

Date: September 1, 2021

DDSD-SW Numbered Memo 2021-03

DDSD- DDW Numbered Memo 2021-06

To: DD Waiver and Supports Waiver agency-based providers of Electronic Visit Verification (EVV) services and Interested Parties.

From: Jason Cornwell, DDSD Director

CC: Marie Velasco, DD Waiver Manager, Jennifer Roth Supports Waiver Manager

**Re: Readiness for claims processing changes in Phase 2 Implementation of Electronic Visit Verification (EVV)**

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The memo details two steps providers must take to increase readiness for changes to the billing process during Phase 2 implementation of EVV. Any DD Waiver or Supports Waiver service provider of the required EVV service categories must:

1. Complete the **EVV Phase 2 Readiness: Provider Assessment** at this link:  
<https://www.surveymonkey.com/r/Q5B532P>  
The tool is intended to help agencies assess their readiness and to identify areas to work on now. Completing this tool takes just a few minutes and will provide agencies immediate feedback about readiness as well as a checklist of areas that may need more work to avoid claims processing issues processing in Phase 2. The tool will also help DDSD identify provider needs for assistance. **All DD Waiver and Supports Waiver agency-based providers must complete the provider assessment by September 15<sup>th</sup>, 2021.**
2. Capture and maintain accurate and complete information within the AuthentiCare System that represents services provided and claims submitted for payment during PHASE I of EVV implementation and ongoing. **Effective September 15, 2021, all web claims entered into Authenticare should include, in the notes section of the claim, one of the following reasons that a web claim was created:**
  - Device malfunction
  - Landline/IVR unavailable
  - Authorization Issue
  - Inclement weather
  - Electrical Outage
  - Transition period (First 90-days after billing go-live or new agency onboarding after EVV implementation)
    - \*Worker Issue
    - \*Admin Issue

Information regarding how to create a web claim and how to complete an incomplete claim can be found in the AuthentiCare Manual Version August 2021 on the PALCO New Mexico Website. See [Agency AuthentiCare User Guide \(palcofirst.com\)](https://www.palcofirst.com).

As a reminder, Supports Waiver and DD Waiver Services requiring EVV include:

<b>Name</b>	<b>Description</b>	<b>Procedure Code/Modifier(s)</b>
Supports Waiver Respite	Supports Waiver Respite	T1005
Supports Waiver Personal Care	Supports Waiver Personal Care	99509
DDW CIHS-IND	DD Waiver Customized In Home Supports - Independent Living	S5125/HB/UA
DDW CIHS-F N	DD Waiver Customized In Home Supports - Family Natural Supports	S5125/HB
DDW Respite-GP	DD Waiver Respite-Group	T1005/HB/HQ
DD Waiver Respite	DDW Respite	T1005/HB