

Greetings!

Fiserv is excited to be able to provide AuthentiCare training for all New Mexico Centennial Care Home Health Providers. We want to provide some detailed information around the training to ensure an easy transition to the utilization of the Electronic Visit Verification (EVV) system for all participants.

IN-PERSON TRAINING

There will be three (3) training opportunities available to Home Health Providers the week of April 17th. These opportunities will be held at [Presbyterian Rev. Hugh Cooper Administrative Center, which is located at 9521 San Mateo Blvd NE, Albuquerque, NM 87113.](#)

In order to maximize and accommodate enough participants, we ask that each agency sends a maximum of TWO (2) delegates to the in-person training. *If your agency needs to send in more delegates, contact the Fiserv Senior Training Consultant so we can accommodate.* Also due to facility capacity, trainings will have a capacity threshold. Once that capacity threshold has been met, the session will no longer be available for registration.

Below are the dates, times, location, and capacity for each day. Please note that the Wednesday session will take place in the Jane Hinton Auditorium at the Cooper Center. Individuals interested in attending an in-person training opportunity will need to select only ONE date and time favorable to their calendar.

[REGISTRATION](#) is now open and will be available until Friday, April 14th.

DATE	TIME	LOCATION	ROOM	CAPACITY
Monday, April 17th	9AM-12PM	Presbyterian Rev. Hugh Cooper Administrative Center 9521 San Mateo Blvd NE, Albuquerque, NM 87113	Training Rooms A & B	50
Tuesday, April 18th	9AM-12PM	Presbyterian Rev. Hugh Cooper Administrative Center 9521 San Mateo Blvd NE, Albuquerque, NM 87113	Training Rooms A & B	50
Thursday, April 20th	12PM-3PM	Presbyterian Rev. Hugh Cooper Administrative Center 9521 San Mateo Blvd NE, Albuquerque, NM 87113	Jane Hinton Auditorium	100

VIRTUAL TRAINING

If you are unable to attend an in-person training, virtual AuthentiCare training sessions will be offered starting Monday, April 24th. [REGISTRATION](#) for virtual training is now open. Below are the dates and times for each session. You will need to select only **ONE** session that is favorable to your calendar.

DATE	TIME
Monday, April 24	1PM-3PM MST
Tuesday, April 25	10 AM-12 PM MST
Wednesday, April 26	1PM-3PM MST
Thursday, April 27	10 AM-12 PM MST
Monday, May 1	1PM-3PM MST
Tuesday, May 2	10 AM-12 PM MST
Wednesday, May 3	1PM-3PM MST
Thursday, May 4	10 AM-12 PM MST
Monday, May 8	1PM-3PM MST
Tuesday, May 9	10 AM-12 PM MST
Wednesday, May 10	1PM-3PM MST
Thursday, May 11	10 AM-12 PM MST

RESPITE CARE PROVIDER TRAINING

If you are a Respite care provider, you will have TWO virtual training opportunities available. Below are the dates and times for each and [REGISTRATION](#) is now available. You will need to select only **ONE** session that is favorable to your calendar.

DATE	TIME
Monday, May 15	10 AM-12 PM MST
Tuesday, May 16	1PM-3PM MST

We look forward to providing this important training to all new and existing users of AuthentiCare New Mexico. If you have any questions, comments, or concerns, reach out to Heydi Correa Encarnacion, AuthentiCare Senior Training Consultant, at heydi.correaencarnacion@fiserv.com.