



## Electronic Visit Verification (EVV) System and Transition to Palco

The State will start EVV for three (3) services under the Mi Via program on January 1, 2021. The New Mexico Medicaid EVV system is called AuthentiCare® and is owned and run by the company *Fiserv*. Access to the AuthentiCare® system will be provided at no cost to the Employer of Record (EOR), provider agencies, and employees. The EVV system lets **direct care workers** (employees and providers) clock in and clock out worktime as required by federal law. This information is used to confirm that participants are receiving their services in the right place and at the right time.

### EVV will be used for the following Mi Via services:

- Homemaker/Direct Support (code: 99509)
- Respite Standard (code: T1055SD)
- In-home Living Supports (code: T2033)

### How to Enter EVV Time:

January 1, 2020 – March 31, 2021	April 1, 2021 – Ongoing
Clock in and clock out will occur only through dialing into the AuthentiCare® phone system from the participant's landline or other telephone.	Access to AuthentiCare® will be available through an "app" on your cell phone or tablet.

### Employer of Record/Employee/ Participant EVV IDs

Every self-directing Employer, Participant and Employee has a unique Palco ID number. Some letters may have mistakenly indicated the same ID numbers for Employer and Employees, new letters are being mailed out. If you need your ID sooner, you can The CCSC can be reached at **1-800-283-4465**. Select **option '5'** for EVV.

The CCSC is available Monday through Friday from 7 am to 5 pm. In addition, someone from Conduent will be reaching out directly to provide that unique ID number.

If you have not received your ID number or want to confirm its accuracy, you can also send an email to:

[NM.EVV.ID.Conduent@Conduent.com](mailto:NM.EVV.ID.Conduent@Conduent.com).

Please include your contact information and someone will contact you. You can begin sending inquiries to this email starting December 23, 2020.

### Exception Codes: 99509-E, T1005SD-E, T2033-E

Some participants have been approved to pay rates above the Mi Via range of rates. These services are billed with an E modifier. You will receive technical assistance from HSD and DOH on how to use EVV and submit the bills.

### Transition from FOCoS to Palco:

Palco Inc. is partnering with Conduent as your new Financial Management Agency (FMA). HSD in previous newsletters informed you that in March of 2021, the FOCoS system will be entirely replaced by Palco.

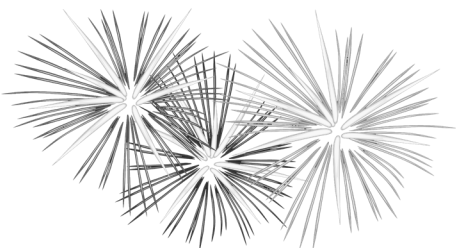
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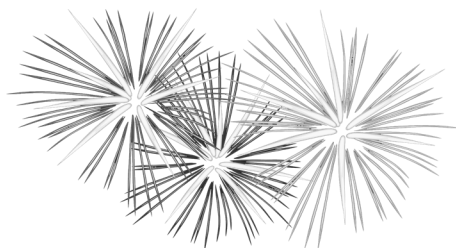
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*Happy  
New Year*



## FMA-Conduent

Contact Information:

**Phone:** 1-800-283-4465

**Toll-free Fax:** 1-866-302-6787

**E-mail:** [mi.via@conduent.com](mailto:mi.via@conduent.com)

(This email box is for form submission only. If you have questions, please call the Consolidated Customer Service Center (CCSC) at 1-800-283-4465.

### **Physical Address:**

1720-A Randolph Rd SE  
Albuquerque, NM 87106

### **Note:**

The Mi Via Advisory Committee works with the State to share information and help with communication among all Mi Via Participants.

Palco Forms can be found at:

- Palco Website <https://palcofirst.com/new-mexico>
- New Mexico Medicaid Web Portal <https://nmmedicaid.portal.conduent.com>

Download the form that applies to the EOR

- Employer Packet – Transition: This packet will be used for existing EORs who must update their information with Palco for the transition from TNT.
- Employer Packet-Full: The full packet is applicable for new employers, including employer changes.

Complete all highlighted areas. Forms can be submitted to:

Email: [mi.via@conduent.com](mailto:mi.via@conduent.com)

Mail: PO Box 27460 Albuquerque, NM 87125-7460

Drop off Packet: 1720-A Randolph Rd. SE, Albuquerque, NM 87106.

Fax: 866-302-6787

## Temporary Mi Via COVID-19 Overtime for Homemaker/Direct Support Services

To ensure the health and safety of Mi Via participants, the State has approved on a **temporary, emergency only** basis a process that allows an employee to work and be paid over 40 hours a week for Homemaker/Direct Support services. This is being allowed to ensure participants can continue receiving care when one or more employee (s) and/or a participant's family member (natural support):

- Has been required to self-isolate due to testing positive for COVID-19;
- Has been required to quarantine due to a household member testing positive for COVID-19;
- Has been exposed to someone who has tested positive for COVID-19 and needs to quarantine;
- Has been tested for COVID-19 and is awaiting testing results;
- Must care for a family member who has tested positive for COVID-19 or
- Other COVID-19 related issues.

Employees may be approved to work more than 40 hours but no more than 80 hours in a seven-day work week.

Employees will be paid at overtime rates. This may have an impact on the participant's budget. Participants may need to revise their budgets in order to cover the additional expense of overtime payments.

### COVID-19 Overtime for Homemaker/Direct Support Services Guidelines

Overtime hours shall be entered and requested by the EOR using both the:

- Mi Via COVID-19 Overtime Request Form, and
- Mi Via COVID-19 Overtime (paper) Timesheet

## Dates to Remember in January

# January 2021

Sun	Mon	Tue	Wed	Thu	Fri	Sat
December 27	December 28	December 29	December 30	December 31 <i>Paychecks and Vendor Checks Received or Deposited</i>	1 <i>End of the pay period Conduent and State Offices Closed</i>	2 <i>Deadline to submit faxed timesheets, Mileage &amp; PRFs for 1/15/21 payment; new pay period begins</i>
3	4	5	6	7	8 <i>Vendor Checks Received or Deposited</i>	9 <i>Deadline to submit PRFs for 1/22/21 payment</i>
10	11	12	13	14	15 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period December Spending Reports Avail-</i>	16 <i>Deadline to submit faxed timesheets, Mileage &amp; PRFs for 1/29/21 payment; new pay period begins</i>
17	18	19	20	21	22 <i>Vendor Checks Received or Deposited</i>	23 <i>Deadline to submit PRFs for 2/5/21 payment</i>
24 <hr/> 31	25	26	27	28	29 <i>Paychecks and Vendor Checks Received or Deposited; end of the pay period</i>	30 <i>Deadline to submit faxed timesheets, Mileage &amp; PRFs for 2/12/21 payment; new pay period begins</i>

# Mi Via Circle of Support

**Web:** <https://nmhealth.org/about/ddsd/pgsv/sdw>

Agency Name	Contact Name	Phone	E-mail	Region(s)
CNRAG, Inc. (Care Network Resource Assistance Group)	Fallon Vincell	575-621-3645	<a href="mailto:fvincell@cnragusa.com">fvincell@cnragusa.com</a>	Metro, SE and SW
Consumer Direct Personal Care (CDPC)	Sandra Woodward	1-866-786-4999	<a href="mailto:sandraw@consumerdirectcare.com">sandraw@consumerdirectcare.com</a>	All of New Mexico
Excel Case Management, Inc.	Diane Metoyer	505-324-8660	<a href="mailto:Metoyer@excelcasemanagement.com">Metoyer@excelcasemanagement.com</a>	NW and SE Regions
Los Amigos, LLC	Sergio Garcia	505-204-6035	<a href="mailto:Sergio@losamigosbs.com">Sergio@losamigosbs.com</a>	All of New Mexico
Me Town Enterprises, LLC	Kimberly Riebsomer	505-310-9069	<a href="mailto:riebsomer@gmail.com">riebsomer@gmail.com</a>	Metro and NE
Merit Consulting, LLC	Tina Storey	505-507-9995	<a href="mailto:tinas@meritnm.com">tinas@meritnm.com</a>	Metro
Peak Developmental Services	Sarah Martinez	505-281-9962	<a href="mailto:sarahmpds@gmail.com">sarahmpds@gmail.com</a>	All of New Mexico
Self-Directed Choices	Sandy Skaar Jacob Patterson	505-508-1663	<a href="mailto:Sandy@sdchoices.com">Sandy@sdchoices.com</a> <a href="mailto:Jacob@sdchoices.com">Jacob@sdchoices.com</a>	All of New Mexico
UNM Center for Development and Disability (CDD)	Tanya Baker-McCue Janelle Groover	1-866-383-3820	<a href="mailto:tbaker-mccue@salud.unm.edu">tbaker-mccue@salud.unm.edu</a> <a href="mailto:itorresgroover@salud.unm.edu">itorresgroover@salud.unm.edu</a>	All of New Mexico
Visions Case Management	Charles Clayton	575-779-7419 or 1-888-588-9152	<a href="mailto:Charles@visionsnm.com">Charles@visionsnm.com</a>	All of New Mexico

## Human Services Department / Medical Assistance Division – Exempt Services and Program Bureau

PO Box 2348, Santa Fe, NM 87504-2348, Toll-free Phone: 1-888-997-2583, Fax: 505-827-7277

Manages the FMA/Conduent (formerly Xerox) contract and the TPA/Qualis contract

<b>Lorie Pacheco</b>	<b>Mi Via &amp; Medically Fragile Waivers Staff Manager</b> Functions: Mi Via & Medically Fragile Waiver oversight, Conduent, Comagine, and Eligibility Issues	505-231-9353	<a href="mailto:Loriea.Pacheco2@state.nm.us">Loriea.Pacheco2@state.nm.us</a>
<b>Vacant</b>	<b>Mi Via Unit Contract Manager</b> Functions: Mi Via Waiver oversight, Conduent issues		
<b>Aaron Maestas</b>	<b>Mi Via Participant Issues Resolution &amp; Eligibility</b> Functions: Participant Eligibility, Comagine, HSD/ISD Issues and Technical Assistance	505-827-7761	<a href="mailto:AaronM.Maestas@state.nm.us">AaronM.Maestas@state.nm.us</a>

## Department of Health / Developmental Disabilities Supports Division

5301 Central NE, Suite 203, Albuquerque, NM 87108. Phone: 1-800-283-5548

Operates the Mi Via Program for Developmental Disability (DD) and Medically Fragile (MF) Populations

Oversees consultant agency contracts

<b>Jennifer Rodriguez</b>	Functions: Acting Mi Via Waiver Program Manager, Mi Via Oversight and Participant/Consultant Issues and Technical Assistance	505-476-8840	<a href="mailto:jennifer.rodriguez@state.nm.us">jennifer.rodriguez@state.nm.us</a> Fax: 505-476-8894
<b>Elaine Hill</b>	Functions: Mi Via Waiver Program Coordination, Participant/Consultant Issues and Technical Assistance, and statewide MF WCF & MF CACF	505-841-5510	<a href="mailto:elaine.hill@state.nm.us">elaine.hill@state.nm.us</a> Fax: 505-841-6523
<b>Anysia Fernandez</b>	Functions: Mi Via Waiver Program Coordination, Participant/Consultant Issues and Technical Assistance, and NE region DD WCF & DD CACF	575-758-5934	<a href="mailto:anysia.fernandez@state.nm.us">anysia.fernandez@state.nm.us</a> Fax: 575-758-5973
<b>Rudy Aguilera</b>	Functions: Mi Via Waiver Project Coordination, Participant/Consultant Issues and Technical Assistance	505-841-5886	<a href="mailto:rudy.aguilera@state.nm.us">rudy.aguilera@state.nm.us</a> Fax: 505-841-6523

## Comagine Health (formerly Qualis Health)

PO Box 20910, Albuquerque, NM 87154-0190 Phone: 1-866-962-2180

Comagine Health is the Third Party Assessor (TPA) for Mi Via. They are responsible for reviewing and approving the Service and Support Plans (SSP).

## Care Coordination

<b>Blue Cross Blue Shield</b>	1-877-232-5518, option 3	<a href="http://www.bcbsnm.com/community-centennial">www.bcbsnm.com/community-centennial</a>
<b>Presbyterian</b>	505-923-5200	<a href="http://www.phs.org/centennialcare">www.phs.org/centennialcare</a>
<b>Western Sky</b>	1-844-543-8996	<a href="http://www.westernskycommunitycare.com">www.westernskycommunitycare.com</a>