PERSONAL CARE SERVICES

2025 Self-Directed Community Benefits Provider Newsletter

The Turquoise Care Managed Care Organizations (MCOs), in collaboration with the New Mexico Health Care Authority (HCA), are sharing important updates for Self-Directed Community Benefits (SDCB) Personal Care Services (PCS) provider qualifications. This newsletter provides guidance on current requirements, training materials, payroll and more.

AuthentiCare Guidance and Notices

Xchange Learning Management System

In March 2025, Fiserv implemented the Xchange Learning Management System. Xchange allows participants to join live trainings, view on-demand training, and access user guides and resources. To get started learning more through Xchange:

- First, register for Xchange. Once registered, you can log in to Xchange at any time.
- View a brief introduction to Xchange.
- Access a more in-depth Xchange user guide

AuthentiCare Password Reset Process

If an Employer of Record (EOR) makes three incorrect password attempts in AuthentiCare, they will be locked out of the system for an hour. Passwords can be reset by the Support Broker Agency via these methods:

- **Security Questions**: Users are highly encouraged to add security questions in AuthentiCare for password resets. Enabling security questions will allow for a quicker reset process, as the user will be able to answer questions to trigger a password reset email.
- **Helpdesk**: If security questions are not set up, the user will need to call the AuthentiCare Helpdesk to enable the account and reset the password via:
  - **Phone**: 1-800-441-4667
  - **Email**: authenticare.support@fiserv.com

Member or Authorizations Not Visible

If a member or authorization is not visible in AuthentiCare or there is no Setting of Care listed after the member transitions to SDCB, please reach out to the member's support broker for assistance.

SDCB Payroll Process

Effective Aug. 1, 2025, the auto-confirmation process for SDCB EORs in AuthentiCare has been discontinued.

Conduent is supporting this transition until EORs are fully trained and prepared to manage the process independently. EORs will receive training or retraining in both AuthentiCare and the FOCoS Online system to ensure they can successfully fulfill their responsibilities.

MCOs are reviewing approval reports to confirm that EORs are completing all required steps to ensure caregivers are paid on time. MCOs will follow up with any EORs who are not meeting these requirements.

New SDCB Enrollment Process

New Online Enrollment Form

On July 1, 2025, new SDCB EORs and employees were provided with a new innovative option for completing the required Employer Packet and Employee Packet. EORs and Employees can access the Worker Intake Form at the New Mexico Palco website.

I9 Form

Effective July 1, 2025, new SDCB employees are required to complete and submit the new hire Employee Packet as part of the intake process. To prevent any delays, the newest version of the Employee Packet can be obtained on the New Mexico Palco website and should be completed as close to hire as possible.