



Michelle Lujan Grisham, Governor
Kari Armijo, Secretary
Alanna Dancis, Acting Medicaid Director

NM EVV Implementation

The 21st Century Cures Act Section 12006(a) mandates that all states must implement Electronic Verification (EVV) for:

- Medicaid Personal Care Services
- Home Health Services that require in-home visit by a provider.

NM implemented the Fiserv AuthentiCare closed EVV solution in New Mexico.

EVV Open Solution

The NM EVV solution has been changed to an open/hybrid system effective 9/30/25 for Fee For Service. This is also being changed to an open/hybrid system effective 05/20/2026 for Managed Care Organization. Fiserv is working with HCA and Conduent to implement the aggregator module. Once implemented, providers may choose to:

- Continue to use AuthentiCare (the State/MCO EVV solution).
 - There are no costs to providers that choose to continue using the States/MCOs EVV system.
- Contract directly with a third party EVV vendor.
 - The costs to contract with a third party EVV vendor will be the responsibility of the provider.

Before a provider can go live with a third party EVV vendor you must:

- 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 thirdparty vendor can begin testing with the Fiserv Aggregator solution.



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- Once Conduent approves, Conduent will notify Fiserv of required approval for Fiserv/AuthentiCare onboarding.
- Once these forms have been received and approved your Third Party EVV vendor will need to notify AuthentiCare support via email to authenticare.support@fiserv.com on how they intend on sending their data.
- Fiserv will work with providers and vendors on implementing the Aggregator which includes testing.