

NM Electronic Visit Verification (EVV) Implementation of an Open EVV Solution

May 19, 2026

Agenda

Agency Based Electronic Visit Verification (EVV) Overview

Open/Hybrid EVV Aggregator

What is Aggregator

Required Documentation for Third Party EVV Vendor Approval

Open EVV Aggregator Implementation (Fiserv)

AuthentiCare EVV Onboarding Process (Fiserv)

Support Contacts

Agency Based EVV Overview

- The 21st Century Cures Act Section 12006(a) mandates that states must implement EVV for:
 - Medicaid Personal Care Services.
 - Home Health Services that require an in-home visit by a provider.
 - Must use technology that is both HIPAA compliant and accessible to all participants and providers.

Agency Based Open/Hybrid EVV Solution

- The state of New Mexico is moving to the Open/Hybrid Model supported by the implementation of the AuthentiCare Data Aggregator
 - MCO implementation of the open EVV solution is available after May 20, 2026.
 - The NM EVV solution is an Open/Hybrid Solution. Agency providers will be allowed to contract with 3rd party EVV vendors for aggregation to AuthentiCare.
 - Third party vendors will be required to aggregate data to AuthentiCare.

Agency Based Open/Hybrid EVV Solution

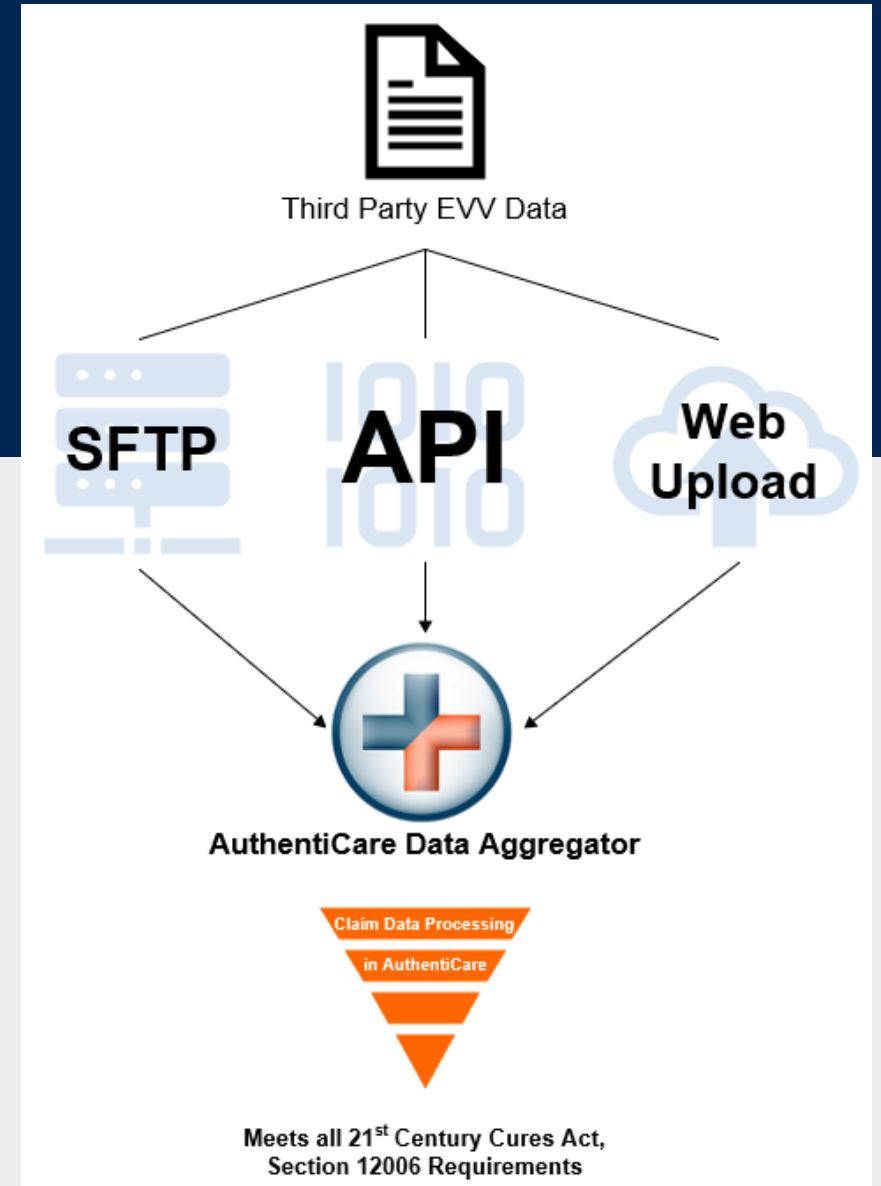
- Agency Providers will be allowed to:
 - Continue using the State/MCO EVV solution (AuthentiCare).
 - There are no costs to providers that continue to use AuthentiCare.
- Agency providers can contract with a third party EVV vendor that must be able to aggregate data to AuthentiCare.
 - Costs for third party EVV vendors is the responsibility of the agency providers.
 - Provider and Vendor are required to attest the vendor system meets federal and state guidelines
 - Vendors must be committed to integrating with the AuthentiCare implementation

What is the Aggregator?

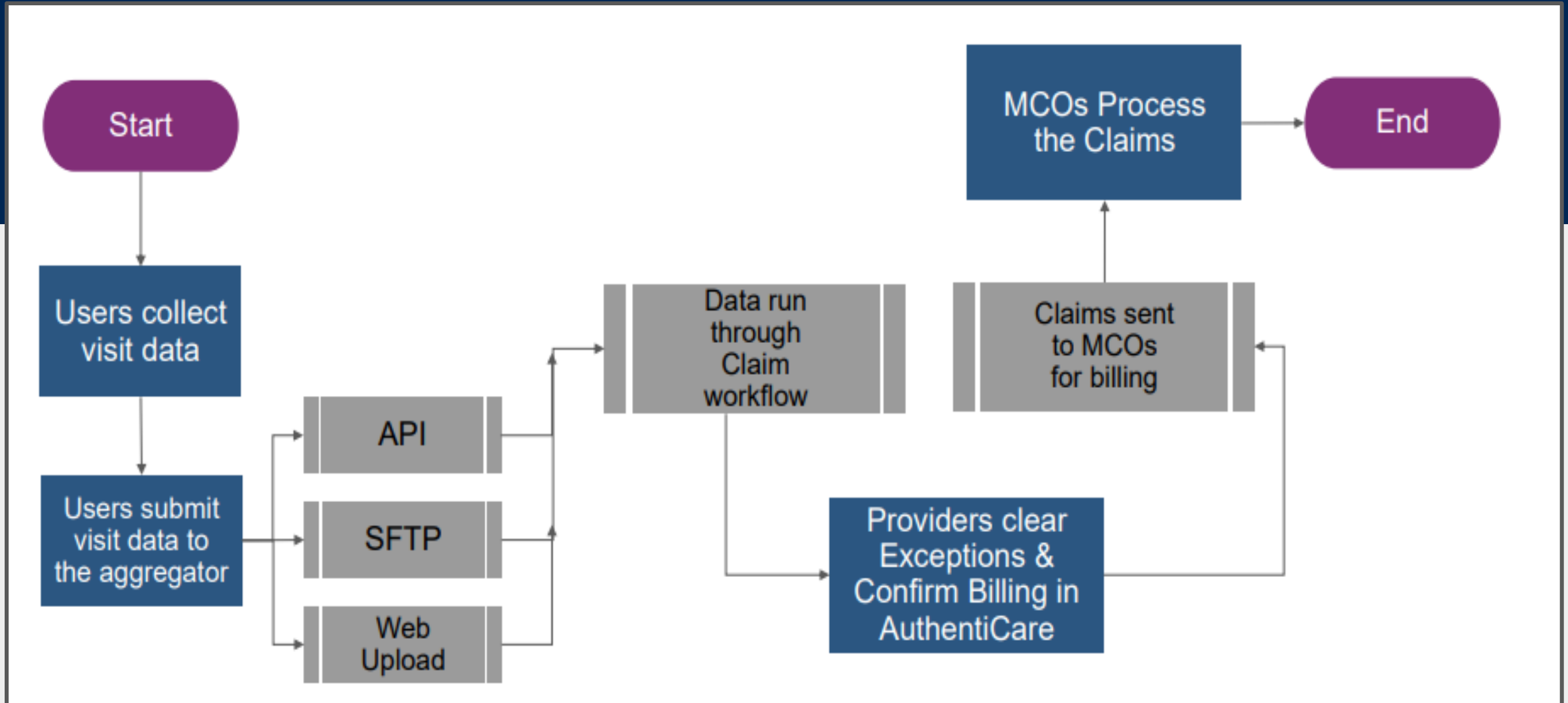
The AuthentiCare Data Aggregator empowers our users to submit their Electronic Visit Verification (EVV) data in a way that is most convenient for them.

AuthentiCare offers three (3) aggregator solutions:

- Secure File Transfer Protocol (SFTP)
- Application Programming Interface (API)
- AuthentiCare web portal upload.



How the Aggregator works – Managed Care Organization



Functions of the AuthentiCare Data Aggregator

The following tasks are all default functions of the AuthentiCare Data Aggregator as specified by your state or jurisdiction:

Field-Level Validation

Use field-level validation to ensure 3rd-party EVV systems are submitting required data.

Exceptions Workflow

Run visits through an appropriate exception's workflow for claims (billed by AuthentiCare) or encounters (already billed) to ensure visit meets state/jurisdiction standards and send to the MMIS for claims processing.

Reporting and CMS

Perform data aggregation tasks by ingesting EVV data from approved 3rd party systems into AuthentiCare to complete reporting and ongoing CMS activities.

Vendor Declaration and Approval

- Providers choosing to contract with a third-party vendor must:
 - Complete and send to Conduent a NM EVV System Declaration Form.
 - Complete and send to Conduent for review and approval Third Party Attestation Form. (Vendor and Provider)
- EVV vendors must meet the compliance requirement included with the Third-Party Compliance Attestation.
 - Providers can email Conduent to request copies for system declaration and compliance attestation forms.
 - ConduentEVVaggregatorsupport@conduent.com
- Send Conduent completed forms to:
 - ConduentEVVaggregatorsupport@conduent.com

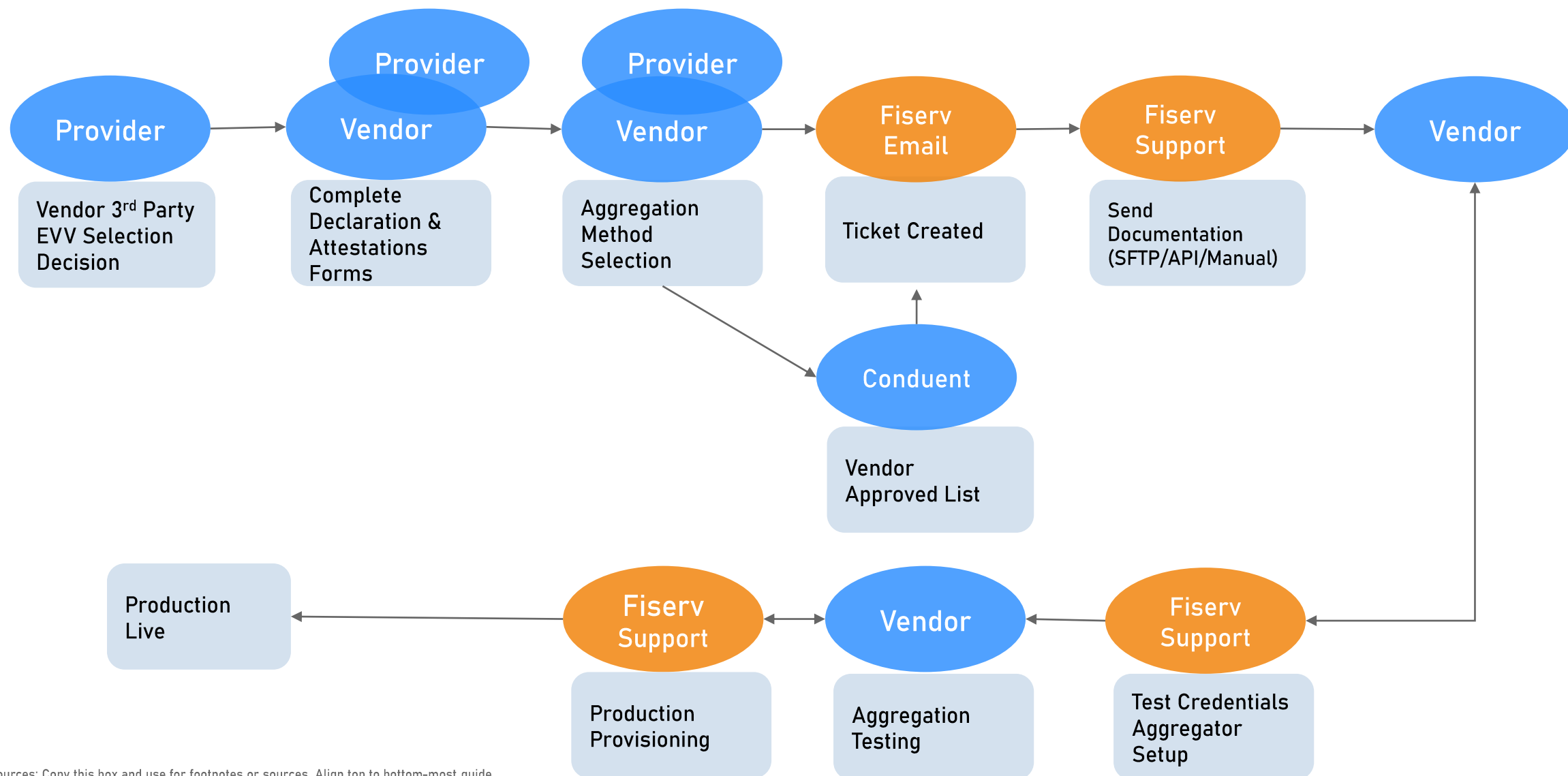
Onboarding Process

1. Once Conduent has received both the Declaration and Attestation Forms, Conduent will review and approve the agency third party EVV vendors and notify AuthentiCare Support of the updated approved list.
 - EVV vendors must meet the compliance requirement included with the Third-Party Compliance Attestation.
2. Once Conduent approves, Conduent will notify Fiserv of required approval for Fiserv/AuthentiCare onboarding.
3. Agency third party vendors will be contacted by Fiserv to begin implementation. email authenticare.support@fiserv.com .
 - Request to be setup as a submitter for New Mexico AuthentiCare Aggregator sent including submission method SFTP, API or Manual.
 - AuthentiCare Support will send integration documentation to the Vendor for chosen submission method

Onboarding Process (Continued)

4. AuthentiCare Support will create testing credentials for the vendor. Timelines vary by method.
 - SFTP has a 2-4 week mailbox creation time
 - API has a 1 week setup time for credentials
 - Manual takes 24 hours
5. Vendor completes testing, coordinating with AuthentiCare Support to successfully send a record and receive a response.
6. AuthentiCare Support creates Production credentials.
 - SFTP has 2 week creation time
 - API has 1 week setup
 - Manual 24 hours
7. AuthentiCare support sends Production credentials to Vendor via email.

Onboarding Process



Sources: Copy this box and use for footnotes or sources. Align top to bottom-most guide.

Communication

- Email ConduentEVVaggregatorsupport@conduent.com and request a copy of the EVV Aggregator Declaration and Attestation form.
- Complete and send to Conduent the NM EVV System Declaration Form.
- Providers can send the completed form to:
ConduentEVVaggregatorsupport@conduent.com
- Complete and send to Conduent the Third-Party Attestation Form to:
ConduentEVVaggregatorsupport@conduent.com
- Conduent must approve the Declaration and Attestation forms before a third-party
- vendor can begin testing with the Fiserv Aggregator solution.