

March 9, 2017

**Reminder: Obligations to Use the AuthentiCare® Electronic Visit Verification System**

We appreciate your partnership as a Presbyterian Health Plan, Inc. (Presbyterian) provider and the care you provide to our members. This letter serves to remind you of your obligation to use the AuthentiCare® Electronic Visit Verification (EVV) system for personal care services, as required by the New Mexico Human Services Department (HSD).

As a reminder, all agencies and caregivers are required to use the clock-in/clock-out function in the EVV system using a landline, smartphone, or tablet. Any claim with dates of service on or after Jan. 1, that are submitted outside the EVV system will either be recouped if paid, or denied upon receipt.

We appreciate your patience and cooperation as we work together to implement the EVV system. If you have any questions about using the system, please contact Orlando Gonzalez, long-term care EVV relationship executive, at the contact information listed below.

Thank you for your continued partnership.

<b>Provider Network Management</b>
Hours: Monday through Friday, 8:00 a.m. to 5:00 p.m.
Orlando Gonzalez EVV Relationship Executive Phone: (505) 923-6205 Email: <a href="mailto:ogonzalez3@phs.org">ogonzalez3@phs.org</a>
Mailing Address: P.O. Box 27489, Albuquerque, NM 87125 Location: 9521 San Mateo Blvd NE, Albuquerque, NM 87113