



# PERSONAL CARE SERVICES

## 2024 Self-Directed Community Benefits Provider Qualifications Newsletter

The Turquoise Care Managed Care Organizations (MCOs), in collaboration with the New Mexico Health Care Authority (HCA), are sharing important findings from a federal report regarding Self-Directed Community Benefits (SDCB) Personal Care Services (PCS) provider qualifications. In response, HCA has implemented new requirements to ensure that Medicaid enrollees are protected. This newsletter provides guidance surrounding these requirements as well as an overview of upcoming audits.

### Office of Inspector General Report

A report from the US Department of Health and Human Services (HHS) Office of Inspector General (OIG), "[New Mexico Did Not Ensure Attendants Were Qualified to Provide Personal Care Services, Putting Medicaid Enrollees at Risk](#)," estimates that the majority of PCS providers during the 2019 audit period failed to meet at least one qualification requirement. This includes passing a criminal background check, demonstrating proof of a negative test result for tuberculosis, and participating in annual training.

The MCOs are dedicated to providing high-quality care to our members and wish to remind PCS caregivers and agencies of the importance of maintaining proper qualifications in accordance with [Section 9 of the Managed Care Policy Manual](#).

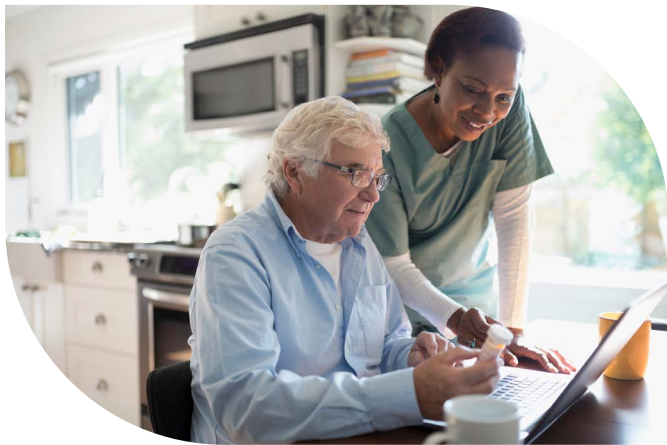
To ensure adherence to these requirements, the MCOs and the Financial Management Agency (FMA) conduct annual audits to ensure that individual and agency provider qualifications are being met as specified in provider contracts, the Medical Assistance Division Managed Care Policy Manual, and the New Mexico Administrative Code. Lastly, the FMA and agency providers must provide documentation to the MCOs upon request.

### Overview of Personal Care Services Requirements

The Turquoise Care MCOs are required to perform annual audits of enrolled SDCB providers. A joint MCO workgroup was formed to discuss these audits. A universal FMA and PCS audit tool for both Conduent and PCS agencies was developed and reviewed/approved by HCA. This joint MCO workgroup then assigns policies and procedures, as well as providers, to each MCO to ensure that providers are only audited once per calendar year. Providers are audited based on the requirements outlined in [Section 9 of the Managed Care Policy Manual](#).

Some examples of requirements for SDCB providers are:

- Ensure that caregivers/attendant care employees sign an attestation upon hire and each calendar year thereafter. Keep a copy of the signed attestation in each employee's file.
- Meet all requirements of the Final Settings Rule.
- Meet all federal requirements for SDCB providers.
- Ensure a member's right to privacy, dignity, and respect, as well as freedom from coercion and restraint.
- Optimize (not regiment) a member's initiative, autonomy, and independence.



## AuthentiCare

The SDCB employer of record (EOR) must use AuthentiCare and ensure that PCS and respite providers use the system as required, unless an exception has been granted by the MCO/HCA. The EOR should contact their support broker to discuss the member's options.

For issues related to the Electronic Visit Verification (EVV) system or to request training on the AuthentiCare system, please contact AuthentiCare Client Support at [AuthentiCare.Support@fiserv.com](mailto:AuthentiCare.Support@fiserv.com) or 1-800-441-4667, option 6.

## Annual Audit

MCOs will conduct the 2024 calendar year audit in 2025. As part of this annual audit, a list of caregiver requirements will be provided beforehand to assist providers in meeting the audit guidelines. At the conclusion of the audit, providers are required to complete an attestation demonstrating compliance.

## SDCB Resources

Resources are available on the [Palco New Mexico website](#) under "Self-Directed Community Benefits Documents." Members will have reference materials related to their employer of record (EOR), employees, and vendors. EORs and employees may reference the W-4 Forms and complete a form to ensure Palco has a current copy of annual withholdings.

EORs and employees should also reference the Palco Payment Schedule for the New Mexico SDCB program to ensure employee time logs are entered on or before the payroll deadline, as well as to inform employees of what date their payroll checks will be issued.

Agencies should ensure all packets and supporting documents for the EORs are completed. Please ensure the EOR completes the attestations included in the packets and that any licenses and certifications from employees and vendors are current.

For additional assistance, please reach out to the member's assigned support broker or care coordinator.

