

December 28, 2023

To: New Mexico Home Health Provider Agencies

From: New Mexico Centennial Care Managed Care Organizations (MCOs), New Mexico Department of Health (NMDOH), and Human Services Department (HSD)

Re: *January 1, 2024, GO-LIVE* - Electronic Visit Verification for Home Health Care Services (HHCS)

As a reminder, per Section 12006 of the 21st Century Cures Act, New Mexico Medicaid Home Health Care agencies are required to begin using AuthentiCare, the current state mandated external EVV vendor system, on **January 1, 2024**, for the following Home Health Care Services noted below.

Please note there are two sources for Home Health Authorizations, and include the following:

- Managed Care Organizations (MCO) that manage Centennial Home Health Care Services,
- Fee For Service (FFS): Home Health and Medically Fragile. Medically Fragile Waiver includes members who are Category of Eligibility (COE) 095.

Identification of Payer or Authorizing Entity

In the event that you have questions on what source is the Payer for the Home Health Authorization, please review the Authorization Letter.

- **Fee For Service (FFS)- *Comagine Health***, Third Party Assessor (TPA), issues a Home Health Care Services Authorization Letter to the treating Home Health Provider Agency upon medical approval, and
- **The MCOs** including, Blue Cross Blue Shield (BCBS), Presbyterian Health Plan (PHP) and Western Sky Community Care (WSCC) also issue a Home Health Care Services Authorization Letters upon medical approval of the service.

MCO Home Health Services Procedure Codes	Fee For Service (FFS): Medically Fragile Waiver and Home Health
G0300 - Skilled Nursing LPN G0299 - Skilled Nursing RN G0156 - Home Health Aide G0155 - Social Worker Visit G0153 - Speech Language Therapy Visit G0151 - Physical Therapy Visit G0157 - Physical Therapy Assistant G0152 - Occupational Therapy Visit G0158 - Occupational Therapy Assistant	Home Health Procedure Codes HHG0151- Physical Therapy Visit HHG0157- Physical Therapy Assistant HHG0152- Occupational Therapy Visit HHG0158- Occupational Therapy Assistant HHG0153- Speech Language Therapy Visit HHG0161- Speech Language Therapy Evaluation or re-evaluation- over 20 HHG0300- Skilled Nursing HHG0156- Home Health Aide Medically Fragile Procedure Codes MFWS9122- Home Health Aide MFWS9122U1- Respite Home Health Aide

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Home Health Authorization Questions

The MCOs, Medical Assistance Division (MAD), and NMDOH started transmitting the approved authorizations and affiliated members into the AuthentiCare EVV system. It is important for HH providers to participate in the respective AuthentiCare Training/s based on the population you serve. Each provider group will use *separate* AuthentiCare Environments in order to access the members they serve. Use login credentials at the following AuthentiCare Environment links.

MCO Home Health Providers	Fee For Service: Medically Fragile and Home Health
www.AuthentiCare.com/NMCC	https://www.AuthentiCare.com/palcom

If you need to review the AuthentiCare User Manual, please log into your respective AuthentiCare environment in order to review instructions on how to lookup a client and authorization. If your agency is unable to locate an authorization for member in the AuthentiCare system, please reach out to the following contacts noted below.

MCO Home Health Contacts	Fee For Service: Medically Fragile and Home Health Contact
Please use MCO Contacts listed on the last page of the memo. **AuthentiCare User Manual, Section 8, Pg. 79	Phone: 800-299-7304 Email: NM.Providers@state.nm.us **AuthentiCare User Manual, Chapter 9, Pg. 46

Provider Training and AuthentiCare Login Credentials

AuthentiCare **Login Credentials** are supplied by AuthentiCare upon *completion* of the AuthentiCare Training. If you are experiencing issues with your login credentials, please ensure that you have completed the AuthentiCare training and are using the correct User Environment based on the population you serve.

If you have completed training and continue to have login issues, please contact, heydi.correaencarnacion@fiserv.com. You may also access the recordings of the trainings here:

MCO HH Providers: <https://attendee.gotowebinar.com/recording/9142074582933906689>

Home Health and FFS: <https://register.gotowebinar.com/recording/6401934375424293120>

It is highly recommended that at least two individuals associated with each Provider be in possession of their own individual AuthentiCare login credentials at this point.

Additional Provider Resources Attached:

MCO Home Health Training Resources	Fee For Service and Home Health Training Resources
AuthentiCare NMCC Home Health Training AuthentiCare NMCC Mobile Instructions AuthentiCare NMCC IVR Instructions AuthentiCare NMCC User Manual Instructions 2024 AuthentiCare NMCC Monthly Training Schedule 2024 AuthentiCare NMCC Home Health Open Forum Schedule Mobility Exchange Tablet FAQs	Fee For Service (FFS): Medically Fragile and Home Health Resources AuthentiCare FFS IVR Instructions: Medically Fragile and Home Health AuthentiCare FFS Mobile Application Instructions: Medically Fragile and Home Health

Providers must make **Good Faith Effort** to use the AuthentiCare system on January 1st, 2024. If you encounter issues while attempting to use AuthentiCare on January 1st, please reach out to the respective contacts noted below. Issues are isolated to authorization questions, AuthentiCare training questions, and

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Provider AuthentiCare load questions. There is a 60-day grace period from January 1 to February 29, 2024, in which providers can acclimate to using Authenticare and bill outside of Authenticare. It is important for the providers to actively work with the MCO, Medical Assistance Division (MAD), and NMDOH in order to resolve questions and use Authenticare.

Need more information or have questions? Please reach out to the contacts listed below from the MCOs with whom you are contracted.

Blue Cross Blue Shield of New Mexico

Christy Gray, Medicaid Operations EVV Oversight
Christina_Gray@bcbsnm.com
505-816-2237

Elisha Mahboub, Sr Manager Network
Management
Elisha_Mahboub@bcbsnm.com
505-816-4216

Presbyterian Health Plan

Joslyn Saavedra, Provider Network LTSS Supervisor
jsaavedra3@phs.org
505- 923-5407

Carlotta Cornelius, EVV Manager
Ccorneliu2@phs.org
505-923-7240

Western Sky Community Care

Adam Zamora, Director of LTSS
Adam.L.Zamora@westernskycommunitycare.com
575-252-3117

Karla Aguirre
Karla.aguirre2@westernskycommunitycare.com
575-285-2100

Consolidated Customer Service Center

Call **1-800-299-7304** to use the automated service for some tasks any time, or to speak to an agent Monday–Friday, 7 a.m.–5:00 p.m.

Comagine – Third Party Assessor for FFS

<https://comagine.org/program/new-mexico-medicaid>

Fiserv/AuthentiCare Customer Support

authenticare.support@fiserv.com