



Dear Support Broker Provider:

The New Mexico Centennial Care Managed Care Organizations (MCOs) will be rolling out the Electronic Visit Verification (EVV) system, as mandated by Centers for Medicare & Medicaid Services (CMS) in Section 12006(a) of the 21st Century Cures Act. You may find additional information on what is required of all states at:

<https://www.medicaid.gov/medicaid/hcbs/guidance/electronic-visit-verification/index.html>.

First Data is contracted with all of the Centennial Care MCOs and provides monitoring and updates to the EVV system. The EVV system is called AuthentiCare®, and will track the delivery of services related to the Self-Directed Community Benefit (SDCB); specifically, the homemaker (to be called self-directed personal care beginning January 1, 2019) benefit. The system allows caregivers to clock in and out as mandated by federal law. We are pleased to participate in this initiative, which will enable more accuracy in service tracking, reporting, and billing for caregiver services.

The EVV system will be operational by January 1, 2019. The New Mexico Human Services Department along with the Centennial Care MCOs are working to solicit public input from all stakeholders, including support brokers and SDCB members in order to ensure that the required system and process is appropriate for the SDCB program. The below functionality is proposed and is being developed.

The AuthentiCare System

- Uses telephone landlines and/or GPS enabled mobile devices to track the delivery of caregiver services
- Is web-based and paperless
- Allows the Employer of Record (EOR) to review the claim before confirming it for submittal
- Generates claims to FOC*o*Online automatically
- Provides real-time service information to the EOR and the member's care coordinator

The Support Broker's Role

- Provide support and assistance, as needed, to the member and/or EOR related to the installation of the AuthentiCare application and ongoing use
- Assist with building the member's profile in AuthentiCare
 - Member's information will be loaded via file feed from MCO; support broker may be required to assist with adding additional service locations as identified in the member's SDCB care plan

Training

Support brokers will attend a training provided by First Data to learn how to use the system. There is no fee for this training. A schedule of training sessions will be made available, to include both in-person and webinar-based training options. More information will be available as the training details are finalized.

Public Input

The MCOs will be soliciting public input on the SDCB EVV implementation beginning with a survey to SDCB members. Additional public input opportunities will include MCO member advisory board meetings and discussion and conversations with care coordinators.

Brief steps on how the system works

1. A service is authorized for a member through the approved plan in FOCoS.
2. The caregiver arrives for a visit
3. The caregiver checks into the AuthentiCare system using one of the following options:
 - the member's landline to call a toll-free phone number
 - the member's cell phone to access the AuthentiCare application, or
 - the member's computer/tablet to access the AuthentiCare application
4. Caller ID or geo-location (GPS) is used to validate the location from which the caregiver check-in occurs
5. A database of pre-authorized services is referenced to verify that the service has been pre-authorized
6. The caregiver performs the service
7. The caregiver checks out using the same process
8. The clock in/clock out information will be available for the EOR's review and the claim will be processed through Conduent as it is today

Recent Success

New Mexico Human Services Department (HSD) and the MCOs have already successfully implemented EVV for members receiving services via the Agency-Based Community Benefit model. This included personal care services provided via the consumer delegated and the consumer directed models. In addition, the use of EVV affords an opportunity to track the delivery of services.

Contact Information

If you need additional information or have questions regarding the implementation of AuthentiCare New Mexico Centennial Care, please contact your MCO's provider relations department. We look forward to working with you on this new venture.