



October 2017,

To: New Mexico Personal Care Service Provider Agencies
From: Molina Healthcare of New Mexico Inc. (Molina Healthcare)

Re: Electronic Visit Verification (EVV) Implementation-Paper Timesheet Denial/Recover Reminder

Effective May 1, 2017, all Caregivers were required to use one of the following EVV methods to record check-ins and checkouts when rendering services to Centennial Care Members:

1. Member's home phone/landline registered with First Data;
2. Authenticare application downloaded to Caregiver's Smart Phone; or
3. Authenticare application downloaded to single purpose tablet.

Paper time sheets are no longer accepted. Moving forward, claims submitted without one of the approved check-in and checkout methods are subject to fund recoupment, denial, or further audits.

Paper Time Sheets – Limited Exceptions

In limited circumstances, it may be necessary for a provider agency to continue using paper time sheets and submit claims outside the approved EVV process; below is a list of permitted exceptions:

- Tablet malfunction;
- Smartphone malfunction;
- Landline/IVR temporarily unavailable, carrier down, phone disconnected;
- Tablet order not delivered prior to services being rendered;
 - Timing issue for immediate health and safety needs for the Member
- Inclement weather resulting in Caregiver being unable to upload check-ins from tablets within the seven-day period;
- Electrical outage unrelated to inclement weather;
- Authorization issue; and
 - Must receive written or verbal direction from MCO to use this exception prior to use
- Substitute Caregiver sent to Client.
 - When a Caregiver calls in sick and a substitute is sent without a device and no Member landline is available

All web-based check-ins are subject to audit, Molina Healthcare will conduct monthly in-depth audits on provider agencies who are submitting more than **30%** of their overall claims through web-based entries. In order to avoid recoupment, provider agencies will be required to submit supporting documentation for the exception reasons listed above and provide proof, including but not limited to:

- Member acknowledged timesheets;
- Support ticket numbers/emails or other documentation from EVV vendors; and/or
- Any other documentation to support claims submitted outside the EVV system.

If you have any questions or concerns regarding this notification please reach out to your Molina Healthcare Provider Service Representative.