



August 24, 2016

To: New Mexico Personal Care Service Provider Agencies

From: New Mexico Centennial Care Managed Care Organizations

Re: Electronic Visit Verification Implementation

On June 1, 2016, the managed care organizations (MCOs) provided a communication with implementation details of Electronic Visit Verification (EVV) for all personal care services providers throughout New Mexico. This notification serves as an update to the previous communications.

Updates to the Timeline for EVV Implementation

Please carefully review the additional clarification and criteria detailed below:

1. All exemptions from the EVV program were rescinded effective June 1, 2016.
2. Providers who were not granted an exemption, but were otherwise delayed from EVV implementation, were given a new go-live date of June 1, 2016 at which time, providers started using EVV.
3. Each MCO will work with contracted provider agencies regarding landline usage and mobile device (smartphone or tablet) stipend incentives that were effective June 1, 2016. Provider agencies received communication from each MCO separately detailing the stipend amount.
4. The MCOs are working with a vendor to deploy cellular and Wi-Fi enabled tablets by **September 6, 2016**.
5. **Effective October 9, 2016**, paper claims will no longer be accepted. All claims that are not submitted using EVV will be denied by all MCOs.

Need more information?

If you have any questions or concerns regarding this notification, please reach out to your provider representative from any of the MCOs with whom you are contracted.

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