



Dec. 1, 2017

To: New Mexico Personal Care Service Provider Agencies

From: New Mexico Centennial Care Managed Care Organizations

Subject: Manual EVV Claim Entries Require Supporting Documentation

The Centennial Care managed care organizations (MCOs) are committed to ensuring providers have the tools and resources they need to provide Personal Care Services (PCS) to Centennial Care members. We would like to take this moment to inform PCS agencies of the appropriate use of manual Electronic Visit Verification (EVV) claim entries.

Effective 1/1/18, any claim that is manually entered (i.e., web-entered) into the EVV system, AuthentiCare, will require the agency to gather and maintain supporting documentation. For manually entered claims, the reviewing MCO may require this supporting documentation before payment is issued. It is the agency’s responsibility to maintain this documentation and establish records retention policies that are compliant with your individual contracts with the MCOs and your Medicaid Participation Agreement with the State of New Mexico Human Services Department. Providers should enter the supporting documentation in the notes field in the AuthentiCare system. The table below lists the exceptions and the appropriate documentation needed to issue payment for manual claim entries.





Exception	Required documentation
Tablet malfunction	The issue reference number and/or other documentation that demonstrates outreach to Mobility Exchange (ME) or AuthentiCare.
Smartphone malfunction	The issue reference number from the mobile network carrier, such as Verizon.
Interactive voice response (IVR) system is unavailable or landline is disconnected	The issue reference number that indicates outreach to either AuthentiCare for IVR issues or to the member’s landline network carrier.
Tablet order was not delivered prior to services being rendered	The confirmation of the date the tablet was ordered and the date the tablet was delivered from ME. Note: Five to seven business days is the timeline provided for tablet delivery.
Inclement weather	Documentation from the PCS agency that supports the use of manual claim entries. Explain the reason for the manual entry.
Electrical outage unrelated to inclement weather	Documentation from the PCS agency that supports use of manual claim entries. Explain the reason for the manual entry.

Exception	Required documentation
Authorization issue	Documentation that supports outreach to the MCO for assistance in researching the issue. Include the date of discussion.
Substitute caretaker	Documentation from the agency that indicates a change in caretakers. Note: Manual claim entries should only be used if notification of substitution was not received in a timely manner and you are unable to reschedule the service in AuthentiCare.

If you have any questions or concerns regarding this communication, please use the information enclosed to contact your provider representative from any of the MCOs with whom you are contracted.

Thank you for your continued partnership.

MCO's Provider Representative Contact Information

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