Conduent
Government Healthcare Solutions
New Mexico Medicaid Project

# Self-Direction Enrollment Procedure Manual

August 19, 2018
Version #1.1

Document Version: 1.0 (November 2016).

# 1. Revision History:

(The revision history is used to track changes and updates made to procedures and when they occurred. This must be completed every time an update or revision to the document is made)

| Version | Date of Change | Description of Change | Author | Reviewed and Approved by and Date |
|---|---|---|---|---|
| 1.0 | 8/22/17 | Convert to Conduent template | D. Rickerd | 8/22/17 |
| 1.1 | 8/19/18 | Add Forms | D. Rickerd | 8/19/18 |
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# 2. Contents:

# 3. Introduction:

Performs the activities involved with processing Self-Direction waiver program enrollment documentation for Mi Via and Centennial Care vendors and employees.

## Service Level Agreements (SLAs):

| Self-Direction Enrollment |
| --- |
| • Process prehire within 1-2 business days |
| • Process employee within 3-5 business days |
| • Process vendor within 3-5 business days |

# 4. Staffing:

## Job Description: Enrollment Project Specialist

**Functional Description:**

***Performs the activities involved with processing Mi Via program enrollment documentation for Mi Via vendors and employees. May perform one or more of the following***:

- Inspects enrollment documentation for Mi Via vendors and employees for completeness and accuracy
- Works with the Enrollment Project Specialist to collect missing or corrected documentation
- Processes the enrollment documentation so that Mi Via vendors and employees can be set up to be paid
- Works with the Documentation Specialist to archive enrollment documentation
- Make outbound phone calls to various entities to collect information
- Solves problems systematically, using sound business judgment
- Effectively communicates problem resolutions to management and work peers
- Monitors delegated customer service issues to ensure timely and accurate resolution
- Consistently meets established productivity, schedule adherence, and quality standards
- Adapts procedures, processes, and techniques to meet the more complex position requirements
- Seeks involvement in continuous quality improvement initiatives
- Must have excellent oral and written communication skills and demonstrated analytical skills
- Additional tasks to be assigned later

# 5. Departmental Duties:

***Performs the activities involved with processing Mi Via program enrollment documentation for Mi Via vendors and employees.***

- Inspect enrollment documentation for Mi Via vendors and employees for completeness and accuracy
- Work with the Enrollment Project Specialist to collect missing or corrected documentation
- Process the enrollment documentation so that Mi Via vendors and employees can be set up to be paid
- Work with the Documentation Specialist to archive enrollment documentation
- Make outbound phone calls or emails to various entities to collect information
- Monitor delegated customer service issues to ensure timely and accurate resolution

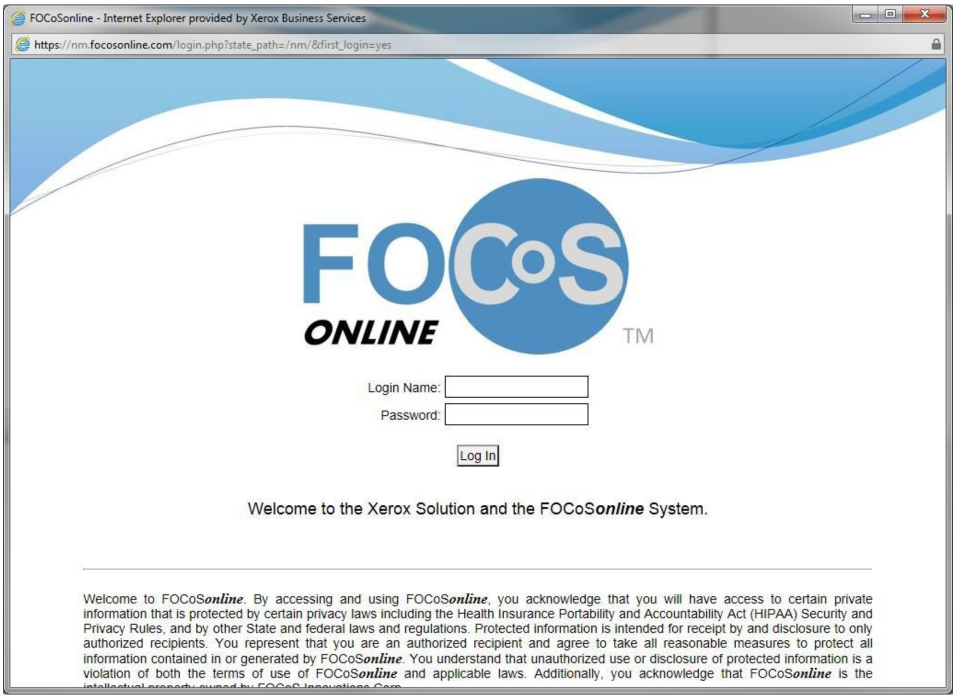
# 6. Tools:

## FOCoS*online*

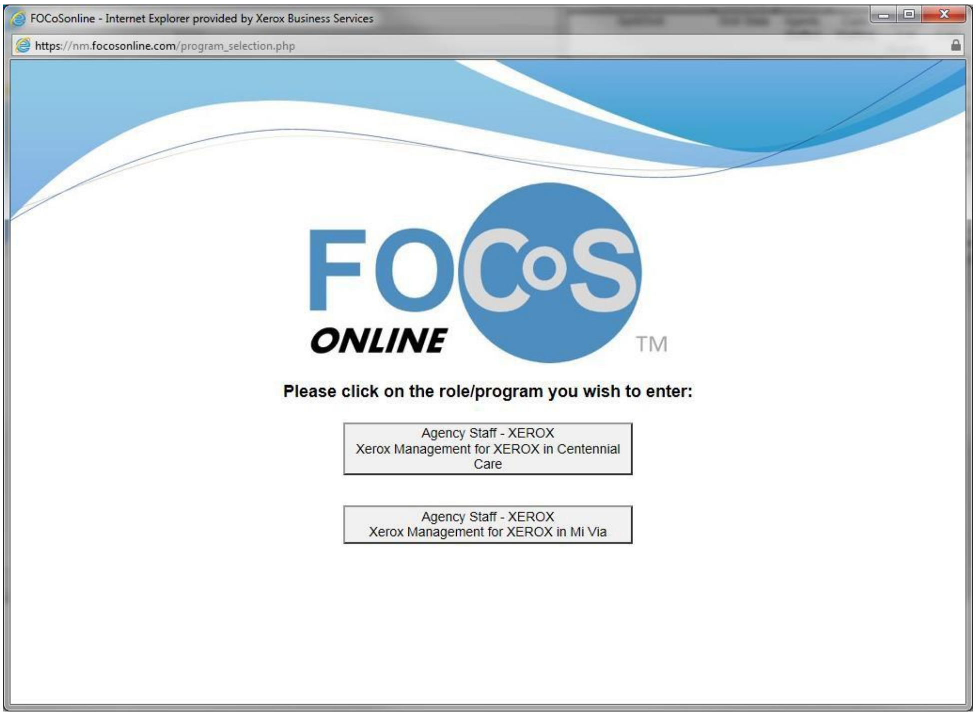
https://nm.focosonline.com/nm/

Click “Launch FOCoS***online***” button:

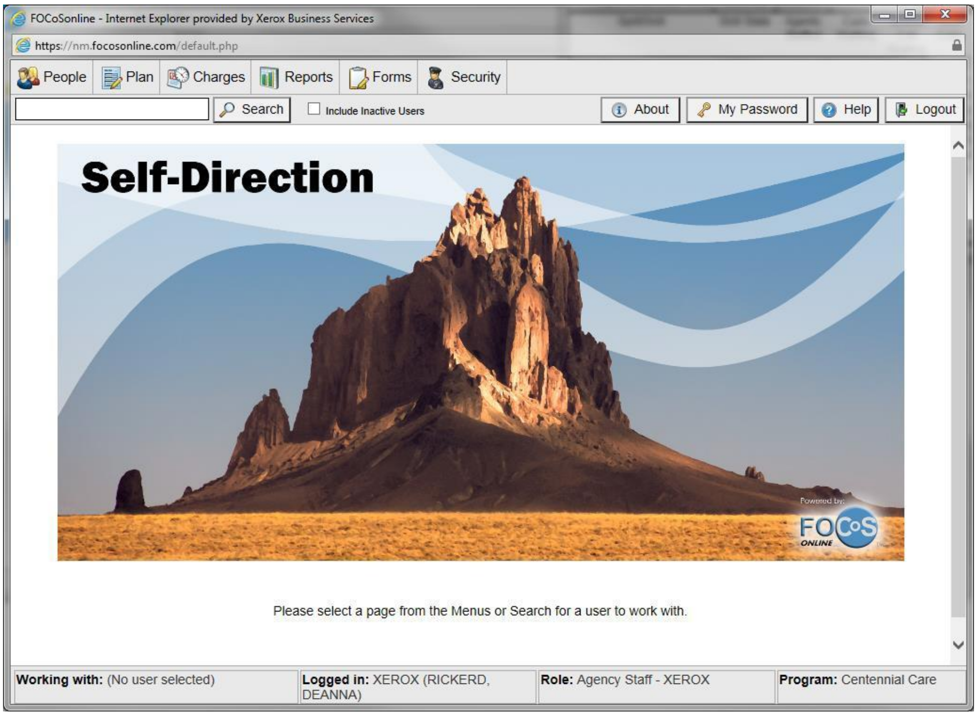

Enter your Login Name and Password:



Click on the role/program you wish to enter:

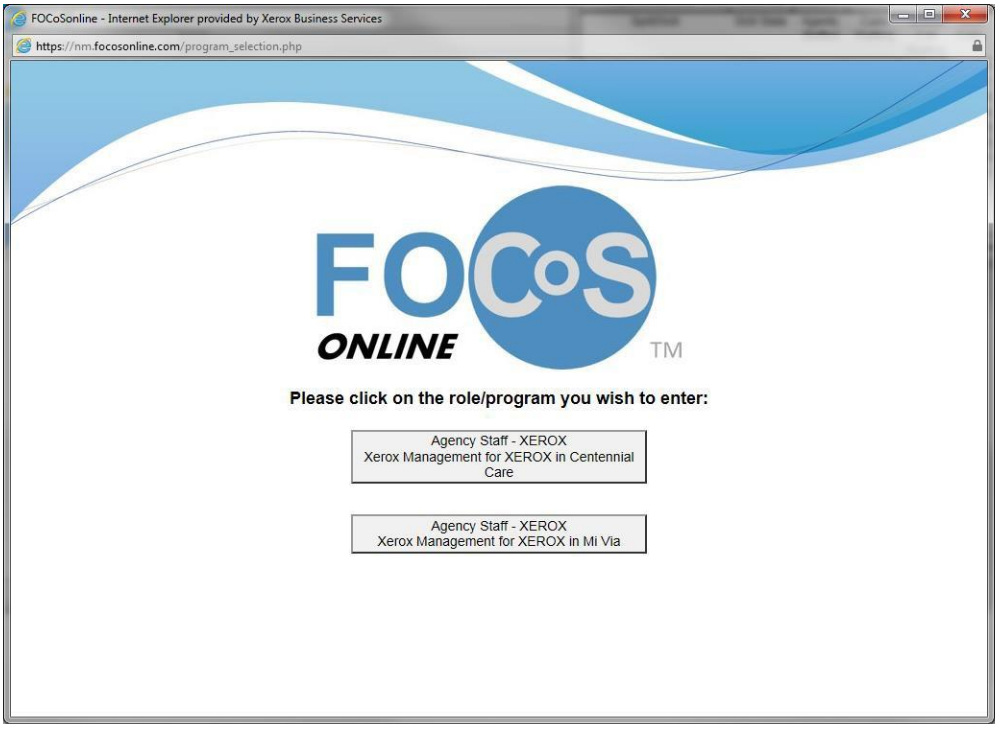



Centennial Care:



Click the “Security” button, then “Switch Program/Role” to switch to Mi Via:


Click the “Mi Via” Button:



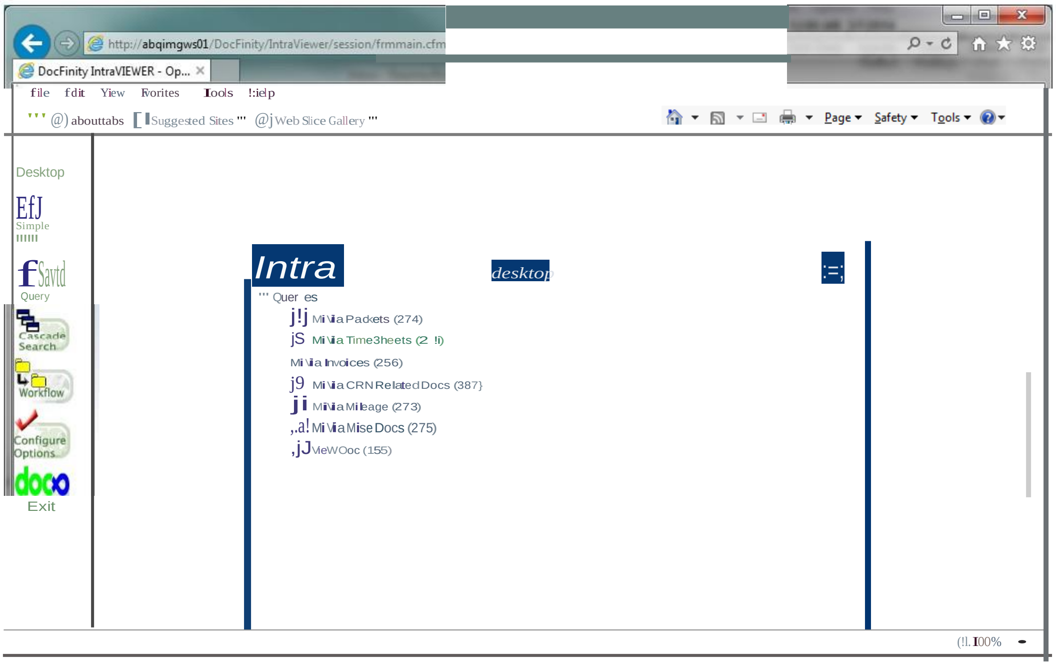
Mi Via:


# DocFinity Intraviewer

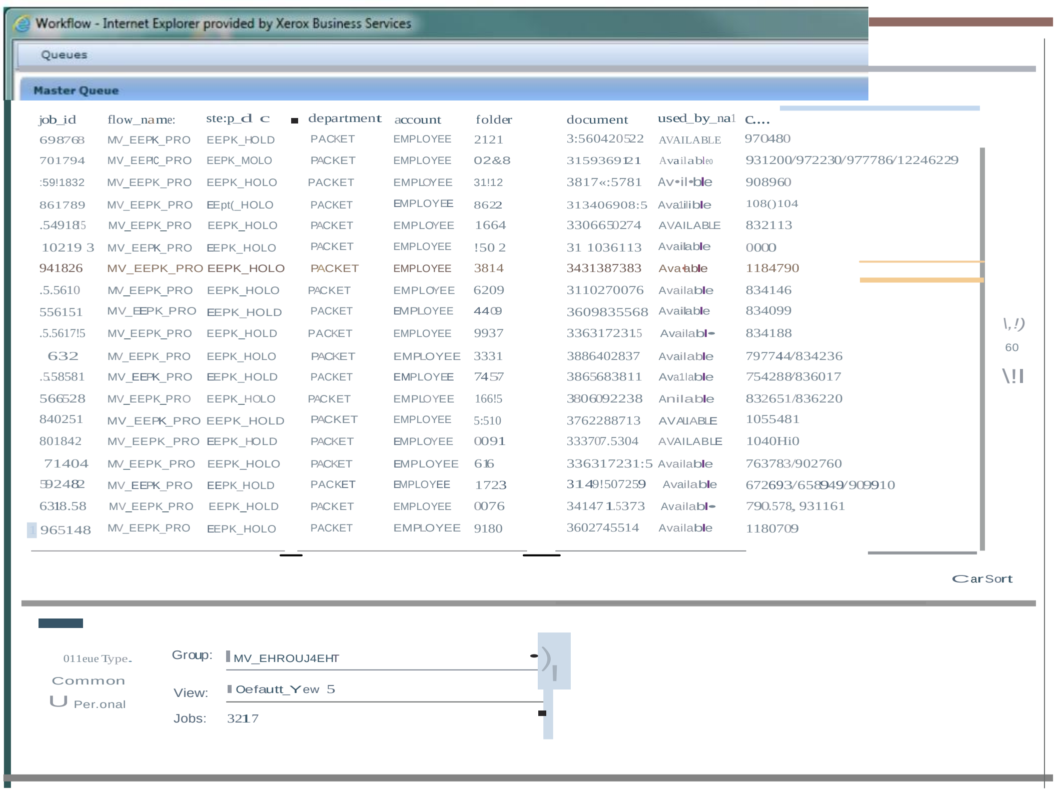
http://abqimgws01/DocFinity/IntraViewer/session/frmmain.cfm

Enter your User ID and password:

Click the "Workflow" button on the left:

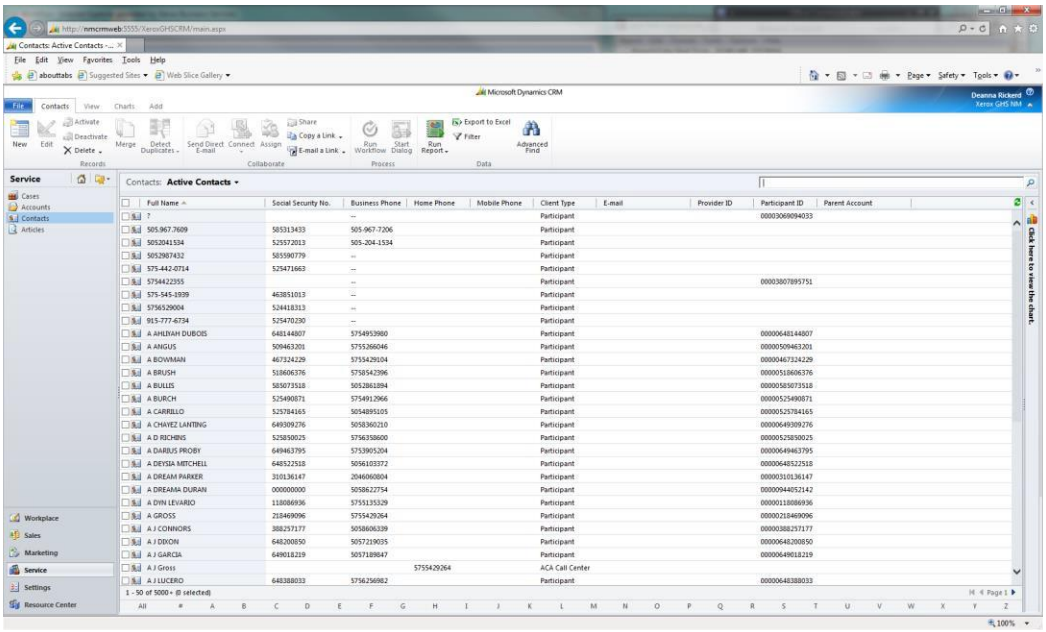



Workflow:



# Microsoft Dynamics CRM

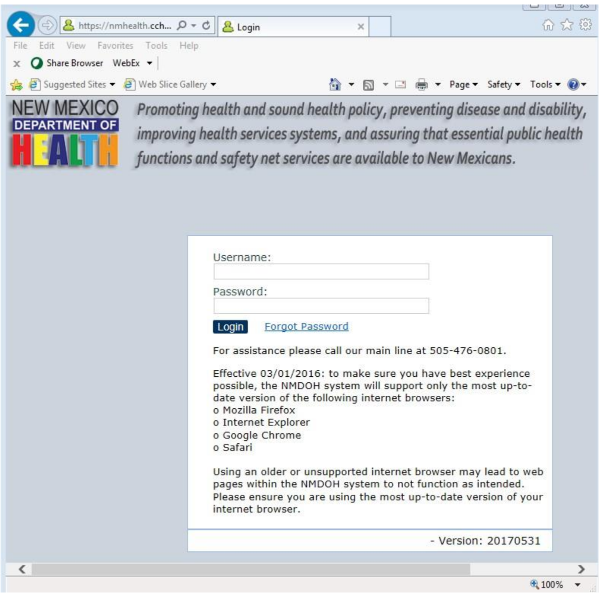
http://nmcrmweb:5555/XeroxGHSCRM/main.aspx



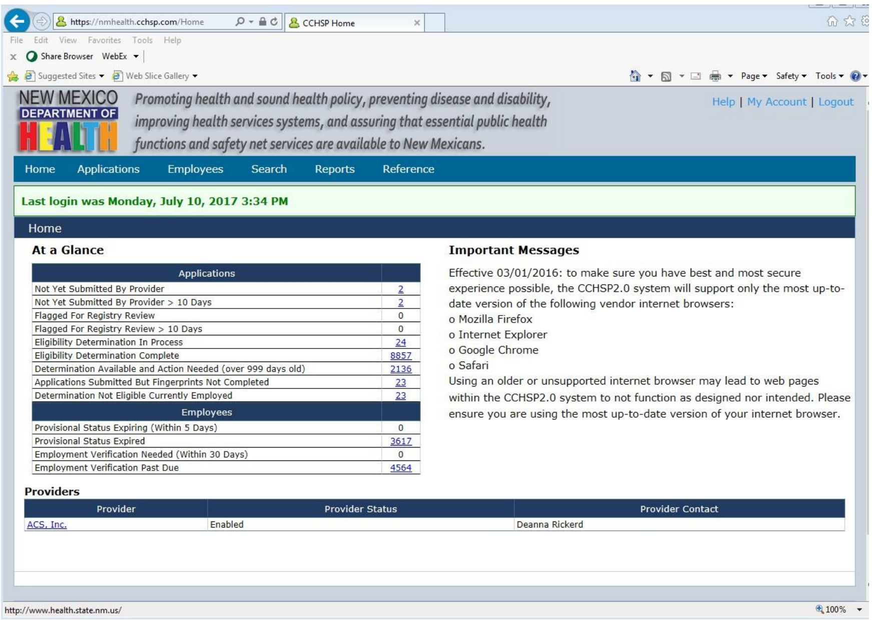
# CCHSP Registry Check (COR)

https://nmhealth.cchsp.com./auth?returnurl=%2f

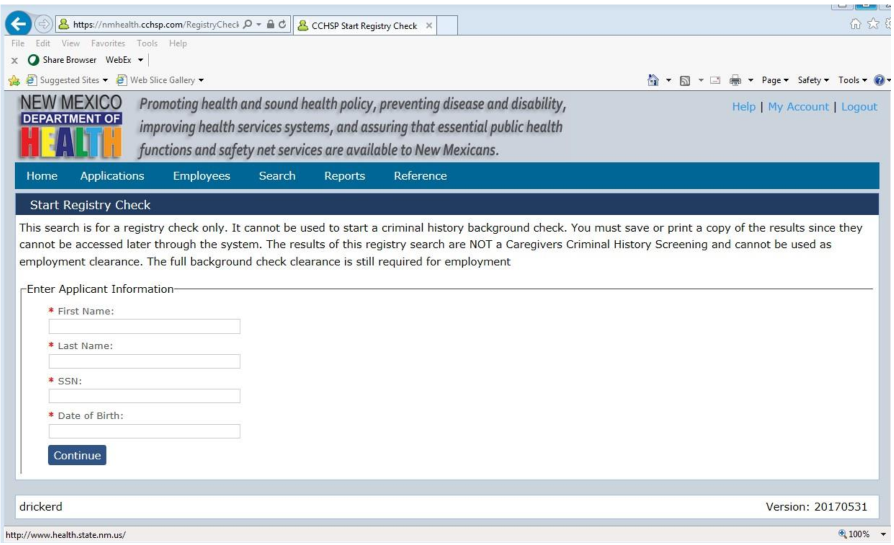
Enter your User Name and Password:



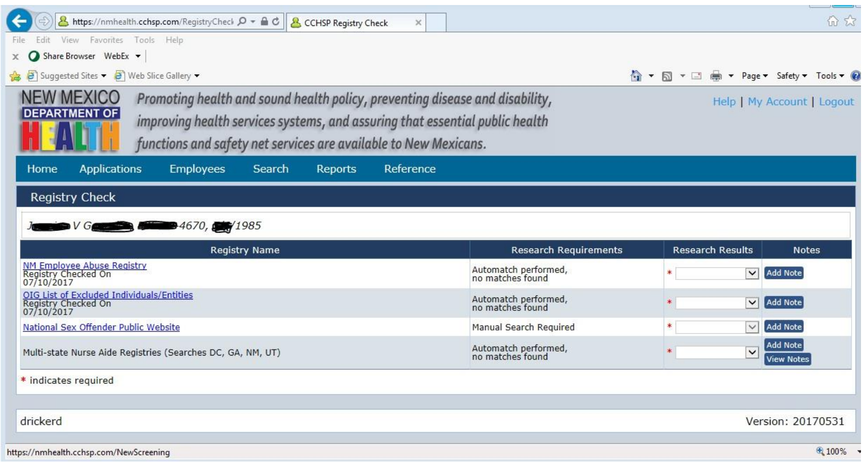

Click the “Login” button or hit “Enter”.



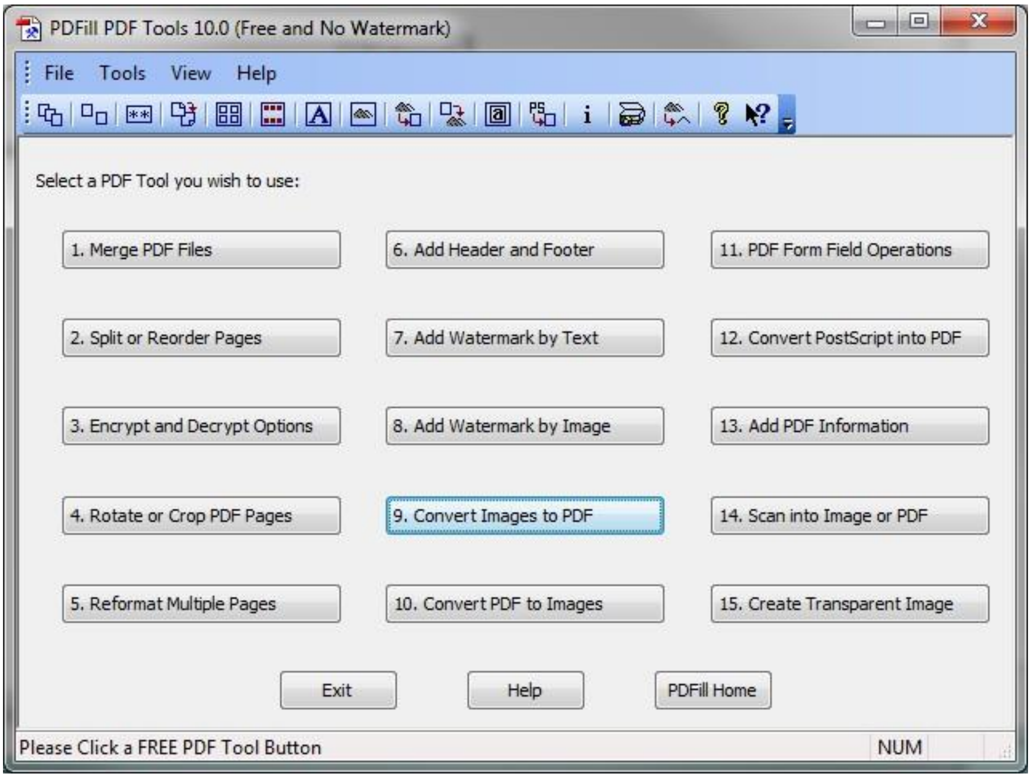

From the dashboard click Applications, then Registry Check Only:




Registry Check:

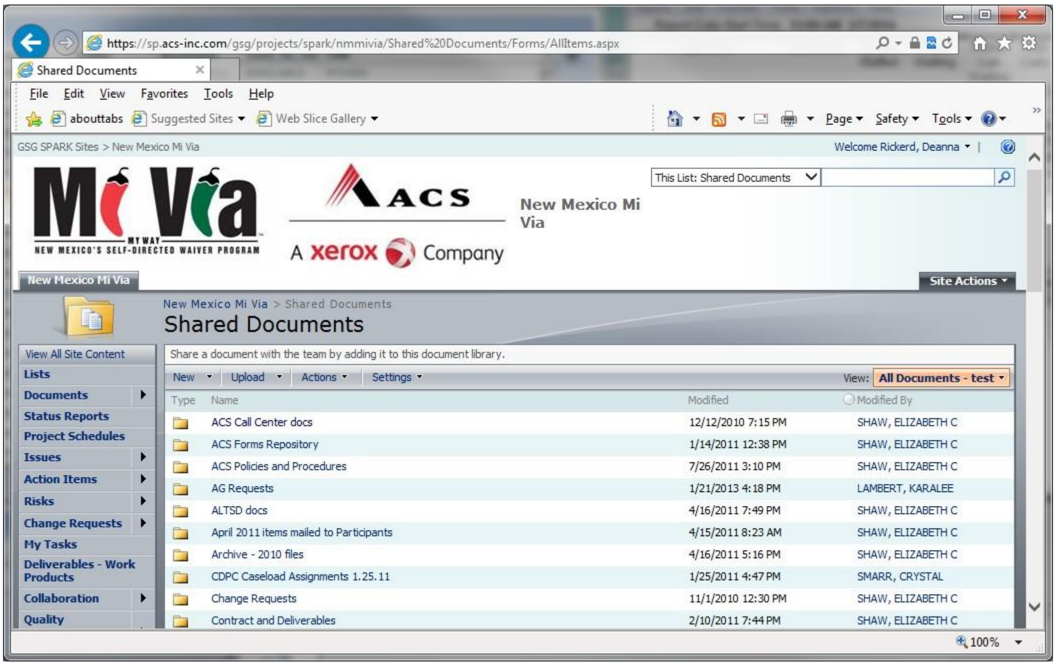


# PDFill PDF Tool




# SharePoint

https://sp.acs-inc.com/gsg/projects/spark/nmmivia/



# 7. Procedures:

## Expedite Process

Participants/Members/EORs may request Conduent to expedite the credentialing process so new employees can begin providing services as quickly as possible. Any expedited request regarding a Centennial Care member must be approved by the members respective MCO and the MCO must provide a timely decision to Conduent. This request does not need to be forwarded to, or reviewed by, the State unless the MCO has a specific issue/question or needs clarification, etc. Any expedited request regarding a Mi Via participant must be approved by the State and the State will provide a timely decision to Conduent.

## Incoming Mail

- The Mailroom will open all incoming physical mail and scan all enrollment documents.
- Once all enrollment documents are scanned, enrollment will receive an electronic folder(s) containing all enrollment documents that have been scanned and a folder of all scanned documents to pull original documents required to run COR and Employer packets to be mailed to TNT.
- The electronic folders will start with the letter sequence MVEN_ _ _ _ (followed by a 4 digit sequence).
- The electronic folder(s) will be placed in: **Org_Unit/Mi_Via/Data_Processing/To_be_Indexed/Incoming (all) Enrollment Documents**

## Fax Documents

- The Data Entry (DE) department will receive all incoming faxes initially at: **Org_Unit/Mi_Via/Data_Processing/Incoming_Documents**
- DE will split all enrollment documents from all other faxes received and place them at: **Org_Unit/Mi_Via/Data_Processing/To_be_Indexed/Incoming (all) Enrollment Documents.** for processing.

## Walk-in Documents

- If an employee comes in for fingerprinting:
  - Have them complete the prehire packet, including fingerprint cards and employee packet.
  - Fingerprint the employee.
  - Let the employee know to not begin working until the Employer is notified by Conduent, usually within 2 business days, unless an Employer change is involved.
  - Make a copy of the prehire paperwork for the Employer's records.
  - Have the employee take the employee packet to be signed by the Employer and return to Conduent.
- Make sure all paperwork submitted is completed correctly.
- Make a copy of all paperwork submitted for the Employer's records.
- Mi Via enrollment staff will date stamp all walk-in enrollment documents and write

their initials next to the date stamp.

- Make sure date stamp is in the top, right hand corner of document.
- All walk-in paperwork must be logged in CRM with the following completed fields:
  - Source: Walk-in
  - Category: MV Employee Enrollment
  - Subject: Select the applicable option
  - Text: Detail of the visit
- Once the walk-in documents are logged in CRM, the documents must be placed in the Mi Via Enrollment Bin in the scanning room for the mailroom to scan all documents.
  - Remove any staples, paper clips, extra documents that are not part of the packet.
  - There are separate bins in the scanning room for Timesheets and Payment Request Forms.
- These documents will be included in the electronic folder(s) provided by the mailroom daily.

# Sorting Enrollment Documents

- Go to **Org_Unit/Mi_Via/Data_Processing/To_be_Indexed/Incoming (all) Enrollment Documents**
- Move the scan folders and fax documents into the "Working Folder".
- In the "Working Folder", create a folder for the applicable business day (mmddyy).
- Open all electronic folders from the mailroom.
- Open each image within each folder, one by one.
- With each image, sort all documents to be in the correct order and/or flip pages to be the right side up.
- Once the electronic folders are completely sorted, do the same with all fax images.
- Once complete, the documents are ready to be converted to PDF.

# Converting TIF Images to PDF

- Open PDFILL PDF TOOL=Click on number 9 CONVERT IMAGES TO PDF.
- Select again the TIF Documents that need to be converted to PDF and drag it into the box. Click SAVE AS.
- Name it in the WORKING FOLDER (this folder is in the Incoming (All) Enrollment documents with the day's date-fax: e.g. 050312fax). The converted PDF document will show up in the folder. Open it and leave it open since you will use this to see what documents you are splitting.
- Move the electronic folders and faxed TIF images to the dated folder created in the Working folder.
- Close out of the current PDF converting window.

# Splitting/Re-Naming Enrollment Documents

- Click on number 2 SPLIT OR REORDER PAGES. Double click on the converted document; the SPLITTING tool will come up.
- Using the open PDF document as your guide, put in the page numbers that you want to split.
- Use the Naming Convention (See Appendix A) to name each file.
- Split out all documents and re-name the documents, per the proper naming convention (EX: pg 1-7 on splitting tool=was an employment agreement for Employee Kate Baca. The

name for this document would be: BACA_K_EA). Do not leave any spaces in naming documents, use an underscore in place of a space (Ex: A vendor agreement for ABC Massage Therapy would be ABC_MASSAGE_THERAPY_VA)

- All re-named PDF's should be saved in the "Working Folder".
- Split and re-name all PDF's until completed.
- Once complete, move all new re-named PDF images to the folders within the working folder (EX: EMPLOYEE, EMPLOYER, VENDOR, PREHIRE, MISC) – make sure the documents correspond with the appropriate folder.
- On a separate monitor screen, go to: Computer/Org_Unit_Mi_Via_Enrollment Docs_Credentialing Folders
- Within the CREDENTIALING FOLDER there will be three folders: EE Docs, Vendor Docs and Prehire Docs.
- Go back to the other monitor screen and copy every image that is in the EMPLOYEE folder in the working folder. Paste all of those documents into the EE Docs folder. Do the same for all Vendor images in "Vendors" working folder, copy and paste those documents into the VENDOR Docs folder in credentialing folders. The last folder to copy and paste over would be prehire.
- Once all images (EMPLOYEE, VENDOR & PREHIRE), from the working folder have been copied and pasted to the corresponding Credentialing folders, open the Upload to TNT folder in Org_Unit_Mi_Via_Enrollment Docs.
- Create a new folder in the "Upload to TNT" folder with the applicable business day's date (EX: June 6 2012 would be <u>060612</u>).
- Again, copy and paste <u>all</u> images (except Prehire, but including Misc and Employer) from the subfolders in the "Working Folder" into the new folder created in "Upload to TNT".
- Once everything has been copied and pasted in "Upload to TNT", right click the newly created folder and select "Send To", then select "Compressed (zipped) Folder". This will zip the file containing all PDF images.

# PDF Uploading to TNT (Via SharePoint)

- Upload the day's folder to SharePoint (https://sp.acs-inc.com/gsg/projects/spark/nmmivia/Shared%20Documents/Forms/AllItems.aspx)=SHARED DOCUMENTS=TNT SCANNED DOCS=NEW FOLDER CREATED.
    - Create a folder
        - From toolbar - Click New, New Folder
        - Enter the day's date; for example May 9 2011 would be 050911
        - Click OK
    - Click on the folder you just created
        - From toolbar - Click Upload
        - Click Browse
        - Find the Zip File for that day
        - Double click the file
        - Click OK

# Moving PDF Images to Workflow

- Go back to the "Working Folder" (on one Screen)
- On the other screen, go to: **<u>Org_Unit/Mi_Via/Data_Processing/To_be_Indexed</u>**
- Move all documents from the "Individual Working Folder" to the corresponding folder in "To_Be_Indexed" (EX: highlight and drag all PDF images in the employee "working folder" and place them in the EMPLOYEE PACKET folder in "TO_BE_INDEXED", all Vendor PDF images will be dragged to the VENDOR PACKET folder, etc.
- Moving these documents will place all of the images into the Enrollment Workflow in Intraviewer for processing.

# Pull Original Paperwork from Scan Folders

- The following original paperwork is pulled from the scan folders on the Enrollment Supervisor's desk delivered from the mailroom:
  - Prehire Packets – fingerprint cards, Division of Health Improvement (DHI) Authorization for Release of Information form, ID, Fingerprint Reimbursement form and receipt
  - DHI Clearance Letter addressed to the employee
  - DHI Affidavit Checklist and Affidavit Form
  - Completed DHI Affidavit from employee
  - DHI QAP Packet
  - DHI Disqualification Letter
  - Employer Enrollment Packet
- Complete the Document Processing form at the beginning of each folder indicating what documents were pulled with the corresponding document number.
- Put the folder back in the top bin on the Enrollment Supervisor's desk.

# Creating Folders

- Go to I: Drive/Mi Via/Enrollment Docs
- Search the participant/member in FOCoS to determine if Mi Via or Centennial Care.
- Search the applicable folder (Mi Via or Centennial Care) to determine if a folder already exists for the participant/member.
  - Create a folder for the participant/member if one does not exist using the format LASTNAME, FIRSTNAME MIDDLENAME or INITIAL if provided in FOCoS.
  - Create subfolders in the participant/member folder for the following:
    - Employees - create a separate folder for each employee
    - Vendors - create a separate folder for each vendor
    - EOR
    - Misc

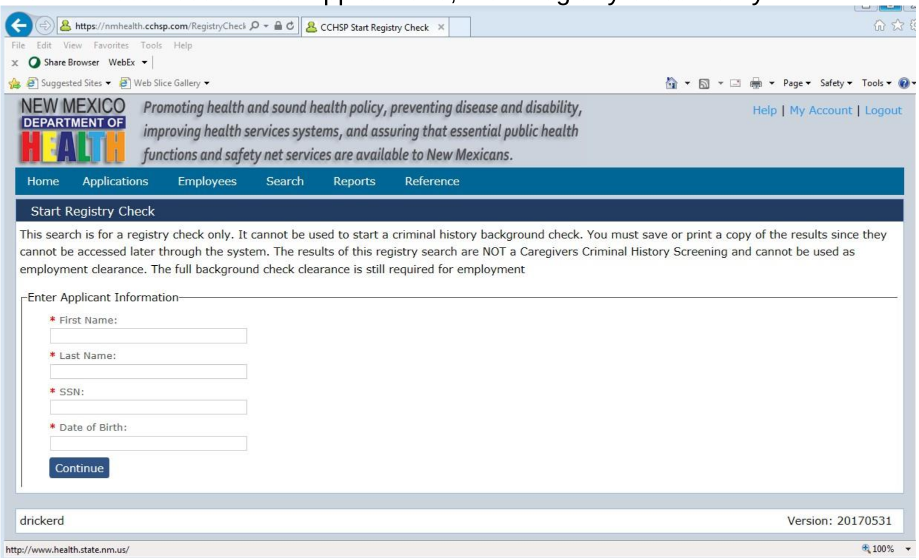
# Review Prehire Documentation

- Review documents for completeness.
  - Fingerprint Cards (3 preferred but can process with 1)
    - Signature
    - Address – street, city, state, zip code
    - Name
    - Citizenship
    - Social Security Number
    - Date of Birth
    - Sex
    - Race
    - Height
    - Weight
    - Hair Color
    - Eye Color
    - Place of Birth
  - Division of Health Improvement (DHI) form Authorization for Release of Information
    - Last Name
    - First Name
    - Social Security Number
    - Date of Birth
    - Question #13
    - Signature and Date

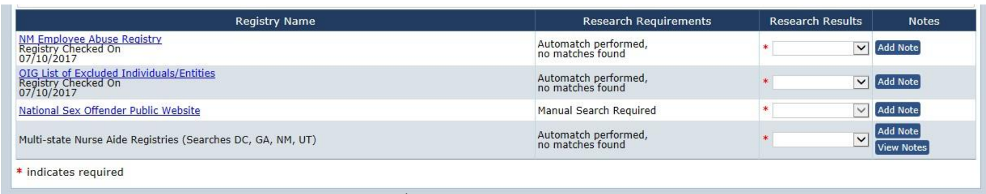
- Government Issued Photo Identification that has not expired
    - Driver's License
    - Military ID
    - State ID
    - Passport

# CCHSP Registry Check Processing (COR)

- Log on to the Abuse Registry website at https://nmhealth.cchsp.com./auth?returnurl=%2f
- From the dashboard click Applications, then Registry Check Only.



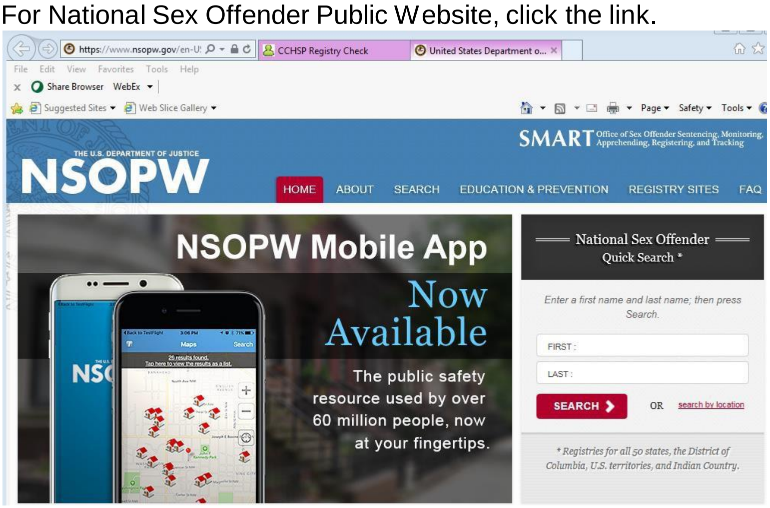

- Enter the employee's first name.
- Enter the employee's last name
- Enter the employee's social security number without dashes.
- Enter the employees date of birth (xx/xx/xxxx).
- Click "Continue"



| Registry Name | Research Requirements | Research Results | Notes |
|---|---|---|---|
| NM Employee Abuse Registry<br>Registry Checked On 07/10/2017 | Automatch performed, no matches found | * | Add Note |
| OIG List of Excluded Individuals/Entities<br>Registry Checked On 07/10/2017 | Automatch performed, no matches found | * | Add Note |
| National Sex Offender Public Website | Manual Search Required | * | Add Note |
| Multi-state Nurse Aide Registries (Searches DC, GA, NM, UT) | Automatch performed, no matches found | * | Add Note<br>View Notes |

* indicates required

- Under Research Results (3rd column):
    - For NM Employee Abuse Registry, if 2nd column "Research Requirements" states "no matches found", click "Cleared".
    - For OIG List of Excluded Individuals/Entities, if 2nd column "Research Requirements" states "no matches found", click "Cleared".
    - For National Sex Offender Public Website, click the link.



        - Enter the employee's first name.
        - Enter the employee's last name.
        - Click "Search".
        - Go back to the CCHSP Registry Check tab.
      - For National Sex Offender Public Website, click "Cleared".
      - For Multi-state Nurse Aide Registries, if 2nd column "Research Requirements" states "no matches found", click "Cleared".
    - Print the results page.
      - Write the employee's name at the top of the printout with EE before the name (Ex: EE John Doe).
      - Write the participant's name at the top of the printout with PART before the name (Ex: PART Jane Smith).
    - To do another registry check, from the dashboard click Applications, then Registry Check Only.
    - Repeat the above steps.
- The printouts must be placed in the Mi Via Enrollment Bin in the scanning room for the mailroom to scan.
- Enter the employee into FOCoS:
  - Verify the employee isn't already set up in FOCoS:
    - Check both Centennial Care and Mi Via containers.
      - In the search field enter the employee's first and last name.
      - Hit Enter or click search.
    - If the employee is not in FOCoS:
      - Click the PEOPLE button in the top left corner of the screen.
      - Click "Add Employee".
      - Enter the "First Name".
      - Enter the "Last Name".
      - Enter the "Date of Birth".
      - Enter the "Last 4 Digits of SSN".
      - Click "Next".
      - Enter the "Middle Name" if provided.
      - Enter the "Physical Address, City, State, and Zip Code".
      - Click "Next".
      - Enter the "County" if you know it but it does not need to be entered.
      - Enter the "Mailing Address" if different than physical.
      - Click "Next".
      - Enter the "Contact Information" from the Employee Information form, if received.
      - Click "Next".
      - On the "Employee Details" screen, enter the first 5 digits for the employee's social security number.
      - Click "Next".
      - Select the appropriate "Gender".
      - Click "Next".
      - Click "Finish".
      - Click "Go" next to "View this Employee".
      - Click "Add New Employer Relationship" below Employee Details.
      - Select the correct Participant.
      - Enter the current date (the date you ran the COR) or the participant's plan date if the plan is a future date.
      - Click "Next".
      - Click the "Domestic Employee" radio button.
      - Click "Next".
      - Skip the Federal and State W4 screen.
      - Click "Next".
      - Skip the "Declaration of Relationship" screen.
      - Click "Next".
      - Enter the current date (the date you ran the COR) in "Date of EOR Screening" and "Passed Abuse Registry" fields.
      - Click "Finish".

        - Click “Go” next to “View this Employee”.
    - If the employee is in FOCoS:
        - Click “Add New Employer Relationship” below Employee Details.
        - Select the correct Participant.
        - Enter the current date (the date you ran the COR) or the participant’s plan date if the plan is a future date.
        - Click “Next”.
        - Click the “Domestic Employee” radio button.
        - Click “Next”.
        - Skip the Federal and State W4 screen.
        - Click “Next”.
        - Skip the “Declaration of Relationship” screen.
        - Click “Next”.
        - Enter the current date (the date you ran the COR) in “Date of EOR Screening” and “Passed Abuse Registry” fields.
        - Click “Finish”.
        - Click “Go” next to “View this Employee”.
- Complete the following sections on the DHI form:
    - Enter the current date or plan start date (if future date) in #6 and enter the current date in #15.
    - Print your name in #17.
    - Enter “Conduent-Enrollment” in #18.
    - Sign on “Authorized Representative’s Signature” line.
    - Enter the current date in the box next to signature.
- Staple the fingerprint cards, DHI form, and copy of ID in top left corner.
- On a sticky note write the participant’s COE code (Medicaid Code):
- Contact the Employer that the Employee has passed COR, if the Employer did not receive an email.
- Create a CRN for the Registry Check pass.
    - Source: Phone - Outbound or Email
    - Category: MV Criminal Background Check
    - Subject: COR - Pass
        - Example of CRN:
          Subject: Jane Smith passed COR 1/29/14, employee may begin working as approved on the Participant's Plan and according to the Participant's Self-Direction Waiver Eligibility.

          **********

          Left message for EOR John Doe/Spoke to EOR John Doe/Email sent to EOR John Doe at John.Doe@yahoo.com

          **********

          (Copy from COR Pass email)

          EE: J SMITH

          EOR: J DOE

          This notification is to inform you that the employee listed above has passed their COR Background Check and may begin working as approved on the Participant's Plan and according to the Participant's Self Direction Waiver Eligibility. We recommend calling the Self Direction Help Desk to verify that all other required employee enrollment paperwork has been received and that this employee is set up to receive payments. If you have any questions, please contact the Self Direction Help Desk at 1-866-916-0310.

          Thank you,

          The Self Direction Team

- Complete packets go in the bin in the Manager’s office.
- Incomplete packets go in the black filing bin.

# Indexing Documents in Workflow

- Once all of the PDF images are in workflow, go to: http://agabq0nmtwf01/docfinity/intraviewer/Logon.cfm
- Once logged in, Click “Workflow” on the taskbar column on the left hand side.
- If an information box pops up, click “RUN”.
- Go to the “Group” drop down box; select the “MV_INDEXING” drop down.
- Go to the “View” drop down box; select the “Enrollment view” drop down.
- When clicking on an enrollment job, in the indexing queue, double click the document to view the document that needs to be indexed.
- Answer all corresponding questions accordingly.
  - For EEPK (Employee) documents:
    - Employee number is the last 4 digits of the employee’s social security number
    - Participant number is the participant’s Medicaid number
  - For VNPK (Vendor) documents:
    - The Vendor number is the SS number or Business Tax ID number (whatever is provided)
    - Participant number is the participant’s Medicaid number
  - For PHPK (Prehire) documents:
    - Employee number is the last 4 digits of the employee’s social security number
  - For ERPK (Employer) documents:
    - Employer number is the last 4 digits of the employer’s social security number
    - Participant number is the participant’s Medicaid number
  - For MISC Documents:
    - Employee number is the last 4 digits of the employee’s social security number
    - Participant number is the participant’s Medicaid number
    - The Vendor number is the SS number or Business Tax ID number (whatever is provided)

# Reviewing Documents in Workflow

- Once indexing is complete, go to the drop down box, select the “MV_ENROLLMENT” drop down
- All documents in this workflow are enrollment related and must be processed within 3-5 business days upon entrance into the review step in workflow.
- When clicking on an enrollment job in the MV_ENROLLMENT queue, click the arrow next to the folder to view the document(s) that needs to be reviewed.
- On the other monitor screen, go to: **Org_Unit/Mi_Via/Enrollment Docs/Credentialing Folder**

### For PHPK Documents

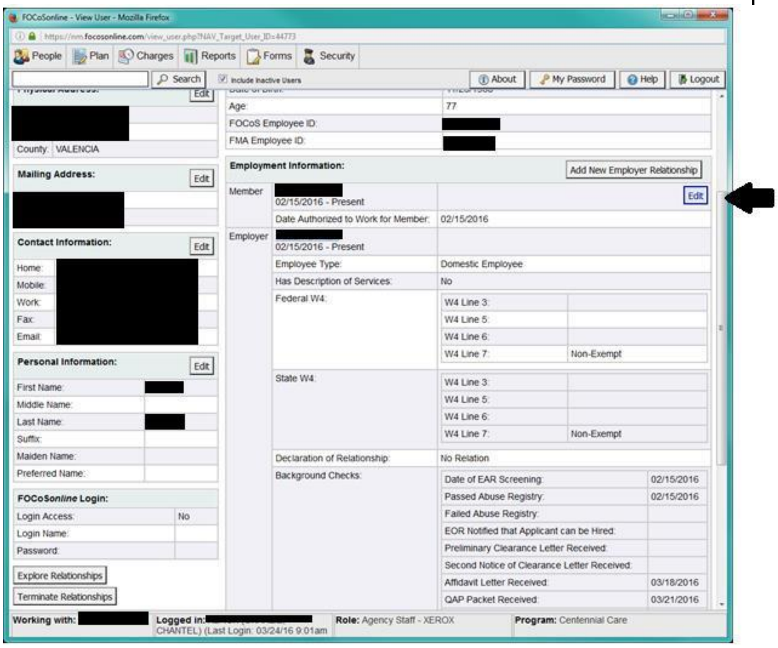
- All documents that are indexed with the same employee number and participant number will be grouped together in the review step.
- Navigate through all images associated with a job.
  - Verify the required documents are received:
    - Three fingerprint cards (3 preferred but can process with 1)
    - Department of Health Improvement (DHI) Authorization for Release of Information
    - Government issued identification with photo (Ex: Driver’s License, Passport, Military ID, State Issued ID)
  - Additional documents that may be received but are not required:
    - Fingerprint Reimbursement Request Form with receipt
    - Court paperwork
  - Verify all documents are completed correctly.
- In conjunction with the workflow, also pay attention to the PDF images that are

in the corresponding folder in the "CREDENTIALING FOLDER" (EX: PREHIRE DOCS – will have all of the images that are currently in the workflow for that day)

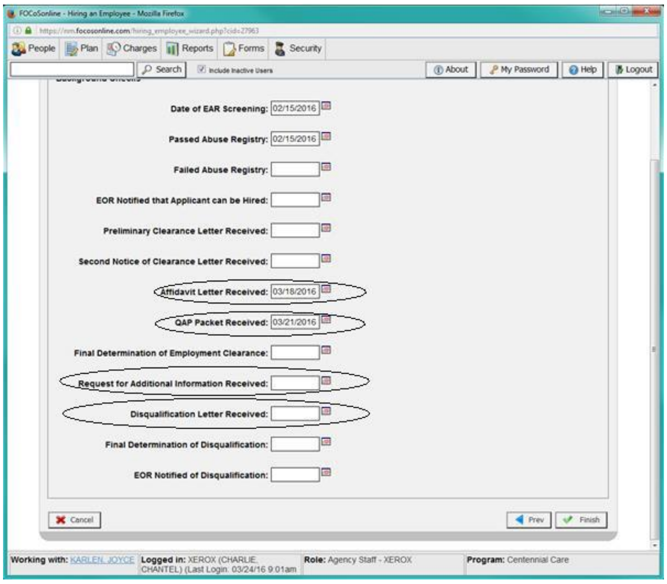
- Once you have reviewed the document:
  - If the document is correct:
    - Answer all of the questions in the workflow associated with that document.
      - Check the box in the "Done" column for "Review document(s)".
      - Click "Is this a re-submission or dup?"
      - Click "Select One…" dropdown
        - Duplicate
        - No
        - Re-submission
      - Click "OK"
      - Click "Is there an issue? Type?"
      - Click "Select One…" dropdown
        - None
      - Click "OK"
      - Click "SAVE" after all required questions have been answered.
      - Close the PHPK_COR step.
        - Click on the "folder" column in Workflow to sort the column in numerical order based on the employee's last 4 digits of their SS number.
        - Find the PHPK_COR step for the employee you are working on.
        - Answer all of the questions in the workflow associated with that document.
          - Click "Pass or Fail COR.
          - Click "Select One…" dropdown
            - Yes
          - Click "OK"
          - Click "COR Determination Date"
            - Enter the date COR ran (yyyy-mm-dd).
          - Click "OK"
        - Click "SAVE" after all required questions have been answered.
    - If it is a new prehire packet for a new employee, create a folder with the LAST NAME_FIRST NAME in the credentialing folder.
    - Move all documents regarding that employee into the newly created folder.
    - Move the Employee folder into the folder in the participant's folder in Mi Via or the member's folder in Centennial Care.
  - If the document is incorrect:
    - Answer all of the questions in the workflow associated with that document.
      - Check the box in the "Done" column for "Review document(s)".
      - Click "Is this a re-submission or dup?"
      - Click "Select One…" dropdown
        - Duplicate
        - No
        - Re-submission
      - Click "OK"
      - Click "Is there an issue? Type?"
      - Click "Select One…" dropdown
        - Incorrect Information
        - Missing Information
        - Missing part of a document
        - Missing whole document

- Multiple issues
  - Click “OK”
  - Click “Issue Comments”
  - Document the issues in the “Issue Comments” field.
  - Click “OK”
  - Click “Save”
- If it is a new prehire packet for a new employee, create a folder with the LAST NAME_FIRST NAME in the credentialing folder – ( make a note next to the folder regarding all incorrect documents)
- Move all documents regarding that employee into the newly created folder.
- Move the Employee folder into the folder in the participant’s folder in Mi Via or the member’s folder in Centennial Care.

- There may be leftover documents in the CREDENTIALING FOLDER once you have completed the review process in Workflow. Prehire calls in Workflow do not create a hold step as EEPK and VNPK do.
  - If there are any documents to complete a prehire packet (DHI form, fingerprint cards, or photo ID), locate the employee folder for the participant or member.
    - Pull the original paperwork from the filing bin at the Enrollment supervisor’s desk.
    - Run the COR.
    - Enter the employee information in FOCOS.
    - Move the paperwork received to employee folder.
    - Move the Employee folder into the participant’s folder in Mi Via or the member’s folder in Centennial Care.
    - Check for a complete employee packet in the EE DOCS credentialing folder.
    - Link the employee to the participant’s plan according to the Employee Agreement.
  - Documents labeled COR are moved to the respective employee folder.
  - DHI Clearance Letter needs to be entered in FOCoS for the employee.




- Pull up the employee in FOCoS.
- Click “Edit” for the correct participant relationship.
- Click “Next” until you get to the last screen “Background Checks”.




- Enter the date of the letter in the “Final Determination of Employment Clearance” field.
- Click “Finish”.
- Move the scan letter to the employee’s folder.
- Close the PHPK_DHI step.
  - Click on the “folder” column in Workflow to sort the column in numerical order based on the employee’s last 4 digits of their SS number.
  - Find the PHPK_DHI step for the employee you are working on.
  - Answer all of the questions in the workflow associated with that document.
    - Click “Pass or Fail DHI.
    - Click “Select One…” dropdown
      - Yes
    - Click “OK”
    - Click “Determination Date”
      - Enter the date of the letter (yyyy-mm-dd).
    - Click “OK”
    - Click “SAVE” after all required questions have been answered.

- DHI Request for Additional Information Letter needs to be entered in FOCOS for the employee.
  - Pull up the employee in FOCoS.
  - Click “Edit” for the correct participant relationship.
  - Click “Next” until you get to the last screen “Background Checks”
  - Enter the date of the letter in the “Request for Additional Information Received” field.
  - Mail a copy of the letter to the employer:
    - Go to **Org_Unit/Mi_Via/Enrollment Docs/DHI FORMS**.
    - Go to the “DHI Request for Addl Info Cover Ltr to EOR” letter.
    - Enter the current date, employer name and address, and employee name.
    - Save a copy of the created letter in the employee’s folder
    - Mail is picked up by the Mailroom at 2:30 daily.
  - Move the letter from credentialing to the employee’s folder.
- DHI Affidavit Letter needs to be entered in FOCoS for the employee.
  - Pull up the employee in FOCoS.
  - Click “Edit” for the correct participant relationship.
  - Click “Next” until you get to the last screen “Background Checks”
  - Enter the date of the letter in the “Affidavit Letter Received” field.
  - Complete the “Care Provider Information” section of the Affidavit Form.

- Care Provider Agency Name: Conduent-Mi Via
- Care Provider Address: 1720-A Randolph Rd SE
- Care Provider City: Albuquerque
- Care Provider State: NM
- Care Provider Zip Code: 87106
- Care Provider Phone: 866-916-0310
- Care Provider Fax: leave blank
- Care Provider Email: leave blank
- Authorized Representative: Your last name, first name
- Explanation of Statement: Employee submitted fingerprint cards in an effort to provide readable prints.

- Mail the Affidavit letter and Affidavit Form to the employer:
  - Go to **Org_Unit/Mi_Via/Enrollment Docs/DHI FORMS**.
  - Go to the "DHI Affidavit Letter".
  - Enter the current date, employer name and address, and employee name.
  - Enter the date of the DHI Affidavit Letter in the date field within the body of the letter.
  - Save a copy of the created letter in the employee's folder.
  - Mail is picked up by the Mailroom at 2:30 daily.
- Move the letter from credentialing to the employee's folder.

- DHI Affidavit Letter is returned after completed by employee:
  - Fax the Affidavit to Devin Kavanaugh at 505-424-7974 with the control number on the fax cover sheet.
  - The fax receipt with the employee's name must be placed in the Mi Via Enrollment Bin in the scanning room for the mailroom to scan.
  - Mail the original Affidavit to:

    New Mexico Dept of Health-Div of Health Improvement<br>
    Attn: CCHSP<br>
    PO Box 26110<br>
    Santa Fe, NM 87502
  - Mail is picked up by the Mailroom at 2:30 daily.
  - Move the letter from credentialing to the employee's folder.
- DHI QAP Packet needs to be entered in FOCoS for the employee.
  - Pull up the employee in FOCoS.
  - Click "Edit" for the correct participant relationship.
  - Click "Next" until you get to the last screen "Background Checks"
  - Enter the date of the letter in the "QAP Packet Received" field.
  - On the QAP Coversheet, write the "Control Number" provided on the letter from Caregivers.
  - Mail the QAP letter to the employer:
    - Mail is picked up by the Mailroom at 2:30 daily.
    - Go to **Org_Unit/Mi_Via/Enrollment Docs/DHI FORMS**.
    - Go to the "DHI QAP Letter-FP Rejection" letter.
    - Enter the current date, employer name and address, and employee name.
    - Enter the date of the DHI Affidavit Letter in the date field within the body of the letter.
    - Save a copy of the created letter in the employee's.
  - Move the letter from credentialing to the employee's folder.
  - DHI QAP Coversheet and fingerprint cards are returned after completed by employee go in the top bin on the Enrollment Supervisor's desk.
- DHI Disqualification Letter needs to be entered in FOCoS for the employee.
  - Pull up the employee in FOCoS.
  - Click "Edit" for the correct participant relationship.
  - Click "Next" until you get to the last screen "Background Checks"
  - Enter the date the letter was received in the "Final Determination of Disqualification" field.
  - Click "Finish".

- Contact the Employer of the disqualification
  - Create a CRN in CMS
- Send a letter to the Employer regarding the disqualification.
  - Mail is picked up by the Mailroom at 2:30 daily.
  - Go to **Org_Unit/Mi_Via/Enrollment Docs/DHI FORMS/DISQUALIFICATION LETTERS**.
- If you were able to speak to the employer or their representative:
  - Send "DHI DQ Letter-made contact".
  - Enter the current date, employer name and address, and employee name.
  - Enter the date you spoke to the Employer in the date field within the body of the letter.
  - Save a copy of the created letter in the employee's.
  - Move the letter from credentialing to the employee's folder.
- If you were **not** able to speak with the employer or their representative:
  - Send "DHI DQ Letter-unable to contact".
  - Enter the current date, employer name and address, and employee name.
  - Enter the date Conduent received the DHI Disqualification Letter in the date field within the body of the letter.
  - Save a copy of the created letter in the employee's folder.
  - Move the letter from credentialing to the employee's folder.
- Close the PHPK_DHI step.
  - Click on the "folder" column in Workflow to sort the column in numerical order based on the employee's last 4 digits of their SS number.
  - Find the PHPK_DHI step for the employee you are working on.
  - Answer all of the questions in the workflow associated with that document.
    - Click "Pass or Fail DHI.
    - Click "Select One…" dropdown
      - Yes (outbound call has already been made)
    - Click "OK"
    - Click "Determination Date"
      - Enter the date the letter was received (yyyy-mm-dd).
    - Click "OK"
    - Click "Issue Comments"
      - Enter "DQ"
    - Click "OK"
    - Click "SAVE" after all required questions have been answered.

### For EEPK Documents

- All documents that are indexed with the same employee number and participant number will be grouped together in the review step.
- Navigate through all images associated with a job.
  - Verify the required documents are received and completed correctly:
    - Refer to the Employee Credentialing Requirements document **Org_Unit/Mi_Via/Publications/Current/Individual Forms**.
    - Employee Information Form – all fields must be completed.
    - Employment Agreement (8 page version 10/23/15) – required fields: member/participant name, employee name, employer name, service code, rate, EE & EOR initials on all pages, EE & EOR signatures and dates.
    - Declaration of Relationship – required fields: employee name, employer name, relationship to employer, employee signature and

date.
- Federal W-4 – required fields: boxes 1-4, 5 (&6) or 7, employee signature and date.

- Additional documents that may be received but are not required:
  - State W-4
  - Form I-9 Employment Eligibility Verification
  - Direct Deposit Authorization Form with voided check or bank issued letter with needed information printed on it
    - Voided check with name, account number, and routing number imprinted on the check. Cannot use a blank starter check.
    - Name, account number, and routing number typed on bank letterhead.
    - Bank generated form with name, account number, and routing number entered on the form.
    - Name, account number, and routing number hand written and signed off by a bank official.
  - Appendix to Employment Agreement: Checklist for Providers of Transportation Services (required if the service code for mileage is included on the Employment Agreement and the participant's plan includes mileage), Vehicle Registration and Vehicle Insurance in the employee's name and not expired must also be submitted.

- In conjunction with the workflow, also pay attention to the PDF images that are in the corresponding folder in the "CREDENTIALING FOLDER" (EX: EE DOCS – will have all of the images that are currently in the workflow for that day)
- Once you have reviewed the document:
  - If the document is correct:
    - For a new employee with no previous relationship to the participant, link the employee to the participant's plan effective the date "Date Authorized to Work for Participant" field in FOCoS.
      - An employee cannot be linked to a Working Plan. Create a reminder to yourself to link once the plan is approved.
      - Answer all of the questions in the workflow associated with that document.
      - Move all documents regarding that employee to the employee's folder in the in the participant's folder in Mi Via or the member's folder in Centennial Care.
    - For an existing employee renewing for the new plan year, link the employee to the participant's plan effective the date of the new plan.
      - Answer all of the questions in the workflow associated with that document.
      - Move all documents regarding that employee to the employee's folder in the in the participant's folder in Mi Via or the member's folder in Centennial Care.
  - If the document is incorrect:
    - Answer all of the questions in the workflow associated with that document.
    - Move all documents regarding that employee to the employee's folder in the in the participant's folder in Mi Via or the member's folder in Centennial Care.
    - For each document, note the issues identified.
- There may be leftover documents in the CREDENTIALING FOLDER once you have completed the review process in Workflow. These could be documents received from a previous phone call.
  - Click on the "folder" column in Workflow to sort the column in numerical order based on the employee's last 4 digits of their social security number.
  - Find the EEPK_HOLD step for the employee you are working on.
    - If the document(s) is correct and there are no outstanding issues with the rest of the documents in the employee packet:

- Check the box for “Review Additional Documents”.
- Type RESOLVED next to the existing comments in the “Issue Comments” field.
- Click “OK”
- In the dropdown for “Is there an issue remaining?” select “None”
- Click “OK”
- Click “Save”

  - Move the documents to the employee’s folder.

- Employee Change Forms are also included in the EEPK documents.
  - All fields in the “Required Information” portion of the form must be completed.
  - If the employee is changing their name, they must complete a new W-4 form and include a copy of their social security card showing the name change.
  - The form must be signed and dated by the employer and employee. If the employee no longer works for the employer and the employee is unable to get the employer’s signature, the employer signature line must read “EOR signature not available due to separation of employment.”
  - Process the change in FOCOS.
  - Answer all of the questions in Workflow associated with that document.
    - Click “OK” after each required question.
    - Click “SAVE” after all required questions have been answered.

### For VNPK Documents

- All documents that are indexed with the same vendor number and participant number will be grouped together in the review step.
- Navigate through all images associated with a job.
  - Verify the required documents are received and completed correctly:
    - Refer to the Vendor Credentialing Requirements document **Org_Unit/Mi_Via/Publications/Current/Individual Forms**.
    - Vendor Information form – all fields must be completed for services and non-big box stores for goods, including vendor signature and date.
      - Big Box stores – required fields are member/participant name, responsible party name, vendor name, goods to be purchased, and responsible party signature and date.
    - Vendor Agreement – required for services only.
      - Required fields: vendor name, member/participant or employer name, service code, rate, activities, vendor & EOR initials on all pages, vendor & employer signature and date.
    - Business, service, or construction license required for services.
    - W-9 – required for new vendors, all applicable fields must be completed
      - Social Security Number or Federal Tax Identification Number – both fields cannot be completed.
    - Nature of Services Questionnaire – only required for Independent Contractors.
- Use the site http://rldverification.rld.state.nm.us/Verification/ if you have not received a copy of a New Mexico business license.
- Use the site http://public.psiexams.com/search.jsp if you have not received a copy of a New Mexico construction license.
- Use the site https://efile.prc.newmexico.gov/Efile/welcome.aspx if you need to verify how a business is registered with the IRS.
- In conjunction with the workflow, also pay attention to the PDF images that are in the corresponding folder in the “CREDENTIALING FOLDER” (EX: VENDOR DOCS – will have all of the images that are currently in the workflow for that day)
- Once you have reviewed the document:
  - If the document is correct:

- For a new vendor not in FOCoS:
  - Add the vendor to FOCoS:
    - Click the PEOPLE button in the top left corner of the screen.
    - Click "Add Contractor".
    - Enter the "Company/Agency Name" from the W-9.
    - Enter the "Doing Business As (DBA)" if provided on the W-9.
    - Enter the "Physical Address, City, State, and Zip Code" from the Vendor Information Form.
    - Click "Next".
    - The "County" does not need to be entered. Check the Vendor Information Form for a different mailing address. If different, click "Different" radio button and enter the mailing address.
    - Click "Next".
    - Enter any "Contact Information" provided.
    - Click "Next".
    - Click the appropriate "Vendor Type" radio button.
    - Click "Next". Dates of Background Checks are not entered for vendors.
    - Click "Finish".
  - Answer all of the questions in Workflow associated with that document.
  - If it is a new vendor packet for a new vendor, create a folder with the VENDOR NAME.
  - Move all documents regarding that vendor into the newly created folder.
  - Move the folder to the Mi Via participant's or Centennial Care member's folder.
  - E-mail TNT (miviainfo@tntmanagement.com) to associate the vendor with the subject line reading: VENDOR_ABC MASSAGE THERAPY_READY FOR PAYMENT SETUP
  - In the body of the e-mail state the following:
    Please associate this vendor in Centennial Care/Mi Via.
    - If an Independent Contractor, e-mail TNT (miviainfo@tntmanagement.com) with the same subject format, but with the body of the e-mail stating: "We have received all required documentation for this Vendor. Please review and let us know if this individual is eligible to become an Independent Contractor."
    - TNT will send a response "The non-billing contractor has been assigned."
    - Link the vendor to the participant's plan effective the date of the plan.
    - Respond to TNT "Vendor has been linked."
    - TNT will send a response "Forms have been marked."
  - Contact the Independent Contractor if TNT responds to their request that they cannot be an independent contractor.
- For an existing vendor in FOCoS:
  - Pull up the participant in FOCoS.
  - Link the vendor to the participant's plan effective the date of the beginning of the plan.
  - Answer all of the questions in the workflow associated with that document.
  - Move all documents regarding that vendor into the existing folder for the vendor in the Mi Via participant's or Centennial Care member's folder.
  - **Do not** send an email to TNT for existing vendors.

- If the document is incorrect:
  - Answer all of the questions in the workflow associated with that document.
  - If it is a new vendor packet for a new vendor, create a folder with the VENDOR NAME.
  - Move all documents regarding that vendor into the newly created folder.
  - Move the folder to the Mi Via participant's or Centennial Care member's folder.

- There may be leftover documents in the CREDENTIALING FOLDER once you have completed the review process in Workflow. These could be documents received from a previous phone call.
  - Click on the "folder" column in Workflow to sort the column in numerical order based on the vendor's tax identification number or SS number.
  - Find the VNPK_HOLD step for the vendor you are working on.
    - Move the new document(s) to the vendor folder in the Mi Via participant's or Centennial Care member's folder.
    - If the document(s) is correct and there are no outstanding issues with the rest of the documents in the vendor packet:
      - Check the box for "Review Additional Documents".
      - Type RESOLVED next to the existing comments in the "Issue Comments" field.
      - Click "OK"
      - In the dropdown for "Is there an issue remaining?" select "None"
      - Click "OK"
      - Click "Save"
    - E-mail TNT to associate the vendor if it is a new vendor.
- If you need to search for a vendor document in Workflow:
  - Click on the "Simple Find" tab on the left side of the screen.
  - Enter the vendor tax ID from FOCoS***online*** in the "Tax/Vendor ID" field.
  - Hit "Enter" or click the "GO" button.

### For ERPK Documents

- In Workflow verify all pages of the Employer Packet are signed and dated.
  - Check the EOR Change spreadsheet if the participant/member is going through an EOR change.
    - If the EOR packet is for an EOR change:
      - Review FOCoS for employees working for the current EOR.
      - Verify if Prehire and Employee packets have been received for all employees transitioning to the new EOR.
      - If all needed information has been received, send an email to TNT to process the EOR change.
      - Process the transaction in Workflow.
    - If the EOR packet is **not** for an EOR change:
      - Process the transaction in Workflow.
- Answer all of the questions in the workflow associated with that document.
  - Click "SAVE" after all required questions have been answered.
- Move the EOR packet in the Credentialing folder to the Mi Via participant's or Centennial Care member's folder.

### For MISC Documents

- MISC can contain both DE and Enrollment Items.
- Enrollment related documents include:
  - Appointment of Authorized Agent
  - Participant/Employer Change Packet
  - Power of Attorney paperwork
  - Guardianship paperwork
  - Workers' Compensation Fee paperwork

        - Other miscellaneous paperwork
    - Verify the documents are completed correctly.
        - Appointment of Authorized Agent: refer to “Entering Authorized Agent Information in FOCOS” procedure **Org_Unit/Mi_Via/Enrollment Docs/ENROLLMENT PROCECURES**
        - Participant/Employer Change Form
            - All fields in the “Required Information” portion of the form must be completed.
            - IRS form 8821, NM SUI Change Form, and ACD31075 must be included with the change form. These forms are included in the Participant/Employer Change Packet.
            - Process the change in FOCoS for the Participant and Employer after TNT has sent an email to Conduent that the change has been processed in their system.
        - Add a note in FOCoS for Power of Attorney and Guardianship paperwork.
            - Scroll to the bottom of the page.
            - Click “Edit” in Participant Notes.
            - Click “Create Note”.
            - Enter the date received, what paperwork was received, and the person that has been appointed.
            - Click “Save Note”.
    - Answer all of the questions in the workflow associated with that document.
        - Click “OK” after each required question.
        - Click “SAVE” after all required questions have been answered.
        - Document the issues in the ISSUE COMMENTS field.
    - If you open a MISC document to review and it is not enrollment related, click “RETURN JOB” on the bottom right hand side of the screen.
    - Move the documents to the Mi Via participant’s or Centennial Care member’s folder.

# Employer of Record (EOR) Changes

- The consultant/support broker will upload the EOR request form to their Sharepoint with TNT.
- The Employer Enrollment Packet is generated and mailed to the employer by TNT.
- Before an employer can be changed in FOCoS, TNT must receive the Employer Enrollment Packet and Conduent must receive complete prehire and employee packets for all transitioning employees to the new EOR; and a new vendor agreement with the new EOR has been received for any vendors that are providing services.
- Any employees not transitioning to the new EOR must be provided to Conduent.
- Review all documents for completeness.
- Every week TNT will upload the EOR Change List to SharePoint (https://sp.acs-inc.com/gsg/projects/spark/nmmivia/Shared%20Documents/Forms/AllItems.aspx)=Files from TNT=EOR CHANGES IN PROCESS=new updated list.
- Original Employer Enrollment Packets received by Conduent are mailed to TNT:

| From: **Conduent Address** | To: **TNT Address** |
|---|---|
| Conduent-Mi Via | TNT Management Resources Inc |
| 1720-A Randolph Rd SE | 4935 Indian School Rd NE |
| Albuquerque, NM 87106 | Salem, OR 97305 |

- When all complete paperwork is received, e-mail TNT (miviainfo@tntmanagement.com) that the EOR change can be processed with the effective date of the change. The effective date of the change must be the start of the pay period.
    - Subject: EOR CHANGE: Smith_K to Doe_J.
    - Text example:

      We received the complete packets for the EEs (J. Doe, K. Smith) transitioning to the new EOR D. Smith.

Please process this EOR Change with an effective date of mm/dd/yy in Mi Via/Centennial Care.

- TNT will process the change in FOCoS and notify you when the change has been completed with the effective date of the change so you can link the employees to the new employer.
- Once the employer change has been processed, contact the new employer with the effective date of the change.
- Employees not transitioning to the new Employer need to be terminated in FOCoS effective the last day of the pay period prior to the Employer change.
- EOR changes are effective the start of a pay period.
- If the participant/member does not have employees or there are no employees transitioning to the new EOR, process the EOR change effective immediately.

# Working the Hold Queues

- Log on to Abledoc at http://abqimg01/ABLEDOC_ACSNM/.
  - Go into “Aging Inventory”.
  - Flow Name dropdown box:
    - MV_EEPK_PRO
    - MV_MISC_PRO
    - MV_VNPK_PRO
  - Step Desc dropdown box:
    - EEPK_HOLD
    - MISC_HOLD
    - VNPK_HOLD
  - Click “Search”.
- Start with the oldest date first.
  - Click the “+” under the date.
- Go to Workflow.
  - Click on the “job id” column in Workflow to sort the column in numerical order.
  - Find the HOLD step for the item you are working on.
  - Click “Issue Comments”
- Research if the issue has been resolved by searching e-mail, CRM, and Enrollment folders.
  - If the issue has been resolved, answer all of the questions in the workflow associated with that document. This will remove the item from the hold queue.
  - If the issue has not been resolved, answer all of the questions in the workflow associated with that document. This will move the hold item into the call queue for an outbound call.

# Making Outbound Calls

- Log on to CRM located on your desktop.
- Research if any calls have come in or been made for the current issue.
  - Click “Contacts” on the left.
  - Enter the participant’s social security number without dashes in the “Search” field.
  - Hit “Enter”.
  - Click participant’s name.
  - Click “Cases” on the left.
  - Change “Active” to “All”.
  - Check any status items created within the last week.

- To document your outbound call refer to “Parent CRN Process” in **Org_Unit/Mi_Via/Enrollment Docs/ENROLLMENT PROCECURES**.
- Record the CRN in the folder name, after the folder name but before the issues.
- Close the open CRN when TNT has associated a vendor or marked the forms for an employee.
- Refer to “Providing Information” in **Org_Unit/Mi_Via/Call Center** for authenticating the call and what information can be provided to whom.

1st Contact Attempt:

- Conduent will send email notification to the EOR and Consultant/Support Broker.
- A call will be made to the EOR if an email is not available in FOCoS and an email will be sent to the Consultant/Support Broker.
- In the subject line of the email use Mi Via/Centennial Care Employee/Vendor Paperwork
- Use the Enrollment letter templates for the body of the email.
- At the end of the email add “**Do not reply to this email**.”

2nd Contact Attempt:

- 10 business days after 1st contact attempt, Conduent will send a second email to the EOR and the Consultant/Support Broker.
- In the subject line of the email use Mi Via/Centennial Care Employee/Vendor Paperwork
- Use the Enrollment letter templates for the body of the email.
- The Enrollment CRN will be closed at this time.
- At the end of the email add “**Do not reply to this email**.”

# OmniCaid ATR (Accounting Transaction Request) for Criminal Background Checks

- Collect all of the prehire packets processed for the week, thus far, every Thursday.
- Double check all packets to make sure all fields and corresponding paperwork is correct.
- Separate the packets by the COE Code (you can get code from the participant’s page in FOCOS if it is not on the sticky note with the fee amount).
- Add up the total cost per COE code at $73.30 each.
- Create an ATR request by the COE code:
    - Go to **Org_Unit/Mi_Via/Enrollment Docs/Credentialing Folder/Prehire Docs/6_Prehire Reports/DHI ATR Check Requests**
    - Go to the corresponding folder for the time period you are processing the ATR’s.
    - The folders are grouped together by year, then by quarter, then by month.
    - On the ATR request, make sure that the “Settled/Settlement Thru Date” has the last date of the current quarter (ex: if in 1st quarter 2017, the date would need to be 3/31/2017).
    - Put the total cost in Row 3, Column H and in row 7/8, Column H.
    - Save the ATR as: “ATR Criminal Background Checks request mm-dd-yyyy (current date) COE __ ( COE code)
- Create a spreadsheet of each employee per COE code.
- E-mail all ATR requests and spreadsheet to: Norma Lucero (Norma.Lucero@state.nm.us) and Ellie Ortiz (Ellie.Ortiz@state.nm.us), copy Esther Martinez (Esther.Martinez@state.nm.us), and Myrtle Crawford and Yajaira Castillo (with Conduent Finance); before 2:00 pm every Thursday.
- Conduent Finance will give the Enrollment Department the check the following Monday.

# Mailing Prehire Packets to DHI

- Separate the check stub (given to us from Finance) in the CBC ATR folder in the Enrollment Manager's office.
- Mail the original prehire packets to DHI with the check provided by Finance to:
  **NEW MEXICO DEPT. OF HEALTH – DIV OF HEALTH IMPROVEMENT**
  **ATTN: CCHSP**
  **P.O. BOX 25886**
  **ALBUQUERQUE, NM 87125**
- Packets must go out every Monday when the check is received.
- Mail is picked up by the Mailroom at 2:30 daily.

# Employer of Record (EOR) Guidelines and Process

The State was recently notified of an Employer of Record (EOR) who was not able to be registered for an Employer Identification Number (EIN) due to a Social Security Number (SSN) mismatch with the Internal Revenue Service and the New Mexico Taxation and Revenue Department. Conduent and TNT exercised due diligence for several months in trying to obtain the correct SSN from the EOR, but were unsuccessful By not having an EIN, Conduent's subcontractor, TNT, is currently unable to meet State and Federal employer filing and reporting requirements.

Effective immediately, the State is directing Conduent-FMA to do the following:

Upon identification of an EOR lacking sufficient documentation which prevents the FMA from assuring compliance with Mi Via regulations/Self-Directed Community Benefit (SDCB) and Federal and State employment rules, Conduent-FMA must contact, via email, the Consultant Agency/Support Broker Agency to obtain the missing and/or correct documentation. This documentation shall be provided to Conduent by the Consultant/Support Broker with 10 working days of notification by Conduent.

In the event the documentation is not provided to Conduent with the timeframes required, Conduent will send a Return to Participant (RTP) letter notifying the participant/member that a new EOR must be identified due to insufficient documentation. In addition, the Consultant/Support Broker must also be notified via email that a new EOR must be identified.

# Authorization to Sign For Vendor Only

Criteria:
The Mi Via Program allows a participant or his/her authorized representative to sign Vendor Agreements (VA's) and Payment Request Forms (PRF's) for vendor payments without having to go through the Employer of Record (EOR) enrollment process under the following circumstances:

1) All Mi Via service providers **must** be vendors. If employees are currently providing services, they will need to be terminated before this form can take effect.
2) If the participant is to be the one authorized to sign the Vendor Agreements and PRF's, the participant must be at least 18 years of age, and cannot have an authorized representative over financial matters ( for example a court-appointed legal guardian, a conservator over financial matters, or a person acting under the authority of a valid power of attorney) ; or
3) If an authorized representative is to be the one authorized to sign Vendor Agreements and PRF's, a "Self-Direction Appointment of Authorized Representative" form must be completed, and the authorized representative cannot be a paid provider of Mi Via Services

for the participant.

**Current Participant already has all vendors providing services:**

1. Consultants will fill out an EOR Packet request form with the Participant/Authorized Representative and make sure to select "YES" for the question: PARTICIPANT/MEMBER PLANS ON UTILIZING THE SERVICES OF VENDORS ONLY
2. TNT begins the enrollment process of the member/participant and Responsible Party in our system and FOCoS as applicable, and sends out the vendor-only version of the EOR packet ("Member/Participant Enrollment for Vendor Disbursements").
3. Conduent will receive the authorization for vendor only forms (Authorization to Sign VA's and PRF's when there is no EOR form and Self-Direction Appointment of Authorized Representative form).
4. Conduent makes a determination as to whether or not the participant or authorized representative is approved to be the authorized signer of VA's and PRF's.
5. Conduent informs participant or authorized representative of decision.
    a. If not approved, EOR will remain in place and the process stops here.
    b. If approved, proceed to step 4.
6. Authorized signer submits new VA's so that vendors are associated with authorized signer.
7. Conduent will notify TNT to change the EOR in FOCoS to vendor only.
8. Conduent will enter the authorized signer in the Participant Notes section in FOCoS (either Participant or the name of the Authorized Representative).

**Current Participant has employee(s) providing a service or services:**

1. Consultants will fill out an EOR Packet request form with the Participant/Authorized Representative and make sure to select "YES" for the question: PARTICIPANT/MEMBER PLANS ON UTILIZING THE SERVICES OF VENDORS ONLY
2. TNT begins the enrollment process of the member/participant and Responsible Party in our system and FOCoS as applicable, and sends out the vendor-only version of the EOR packet ("Member/Participant Enrollment for Vendor Disbursements").
3. Conduent will receive the authorization for vendor only forms (Authorization to Sign VA's and PRF's when there is no EOR form and Self-Direction Appointment of Authorized Representative form).
4. Conduent makes a determination as to whether or not the participant or authorized representative is approved to be the authorized signer of VA's and PRF's.
5. Conduent informs participant or authorized representative of decision.
    a. If not approved, EOR will remain in place and the process stops here.
    b. If approved, proceed to step 4.
6. Authorized signer submits new VA's for vendors who may already be providing services and VA's for any new vendors that will provide services so that vendors are associated with authorized signer.
7. All active employees must be terminated in FOCoS for this participant relationship.
8. Conduent will notify TNT to change the EOR in FOCoS to vendor only.
9. Conduent will enter the authorized signer in the Participant Notes section in FOCoS (either Participant or the name of the Authorized Representative).

**Participant New to Mi Via:**

1. Consultants will fill out an EOR Packet request form with the Participant/Authorized Representative and make sure to select "YES" for the question: PARTICIPANT/MEMBER PLANS ON UTILIZING THE SERVICES OF VENDORS ONLY
2. TNT begins the enrollment process of the member/participant and Responsible Party in our system and FOCoS as applicable, and sends out the vendor-only version of the EOR packet ("Member/Participant Enrollment for Vendor Disbursements").
3. Conduent will receive the authorization for vendor only forms (Authorization to Sign VA's and PRF's when there is no EOR form and Self-Direction Appointment of Authorized Representative form).
4. Conduent makes a determination as to whether or not the participant or authorized representative is approved to be the authorized signer of VA's and PRF's.
5. Conduent informs participant or authorized representative of decision.

    a. If not approved, EOR will be required and will need to go through EOR enrollment process.
    b. If approved, proceed to step 4.
6. Authorized signer submits VA's so that vendors are associated with authorized signer.
7. Conduent will notify TNT to change the EOR in FOCoS to vendor only.
8. Conduent will enter the authorized signer in the Participant Notes section in FOCoS (either Participant or the name of the Authorized Representative).

# Authorized Representative Process

**Application to be authorized to sign VA and PRF when there is no EOR form**

*(Must be filled out by everyone applying to be Authorized Representative)*

- Section A must be filled out if Participant is applying to be authorized to sign VA's and PRF's.
- Section B must be filled out if the participant's Authorized Representative is applying to be authorized to sign Vendor Agreements and PRF's and submit the Self-Direction Appointment of Authorized Representative form with this form.

## Self-Direction Appointment of Authorized Representative form

*(Must be filled out by everyone (except Participant/Member) applying to be an Authorized Representative)*

- Section A must be filled out if the Authorized Representative is an attorney representing a person or household, a person acting under the authority of a valid power of attorney, a conservator over financial matters, or a legal guardian, please complete Section A below and submit the appropriate formal documentation with this form.
- Section B must be filled out if the Authorized Representative is any other individual (not an attorney representing a person or household, a conservator over financial matters, a person acting under the authority of a valid power of attorney, or a legal guardian).

## Verification

1) Verify that all Mi Via service providers are vendors in FOCoS.
    a. If they are move on to step 2.
    b. If there are employees linked to plan they must be terminated before an authorized representative can be set up.
2) If the participant is to be the one authorized to sign the Vendor Agreements and PRF's:
    a. The participant must be at least 18 years of age.
    b. The participant cannot have an authorized representative over financial matters ( for example a court-appointed legal guardian, a conservator over financial matters, or a person acting under the authority of a valid power of attorney)
3) If an authorized representative is to be the one authorized to sign Vendor Agreements and PRF's:
    a. A "Self-Direction Appointment of Authorized Representative" form must be completed.
    b. The authorized representative cannot be a paid provider of Mi Via Services for the participant.

## Determination/Processing

1) Consultants will fill out an EOR packet request form with the Participant/Authorized Representative and make sure to select "YES" for the question: PARTICIPANT/MEMBER PLANS ON UTILIZING THE SERVICES OF VENDORS ONLY.
2) TNT begins the enrollment process of the participant/member and Responsible Partiy in our system and FOCoS as applicable, and sends out the vendor-only version of the EOR packet ("Member/Participant Enrollment for Vendor Disbursements").
3) Conduent will receive the authorization for vendor only forms (Authorizatin to Sign Vas and PRFs when there is no EOR form and Self-Direction Appointment of Authorized Representative form).
4) If new Authorized Representative is approved Conduent informs participant or authorized

representative of the decision.

a. If not approved, EOR will remain in place and the process stops here.

5) Authorized signer submits new Vendor Agreement (VA) so that vendors are associated with authorized signer.
6) All active employees are terminated in FOCoS for this participant relationship.
7) Conduent will notify TNT to change the EOR in FOCoS to vendor only.
8) Conduent will enter the authorized signer in the Participant Notes section in FOCoS (either Participant or the name of the Authorized Representative and last 4 of SSN).

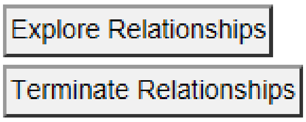
# Consultant Agency Checks

Consultant Agencies are paid for their services through Omnicaid and an agency could bill in error so the payment needs to be voided.  The agency will send the check back to Conduent and will need to be given to Denna Orr so she can void the payment in Omnicaid.

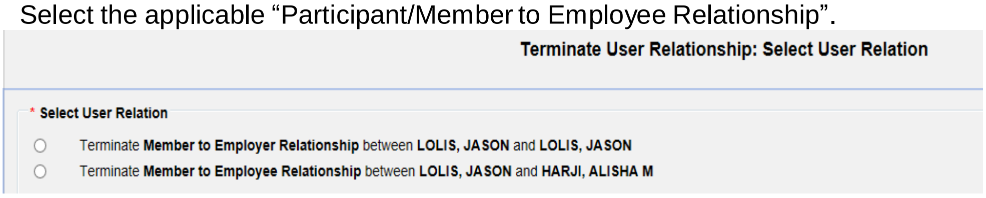
# Terminating an Employee in FOCoS

Go to the Participant in Focos:

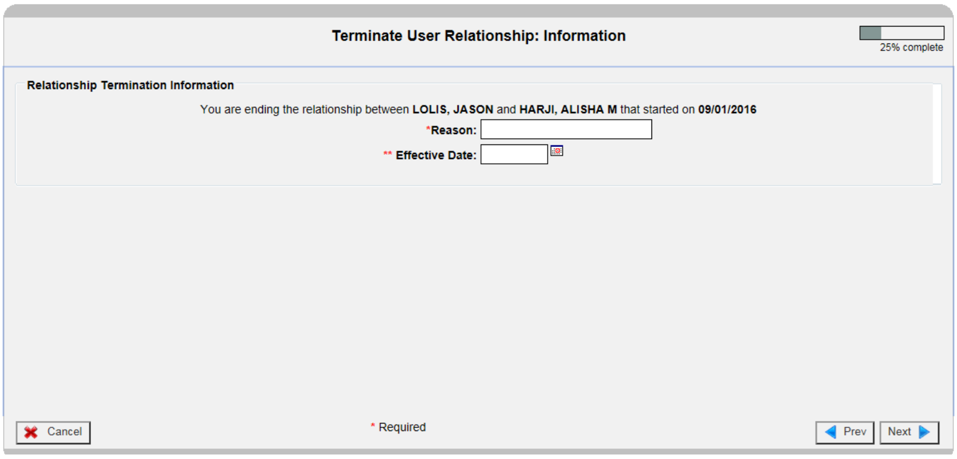
- Look for these buttons on the lower left side.



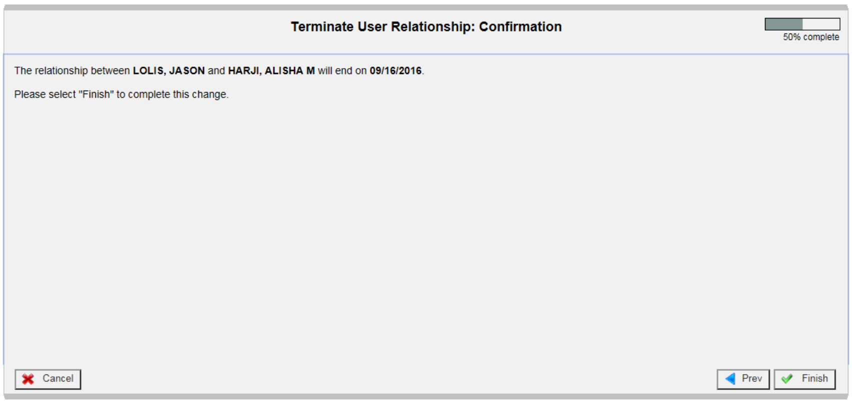

- Click on “Terminate Relationships”.
- Select the applicable “Participant/Member to Employee Relationship”.



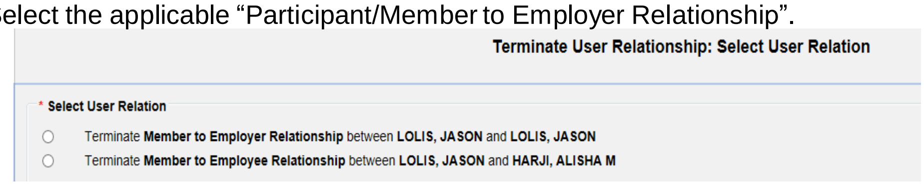

- Click “Next”.
- Enter the reason for the termination. The most common will be “Per EOR request”
- Enter the effective date from the Email sent.



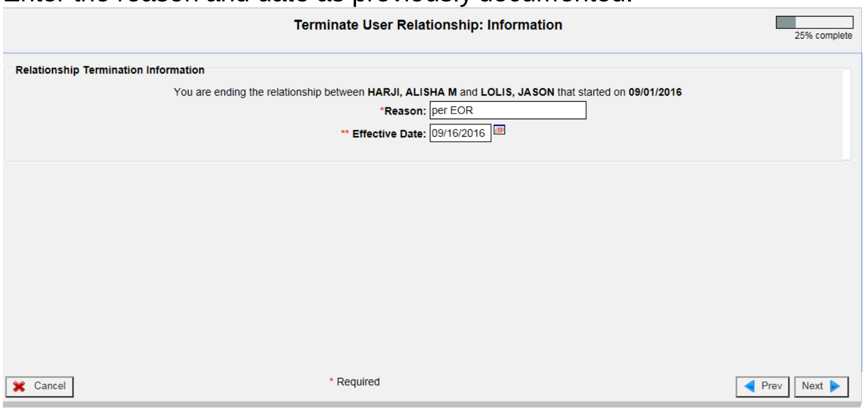

- Click “Next”.



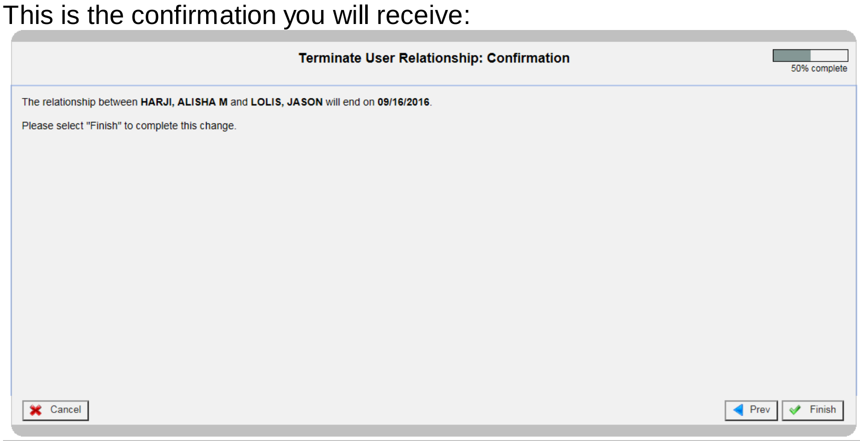

- Click “Finish”.
- Click “Go”. This will bring you back to the participant/member screen.
- Click on “Terminate Relationships”.
- Select the applicable “Participant/Member to Employer Relationship”.




- Click “Next”.
- Enter the reason and date as previously documented.




- Click “Next”.
- This is the confirmation you will receive:




- Click “Finish”.
- Inactivate the employee:
  - Click “Change Active Status” in the top right corner of the employee page in FOCoS.


- Enter the reason for the change
- Enter the Effective Date
- Click “Next”
- Click “Finish”

# TNT Follow-up Emails

When TNT reviews Enrollment documents for the Mi Via or Self Direction programs, they will send an email to the Enrollment team to identify issues with forms and why they cannot be processed. Support staff and/or Enrollment staff will be assigned to monitor these emails and create CRNs for outbound calls or emails.

- When creating CRNs for TNT emails first double check CRM to ensure a CRN does not already exist for the issues TNT has identified.
  - If a CRN already exists for the identified issues, **do not** create a new CRN.
  - If a CRN has not been created for the identified issues, create a new CRN noting the issues TNT has identified and what needs to be corrected. Copy the identified issues from the email.

- When working the Call Queue in Workflow, check CRM for an existing CRN that was created from an email from TNT.
  - If a CRN already exists for the identified issues, proceed with the outbound call or email and document steps taken in the existing CRN.
  - If a CRN has not been created, proceed with the outbound call or email and create a new CRN.

# Forms

Any new or revised forms need to be sent to FOCoS***online*** at support@focosinnovations.com so they can be uploaded to the FOCoS***online*** forms tab. Forms also need to be sent to Kresta Opperman with the state or her designee to be uploaded to the Medicaid Web Portal.

# 8. Appendix:

## Appendix A: Document Naming

| APPENDIX A: DOCUMENT NAMING CONVENTION | |
|---|---|
| | |
| **PRE-HIRE PACKET** | DOCUMENT NAMING CONVENTION |
| DHI Authorization Form | _DHI |
| Three Fingerprint Cards | _FP |
| Copy of Photo Identification | _ID |
| Copy of Social Security Card | _SSC |
| Fingerprint Reimbursement Request Form | _FPRF |
| Fingerprint Reimbursement Receipt | _FPR |
| Clearance Letter | _CL |
| DHI QAP Packet | _QAP_PACKET |
| DHI Request for Additional Information Letter | _DHI_REQ |
| DHI Affidavit Packet or Letter | _DHI_AFFIDAVIT |
| DHI Disqualification Letter | _DQ |
| | |
| **EMPLOYEE ENROLLMENT PACKET** | |
| *Employee Information Form | _EI |
| Employment Agreement | _EA |
| Transportation Appendix | _TA |
| Vehicle Registration | _VR |
| Vehicle Insurance | _VI |
| *Declaration of Relationship Form | _DOR |
| *Federal W-4 Tax Withholding Form | _FW4 |
| State W-4 Tax Withholding Form | _SW4 |
| I9 Employment Eligibility Verification Form | _I9 |
| Employee Direct Deposit Authorization with Check | _DD_CHECK |
| Check | _CHECK |
| Comdata Card Form | _COMDATA |
| Employee Change of Information Form | _EEC |

| | |
|---|---|
| **VENDOR ENROLLMENT PACKET** | |
| *Vendor Information Form | _VIF |
| Vendor Agreement | _VA |
| Private Duty Nurse Appendix | _NA |
| *Federal W9 Request for Taxpayer Identification Number | _W9 |
| Vendor Direct Deposit Authorization with Check | _VDD_CHECK |
| Nature of Services Questionnaire | _NOS |
| License | _LIC |
| Vendor Change of Information Form | _VC |
| | |
| **EMPLOYER ENROLLMENT PACKET** | |
| Employer of Record Packet | _EOR_PACKET |
| Participant/Employer Enrollment Packet Info | _EOR_REQUEST |
| | |
| **MISCELLANEOUS DOCUMENTS** | |
| Appointment of Authorized Agent Form | _AAA |
| Appointment of Authorized Representative | _AAR |
| Authorization to Sign For Vendor Only | _AVO |
| Birth Certificate | _BC |
| FOCoS Authorization | _FOCOS_AUTH |
| Guardianship | _GUARDIAN |
| Lost Check Affidavit | _LOST_CHECK |
| Miscellaneous Correspondence | _MISC |
| Participant/Employer Change of Information Form | _PEC |
| Power of Attorney | _POA |
| Service and Support Plan | _SSP |
| Worker's Comp Fee Return Form | _WC |

*Forms required for payment.