



HEALTH CARE
AUTHORITY

Michelle Lujan Grisham, Governor
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NM EVV Implementation

The 21st Century Cures Act Section 12006(a) mandates that all states must implement Electronic Verification (EVV) for:

- Medicaid Personal Care Services
- Home Health Services that require in-home visit by a provider.

NM implemented the Fiserv AuthentiCare closed EVV solution in New Mexico.

EVV Open Solution

The NM EVV solution has been changed to an open/hybrid system effective 9/30/25 for Fee For Service. This is also being changed to an open/hybrid system effective 05/20/2026 for Managed Care Organization. Fiserv is working with HCA and Conduent to implement the aggregator module. Once implemented, providers may choose to:

- Continue to use AuthentiCare (the State/MCO EVV solution).
 - There are no costs to providers that choose to continue using the States/MCOs EVV system.
- Contract directly with a third party EVV vendor.
 - The costs to contract with a third party EVV vendor will be the responsibility of the provider.

Before a provider can go live with a third party EVV vendor you must:

- Email ConduentEVVaggregatorsupport@conduent.com and request a copy of the EVV Aggregator Declaration and Attestation form.
- Complete and send to Conduent the NM EVV System Declaration Form. Providers can send the completed form to ConduentEVVaggregatorsupport@conduent.com
- Complete and send to Conduent the Third Party Attestation Form to ConduentEVVaggregatorsupport@conduent.com
- Conduent must approve the Declaration and Attestation forms before a thirdparty vendor can begin testing with the Fiserv Aggregator solution.

New Mexico Health Care Authority

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- Once Conduent approves, Conduent will notify Fiserv of required approval for Fiserv/AuthentiCare onboarding.
- Once these forms have been received and approved your Third Party EVV vendor will need to notify AuthentiCare support via email to authenticare.support@fiserv.com on how they intend on sending their data.
- Fiserv will work with providers and vendors on implementing the Aggregator which includes testing.