

June 10, 2016

Electronic Visit Verification Tablets and Smartphone Stipend Update

In collaboration with New Mexico Human Services Department (HSD) and the Centennial Care Managed Care Organizations (MCO), Presbyterian Health Plan, Inc. (Presbyterian) launched the Electronic Visit Verification (EVV) system for all Centennial Care personal care service (PCS) providers June 1, 2016. This communication is to provide more information about the smartphone stipend and Wi-Fi tablet distribution.

To ensure accessibility and ease of use, personal care services agencies will have multiple options to access the EVV system. This system requires the use a cell phone, home phone, landline, or a Wi-Fi or data-enabled mobile device. Criteria for each option are listed below:

- **Option 1: Member's Landline, Home Phone, or Cell Phone** – If allowed by the member, caregivers will use the member's landline, home phone, or cell phone to call into the AuthentiCare® system. To use the member's landline, home phone, or cell phone, please ensure they sign the enclosed attestation form to document their permission for use of their personal phone. Provider agencies must keep a signed copy of the attestation on file in case it is needed for review by Presbyterian.
- **Option 2: Caregiver's Mobile Device (Smartphone or Tablet) with Stipend** – If a caregiver is unable to use the member's landline, home phone, or cell phone, the caregiver may use their own personal mobile device (smartphone or tablet) to access the EVV system. Effective June 1, 2016, Presbyterian will provide a \$10 monthly stipend to each caregiver who utilizes their personal mobile device (smartphone or tablet) and existing data plan when using the AuthentiCare mobile application for data transfer.

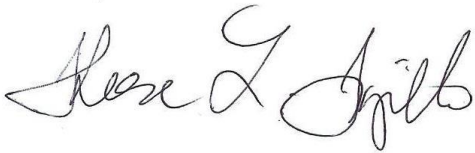
Beginning July 2016, provider agencies can submit one stipend claim per month, for each caregiver who used their personal mobile device or smartphone to check in and out during June 2016. The entire stipend must be paid to the caregiver and the agency may not retain any of it. All stipend payments made by the MCOs are inclusive of gross receipts tax (GRT). Presbyterian will not be reporting stipends to providers as taxable income. For a reference on how to bill for the stipend, please review the stipend billing example below:

- G9006 U1 – caregiver will receive the full stipend amount set by the MCO.
- G9006 U2 – caregiver will receive 50 percent of the stipend amount from each MCO. In unique circumstances there may be caregivers that provide services to members enrolled with three or more MCOs. In these circumstances, you may submit 50 percent reimbursement from each MCO.

- **Option 3: Tablets** – For those caregivers who do not have access to personal mobile device (smartphone or tablet) or a member’s landline, home phone, or cell phone, the option to order a Wi-Fi enabled tablet will be available by August 2016. Presbyterian will not report tablets to as taxable income to providers. Between June 1 and the time the tablet is received, providers will be able to submit paper claims and timesheets. The tablet is pre-programed to include the AuthentiCare mobile application and can only be used to check in and out of the EVV system.

If you have any questions regarding submitting stipend claims, ordering a tablet, or using the EVV system, please contact your Provider Network Management relationship executive at www.phs.org/ContactGuide.

Sincerely,



Terry Trujillo
Director of Long Term Care
Government Programs
Presbyterian Health Plan, Inc.
(505) 923-5441
ttrujillo5@phs.org

Enclosed: EVV Member Attestation Form for Use of Member Phone

Electronic Visit Verification (EVV) Member Attestation Form for Use of Member Phone

Member Medicaid ID# _____

Member Date of Birth _____

Dear New Mexico Centennial Care Member _____,

The New Mexico Human Services Department (HSD) Medical Assistance Division (MAD) requires Electronic Visit Verification (EVV) to report work hours by your personal care worker. Your personal care workers may check in and out using your home phone (landline) or cell phone (does not have to be a smartphone). These calls are not long distance calls.

If your personal care worker uses your cell phone to check in and out of the EVV system, these calls will use minutes of your call plan.

Please note that Presbyterian Health Plan, Inc. or HSD may verify that you, as the Medicaid enrollee, understood and signed this form.

By signing this form, you acknowledge:

_____ I have a cell phone that my personal care worker may use to check in and out for EVV.

_____ I have a landline phone that my personal care worker may use to check in and out for EVV.

Printed Name of Member or Personal Representative

Date

Signature of Member or Personal Representative

Printed Name of Authorized Provider Agency Representative

Date

Signature of Authorized Provider Agency Representative

Such services are funded in part with the State of New Mexico