

AuthentiCare New Mexico Turquoise Care Xchange Learning Management System Communication



This communication contains the following information:

- What is the Learning Management System?
- How to use Xchange
- Xchange Training
- 2025 Provider Training Dates
- Available Resources

What is the Learning Management System?:

- AuthentiCare is excited to announce the introduction of a new Learning Management System (LMS) called Xchange.
- Xchange is a comprehensive online learning platform where users can find training materials, view useful videos, and sign up for and participate in live training sessions—all in one convenient place.
- All live AuthentiCare training sessions will take place in Xchange starting on **THURSDAY, MARCH 13, 2024**.

How to use Xchange:

- Xchange is available to all AuthentiCare New Mexico Turquoise Care Web Portal Users.
- You must self-register for Xchange to get access to the online platform.
- Information about self-registration and using Xchange is available in either the Xchange User Guide or the Xchange training videos provided below.
- The Xchange User Guide can be found attached to this email.
 - Self-registration instructions are on page 3.
 - Login instructions are on page 4.
- It may take up to two business days for your Xchange account to be approved. Once your account has been approved, you will receive an email indicating that you can login to Xchange.
- The full upcoming training schedule can be found inside Xchange in the *Events Calendar* section.

Xchange Training:

- **Xchange Training Videos:** <https://www.gotostage.com/channel/xchange>
Learn how to use Xchange by watching the videos linked above. Videos are available 24/7.
- **Xchange User Guide:** Attached to this email
- **Link to Self-Register for Xchange:** <https://fiserv.csod.com/selfreg/register.aspx?c=authenticare>
- **Link to Login to Xchange:** <https://fiserv.csod.com/client/fiserv/default.aspx>

2025 Provider Training Dates:

Thursdays at 11AM-1PM MST

- January 26, 2025
- February 13, 2025
- March 13, 2025
- April 10, 2025
- May 8, 2025
- June 12, 2025
- July 10, 2025
- August 7, 2025
- September 11, 2025
- October 9, 2025
- November 13, 2025
- December 11, 2025

Available Resources:

- **For AuthentiCare questions, contact AuthentiCare Support:**
Email: Authenticare.Support@fiserv.com
Phone: 800-441-4667
- **Contact Contracted MCO for all Policy & Billing Questions:**
 - Blue Cross and Blue Shield of New Mexico: EVVBCBS@bcbsnm.com
 - Presbyterian Health Plan: phpevvinquiry@phs.org
 - Molina Healthcare of New Mexico: mhnm.providerServices@molinahealthcare.com
 - United Healthcare of New Mexico: EVV_mailbox@uhc.com or EVV_LateMissed_Visits@uhc.com