, to change the account used for direct deposit you coordinate that with the support broker correct?</p>	<p>Payroll forms for the employees can be found on the Palco website including the Pay Selection and Direct Deposit Form. You can submit a new form to Conduent to update your information at any time. <a href="https://palcofirst.com/new-mexico/">https://palcofirst.com/new-mexico/</a></p>
<p>Will the caregiver be paid for days she worked before paperwork is approved due to the need of caregiver?</p>	<p>The answer to this question depends on what type of required paperwork has not been completed. Please work with your Support Broker or care coordinator to help answer this question.</p>
<p>Paycheck stubs? Haven't received one since beginning of December and can we print them online?</p>	<p>Paystubs are being mailed by Palco. Phase II of the implementation will include access to paystubs online via the Palco Connect system.</p> <p>If you are missing paystubs from TNT, please work with your Support Broker or call the CCSC at 1-800-283-4465.</p>
<p>Verified ID numbers are still not working when employees call in. How can we resolve this?</p>	<p>Please work with your Support Broker. Support Brokers should contact the AuthentiCare Helpdesk.</p>
<p>Do we have to do a new direct deposit if we are set up with Conduent?</p>	<p>Some of the payment information transferred to Palco may have been inaccurate or missing details. As a result, employees were switched to a Paper Check. If you have concerns or received a paper check instead of direct deposit, it is recommended you complete a Pay Selection and Direct Deposit Form to update Direct Deposit info for the next payroll.</p>
<p>How do employees monitor their weekly hours, since EVV is logging hours using units?</p>	<p>EVV uses units, but you can translate those to hours. Units are fifteen-minute units, so you can multiply that by four to get the hourly rate.</p>
<p>What is the best way to teach EORs to monitor their hours in EVV?</p>	<p>The EOR will need to run the accessible reports within Fiserv. If the report is providing the</p>

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	information in units, the time is for 15 minute units.
Which reports are best for EORs to use to monitor their hours?	The EOR should pull the Time/Attendance Report and the Claim Details/Claim History Report in AuthentiCare.
Checks are being rejected because they are not being read by the reader process.	This is an issue with the vendor Telecheck that many big box vendors like Walmart use to process payments. There is no issue with the actual check or Palco who issued the check. When you take the check to the store, encourage the cashier or store manager to process the check as a paper check and not an electronic check. Ask them to hand key the check into the system. Palco is working on a more permanent solution.
How does an EOR know that he/she reviewed the claim or approved the claim, when looking at a particular claim?	The EOR should go to homepage, select Confirm Billing-View, Enter start/end date and click GO. A confirm billing screen appears. Check box next to Approve Billing for Claim. Click Confirm Billing. A message appears that says "Billed---Date" when a claim has been confirmed.
What is the max hours an employee can put in a claim?	The Employee must work the hours that are approved by their EOR/Member and reflected within the SDCB Care Plan. An employee can never exceed 40 hours per week.
Can someone create a presentation that works with EORs to understand their needs? It is difficult for Support Brokers to be walking EORs through the process when we can't really see what they are seeing.	HSD and the MCOs will be working with Fiserv to identify if we can develop additional training materials for Employer of Records.
When we try to clock in it hangs up on us what do we do?	Please work with your Support Broker to utilize the SDCB Telephony IVR Guide. If you continue to experience issues, your Support Broker can outreach to Fiserv.

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I have been locked out of AuthentiCare. How do I regain access?	Password resets and unlocks can be performed by the support broker. Only support brokers should contact AuthentiCare if their account is locked out.
Quick Guides would be so helpful for EORs to get in and edit claims and approve. Thank you!	There are a variety of user guides, manuals, and recorded training. Please check with your MCO or Support Broker. HSD and the MCOs will be working with Fiserv to identify if we can develop additional training materials for Employers of Record.
Support Brokers were able to change passwords when members were locked out, as of today we are no longer able to do so, the Authorizations tab is no longer on our Home page in AuthentiCare. I had to call the AuthentiCare TA phone number and three-way call with member as they required this so that they /AuthentiCare could reset his password.	Additional information has been provided to Los Amigos on how to access this information. Please outreach to Los Amigos administrative staff as they have been provided guidance how to access this information. You may also contact the AuthentiCare Help Desk.
What happens if an employee clocks out a few minutes late?	The EOR can view and edit the timesheet before confirming the claim.
<p>We have not been using activity code during log out. How are we to know what activity code to use?</p> <p>So to clarify we still use FOCoS online to complete timesheets until March and then does it just go away?</p>	<p>The activity code should match the activities that the employee performed during his/her shift. Please find the codes listed in slide 13 of the presentation.</p> <p>FOCoS will be replaced by Palco on April 1, 2021</p>
Will approved vendors i.e. Best Buy for prepaid cell phone service be notified of TNT change to Palco?	Big box vendors will not be notified. All vendor forms and communication is still handled by Conduent.

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<p>More often than not, it is impossible to log into the system so employees can log in to sign-in and sign-out. Please advise what you are doing to correct this problem. Employees are quickly losing confidence in the new Palco system.</p>	<p>It is likely that it is AuthentiCare you are referring to in your question. If this is from a SB, please work with your MCO, who can work with Fiserv to investigate the issue. It should not be difficult to log into the program.</p> <p>Calling Fiserv for technical assistance is imperative in these situations so they can troubleshoot to identify trends with this issue.</p>
<p>Do these changes impact vendors (not employees)?</p>	<p>Vendors will receive checks from Palco. Vendors will no longer receive checks from TNT.</p>
<p>How do we know if the EOR tax information requested was received? It was faxed.</p>	<p>If you have not heard back from Conduent that the form was received, you can validate by calling the CCSC.</p>
<p>When does the AuthentiCare system's data show in FOCoS?</p>	<p>At this time uploads to the FOCoS system are not happening in real-time, but the data is being transmitted by Palco daily.</p>
<p>Does the activity code meet the requirement for documentation provided by the employee?</p>	<p>There are Medicaid documentation requirements in policy; Support Brokers are aware of that and can help you. The activity code would not suffice for full Medicaid documentation if there were an audit.</p>
<p>What services or information can the call center provide? Where can I find a list of the services - information that the Call Center provides?</p>	<p>The CCSC provides assistance for all programs in the Human Services Department. When you call-in, there is a menu of services provided.</p>
<p>Is there a round-up or round-down per fifteen-minute unit in the AuthentiCare system?</p>	<p>The EVV visits are based on the 8-minute rule. Rounding: 7 mins and below = 0 unit, 8 - 15 mins = 1 unit.</p>
<p>If a member is traveling and their caregiver is with them will this be ok since you mentioned that the call clock in and clock outs are monitored?</p>	<p>If you are traveling and not near the landline phone, you can use the AuthentiCare app. The EVV system has GPS capability. It tracks where the clock-in and clock-out take place. If a caregiver routinely conducts an activity at the same location (e.g., caregiver routinely picks up prescriptions from the same pharmacy), the location can be added as a preferred location in the AuthentiCare</p>

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	system to clock-in and clock-out from that location.
If electronic timesheets are done instead of a phone check-in/check-out, do times of caregivers have to be done on the same day of service or can they be done weekly?	If you are approved for a timesheet exception and are using an electronic timesheet, please continue. There is no change to that process.
If an employee has to change Tax dependents how do I get this paper for them to change and once done where do I send and where would I find the W4?	Payroll forms for the employees can be found on the Palco website including W4's and Payroll Information Worksheets. You can submit a new form to Conduent to update your information at any time. <a href="https://palcofirst.com/new-mexico/">https://palcofirst.com/new-mexico/</a>
If an employee forgets to call for logging in or out what is the process?	The EOR can edit/view the claim within AuthentiCare
Is there a problem with the geo-fence being accurate?	A Geofence error has been sent to Fiserv. Please send any inquiries to your Support Broker, and your Support Broker can follow up with FiServ.
How many locations can be entered in the EVV systems?	1 Work, 1 Billing, 1 Home and No Limit on "Other" addresses, needed for service locations. Please work with your Support Broker who can contact FiServ with any questions.
I was on Palco website and looked at the forms avail from them. There was a "Pay Selection and Direct Deposit Authorization - Vendors" how is this form used?	This form will allow a vendor agency to set up direct deposit as their method of payment rather than a paper check.
If we approved hours on FOCoS and not AuthentiCare this past Tuesday will my caregivers get paid?	If your caregivers are not yet using AuthentiCare, you should approve time in FOCOS.
How early can caregivers clock in, and how late can they clock out?	You can clock in and out at any time within a 24-hour period. Workers need to clock in and out within their shifts.
What happens when the member doesn't have a landline or mobile and the caregiver phone does not have coverage at the member home.	Please work with your MCO to see if you qualify for a timesheet exception.

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I started with phone call log in during middle of pay period, is that ok if I just manually enter through FOCoS?	Yes, that is correct. Or the EOR can manually enter time through web-based entries in AuthentiCare.
Received check but no check stub. How do you get a check stub?	Palco is mailing paystubs. Please contact the CCSC if you need assistance.
How are the employers approving the timecards? Is that through AuthentiCare app? Will they get trained to do so?	Employers are being trained by the Support Brokers. Please contact your Support Broker.
Is there a list of physical locations around the state that will accept these checks?	Conduent and Palco are developing some additional information that will be shared soon.