



EPDST EVV Provider Feedback Meeting Q & A

7/16/19:

Questions:

- **Q:** What is each MCO's policy in regards to "banking hours" since the authorizations the agencies receive do not include how many hours or what days the members should receive services?
- **A:** (MCO's response) The caregiver should spread EPSDT hours out to accommodate the member's schedule. Caregivers cannot "bank" hours.
 - Example: If a member is approved for 20 hours per week the caregiver should spread those hours out, around the member's schedule. The caregiver should not work 10 hours in 2 days to claim all 20 hours for the week. The hours need to be worked based on the member's needs.
 - Provider's concern: Agencies do not want this to be an issue when being audited and would like clear information on how these services should be rendered.
- **Q:** Will the nurses have to clock in when doing a home visit for EPSDT?
- **A:** (MCO's response) It would be recorded as a supervisory visit, which they are currently doing. Agencies are to keep the same process they are currently using.

7/18/19:

- **Q:** What are the schedule requirements, if any?
- **A:** (MCO's response) EPSDT will not have a schedule due to the EPSDT members being in school. It is difficult to have a set schedule and update the changes. The schedule will be different during the summer than during school. The caregiver is required to provide the total allocated number of hours the member is approved.
 - If agencies have any further questions or need more clarification, please reach out to your Provider Relations representative with each MCO.
- **Q:** Can a caregiver use the app on his or her own personal cell phones?
- **A:** (MCO's response) Yes, the caregiver can download the app on their phone and receive a stipend from the MCO that the member is affiliated with.
- **Q:** Is there a deadline for when MCOs would like the agencies to provide an estimate of how many tablets each agency may need?
- **A:** (MCO's response) Please submit the device count by September 11, 2019. Any device request after September 11th will need to be requested directly through Mobility Exchange.

Presbyterian

Crystal Gonzales

505-923-5075

Cgonzales26@phs.org

BCBS

Christy Gray

505-816-2237

Christina_gray@bcbsnm.com

Western Sky Community Care

Andrew Fisher

505-886-6347

Andrew.E.Fisher@westernskycommunitycare.com