



June 1, 2016

To: New Mexico Personal Care Service Provider Agencies

From: New Mexico Centennial Care Managed Care Organizations

Re: Electronic Visit Verification Implementation

This notice is applicable to all New Mexico Personal Care Service Provider Agencies who are contracted with at least one of the New Mexico Centennial Care Managed Care Organizations (MCOs). This includes providers who were previously granted a short term exemption from Electronic Visit Verification (EVV) or who were otherwise delayed in implementation.

On April 26, 2016, the MCOs provided a communication explaining the final implementation of EVV for all personal care services providers throughout New Mexico. This notification serves as a reminder and as a clarification to the previous communication.

Timeline for EVV Implementation

Please carefully review the additional clarification and criteria detailed below:

1. All exemptions from the EVV program will be rescinded effective June 1, 2016.
2. Providers who were not granted an exemption, but were otherwise delayed from EVV implementation, have a new go-live date of June 1, 2016 at which time, providers must start using EVV as outlined in the Options and Criteria section of this document.
3. Each MCO will work with contracted provider agencies regarding landline usage and mobile device (smartphone or tablet) stipend incentives that will be effective June 1, 2016. Provider agencies will receive a communication from each MCO separately detailing the stipend amount.
4. The MCOs are working with a vendor to deploy Wi-Fi enabled tablets by August 1, 2016. Provider agencies will receive a communication from each MCO with the date the tablets will be available and how to order tablets prior to August 1.
5. Effective September 1, 2016, paper claims will no longer be accepted. All claims that are not submitted using EVV will be denied by all MCOs.

Provider agencies should contact the First Data Help Desk at 800-441-4667, option 6, or Authenticare.support@firstdata.com to create, or reactivate, their accounts as soon as possible.

Options and Criteria for Using the EVV System

Beginning June 1, 2016, all caregivers must begin using the EVV system. No provider agencies will be exempt from using EVV. The options for access and criteria for each are listed below:

Option #1: Member's landline, home phone, or cell phone – If allowed by the member, caregivers will use the member's landline, home phone, or cell phone to call into the AuthentiCare® system. If a member refuses to allow the caregiver to use their home phone/landline, the caregiver may use their own personal mobile device (smartphone or tablet) as described in option #2 below; or

Option #2: Caregiver's mobile device (smartphone or tablet) with Stipend – Effective June 1, 2016, each MCO will provide a stipend to the provider agency to create an incentive for caregivers to utilize their personal mobile device (smartphone or tablet) and existing data plan when using the AuthentiCare mobile application for data transfer. The entire stipend must be paid to the caregiver and the agency may not retain any of it. All stipend payments made by the MCOs are inclusive of gross receipts tax (GRT); or

Option #3: Tablets – The option to order a Wi-Fi enabled tablet will become available August 1, 2016, for those caregivers that do not have access to a personal mobile device (smartphone or tablet) or a member's landline, home phone, or cell phone. Provider agencies will receive a communication from each MCO with the date the tablets will be available and how to place an order. Between June 1 and the time the tablet is received, providers will be able to submit paper claims and timesheets.

Billing for Services and Reporting Visit Data

Beginning July 2016, provider agencies can submit claims for stipends to caregivers that used their personal mobile device (smartphone or tablet) to clock in and out in June 2016. Provider agencies will be responsible for collecting information on which caregivers will be using their personal mobile device (smartphone or tablet) and submit one claim per month, per caregiver. Caregivers that are logging into the application with their mobile device (smartphone or tablet) and are in areas with limited/no cellular service and no Wi-Fi availability must travel to a location with reliable cellular service or Wi-Fi connectivity at least once every seven calendar days. This will ensure that the visits logged into the application will be electronically submitted to the AuthentiCare system. Provider agencies will be responsible for enforcement of uploading data.

The provider may only manually enter personal care visit data in unique circumstances that are approved by the MCO. Examples of unique circumstances include:

- Temporary hazardous driving conditions due to weather to an area with Wi-Fi or cellular availability.
- If the caregiver has a documented illness, injury, or personal emergency that prohibits travel.

The MCOs reserve the ability to selectively audit visit data that was manually entered. Provider agencies must retain the manually entered documentation and provide the requesting MCO with a paper timesheet or other supporting documents for manually entered visit data within two days of receiving a request from an MCO.

If you have additional questions about unique circumstances or manually entered data, please contact your provider representative from any of the MCOs with whom you are contracted.

Billing for the Caregiver Mobile device (smartphone or tablet) Stipend

For mobile device (smartphone or tablet) application utilization in June 2016, provider agencies may begin billing the MCOs on July 1, 2016 for the month of June. Agencies may not bill an MCO more than one stipend per caregiver, per month. The entire stipend must be passed to the caregiver and the agency is not allowed to retain any portion of it. The MCOs will allow provider agencies and caregivers 30 days to transition to the use of mobile device (smartphone or tablet) with the AuthentiCare application.

Some unique billing scenarios include:

- If a member has more than one caregiver and both caregivers utilize their mobile device (smartphone or tablet), agencies may bill for a stipend payment for each caregiver. In these cases, use billing code G9006 U1 for each caregiver's stipend claims.
- Agencies may only submit a single stipend claim if the caregiver utilizing their mobile device (smartphone or tablet) provides services for more than one member and at least two of the members are enrolled with the same MCO. Use billing code G9006 U1 in this case.
- Agencies may submit a stipend claim to each MCO if a caregiver utilizing their mobile device (smartphone or tablet) provides services for more than one member and the members are enrolled with multiple MCOs. In this case, agencies should submit for the first stipend claim using the code G9006 with a U1 modifier and with modifier U2 for subsequent stipend claims.

Stipend Billing

For a reference on how to bill for the stipend, please review the stipend billing example below:

- G9006 U1 – caregiver will receive the full stipend amount set by the MCO.
- G9006 U2 – caregiver will receive 50 percent of the stipend amount from each MCO. In unique circumstances there may be caregivers that provide services to members enrolled with three or more MCOs. In these circumstances, you may submit 50 percent reimbursement from each MCO.

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.

Blue Cross Blue Shield: Taia D'Coda (505)816-2428 or taia_j_dcoda@bcbsnm.com

Molina Healthcare: Leeann Kaminski (505) 348-0352 or Leeann.Kaminski@MolinaHealthCare.Com

Presbyterian Health Plan: Orlando Gonzalez (505) 923-6205 ogonzalez3@phs.org

United Healthcare:

Cynthia Cordova (505)293-0437 or cynthia_a_cordova-rivera@uhc.com; Counties: Bernalillo, Taos, Rio Arriba, Los Alamos, Santa Fe, Valencia, Torrance, Socorro

Jacque Daniels (505) 632-4282 or jdani33@uhc.com; Counties: Bernalillo, San Juan, Sandoval, McKinley, Cibola, Catron (North of Reserve)

Christina Salgado (575) 589-1984 or christina_a_salgado@uhc.com; Counties: Catron Chavez (South of Reserve), Grant, Hidalgo, Luna, Dona Ana, Chavez, Eddy, Lea, Lincoln, Otero, Sierra

Jason Sweeney (505)449-4324 or jason_m_sweeney@uhc.com; Counties: Curry, Roosevelt, San Miguel, Colfax, Mora, Quay, Guadalupe, Union, Harding, DeBaca