

AuthentiCare EVV New Mexico Centennial Care Self-Directed Community Benefit EOR Quick Reference Guide

Version 2.0

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AuthentiCare EVV & 21st Century Cures Act Overview

The AuthentiCare Electronic Visit Verification (EVV) solution supports web-based, smartphone, and landline electronic timesheet verification, reporting and export for billing. The solution is used by various entities to maintain the integrity of home-healthcare by capturing and approving: the service, service recipient, service provider, the start and end dates of the service delivery period, and the location of service delivery.

21st Century Cures Act

The Cures Act was signed into law by President Barack Obama on December 13, 2016. Section 12006(a) of the Act mandates that states require EVV use for Medicaid-funded personal care services (PCS) and home health care services (HHCS) for in-home visits by a provider. NMEVV utilizes the AuthentiCare system to fulfill this requirement.

After time has been entered and approved in AuthentiCare, the information is transferred to Palco's Connect system for payment. Palco is the Financial Management Agency (FMA) for the NM Centennial Care's (NMCC) Self-Directed Community Benefit (SDCB) program.

Acronyms

Acronym	Definition
NMCC	New Mexico Centennial Care (NM's Medicaid Managed Care Program)
SDCB	Self Directed Community Benefit (Part of NM Medicaid/Centennial Care that offers services for members who qualify for nursing facility services but want to live at home)
EOR	Employer of Record (The SDCB participant receiving services or sometimes a designated representative of that participant).
MCO	Managed Care Organization (Insurance company contracted to provide services to Centennial Care members).
ACR ID	AuthentiCare Identification (Each individual who logs in to AuthentiCare will have their own ACR ID)
IVR	Interactive Voice Response (a technology which allows incoming callers to navigate a phone system for service delivery check in/out)
GPS	Global Positioning System (satellite-based navigation system)
FMA	Financial Management Agency (Receives and processes payment for SDCB members' employees and vendors)
SB	Support Broker (An individual who provides support to SDCB members in arranging for, directing and managing SDCB services and supports as well as developing, implementing and monitoring the SDCB care plan and budget. SBs work for the SDCB client's MCO or and agency contracted with the MCO)

Terminology



Case Manager

- NMCC SDCB Support Broker



Representative

- NMCC SDCB Employer of Record (EOR)



Claim

- NMCC SDCB Timesheet



Client

- Member



Worker

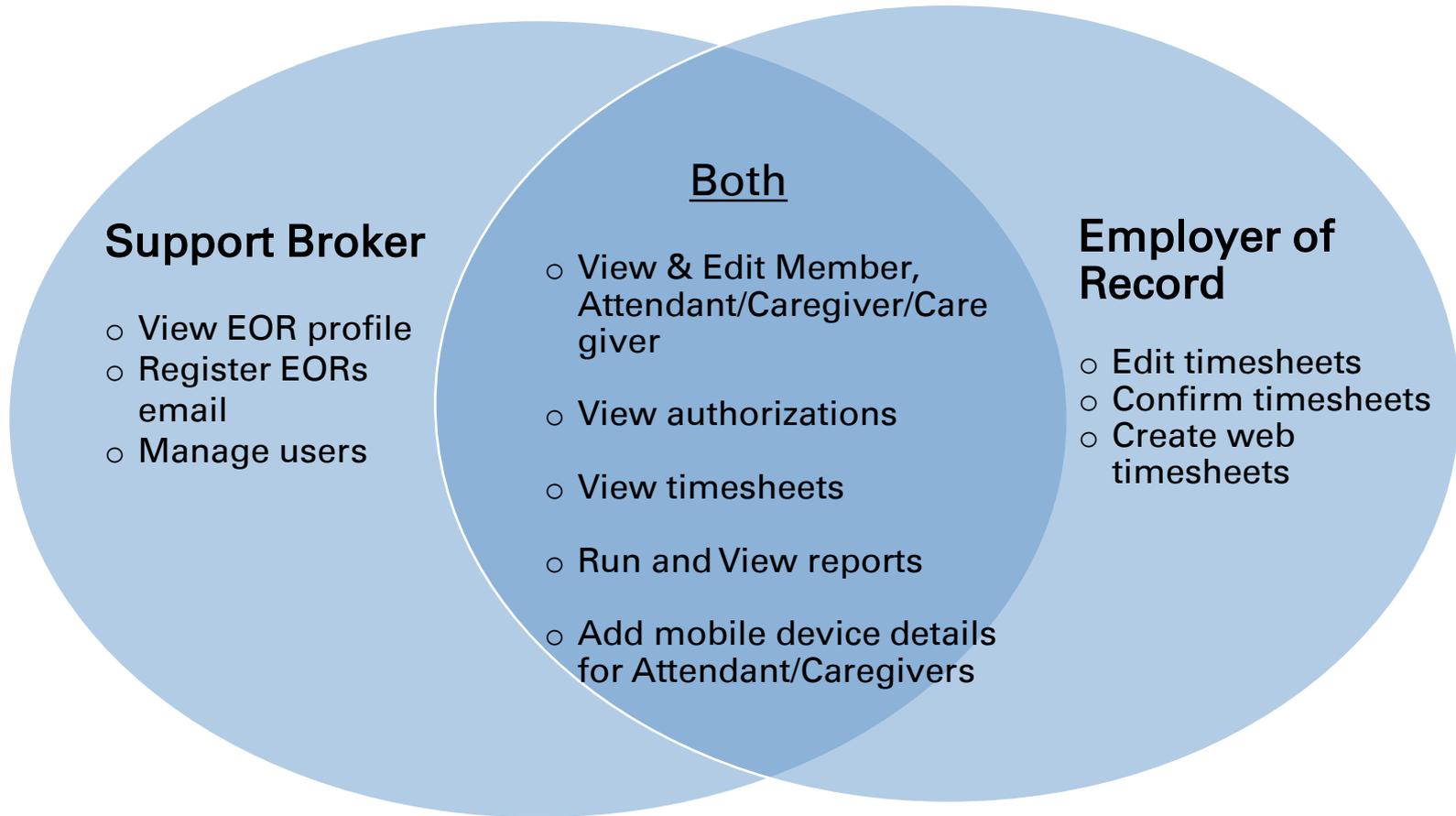
- Attendant//Caregiver



Service

- Personal Care Services

Access for Each Role



Employer of Record User

Logging In

1 Launch the AuthentiCare NMCC website
<https://www.authenticare.com/nmcc>

2 Enter your email address and password and select Submit.

First Data

AuthentiCare®
New Mexico Centennial Care

Welcome to the AuthentiCare® Solution
Please enter your AuthentiCare email address and password to access the system.
[Register for Access](#)
* Indicates a required field.

* Email Address:

Password:

Submit

Support Brokers must register EOR users for access to the portal. EOR login credentials will be sent by the Support Broker. For inquiries regarding access, contact your Support Broker.



Navigation and Searching

AuthentiCare Home Page

First Data AuthentiCare®
New Mexico Centennial Care

Home | Create | Reports | My Account | Custom Links | Logout Logged in as: Employer12@testing.com

Entities

Search >

Go!

Services and Authorizations

Search Type: Service
 Authorization

Service:

Authorization ID:

Service Type:

Authorization Start:

Authorization End:

Client:

Provider:

Worker:

Payer:

Service Period:

Procedure Code:

Go! Clear

Claims

Add New > [Claim \(Standard\)](#)
Add New > [Claim \(Express\)](#)

Search Type: Claim
 Confirm Billing - View

Claim ID:

Go! Clear

Claim Status:

Claim Start:

Claim End:

Service:

Authorization ID:

Client:

Provider:

Worker:

Representative:

CaseManager:

Payer:

Procedure Code:

User Option:

Include Inactive Claims?

Go! Clear

Primary Content Sections:

- Entities
- Services & Authorizations
- Claims

Homepage Navigation Bar

Home | Create | Reports | My Account | Custom Links | Logout

Menu Option	Function	Menu Option	Function
Home	Link to homepage	My Account	Link to change password
Create	Allows creation of new Timesheet	Custom Links	Link to resources
Reports	Link to Reports page	Logout	Exit application

Searching Entities

The screenshot shows a light blue header with the word 'Entities' in bold. Below the header is a search bar with the text 'Search >' on the left and a 'Go!' button on the right. An orange box highlights the 'Search >' text, and an orange arrow points to the 'Go!' button.

Enter the search criteria for the entity

- ✓ **Member:** ACR ID
- ✓ **Attendant/Caregiver:** Last name or ACR ID
- ✓ **EOR:** ACR ID or email address

Click Go

-
- A minimum of four (4) characters is required for last name search
 - Blanket search to pull all entities
 - Only Attendant/Caregivers and members the EOR is connected to will appear in the search results

Searching Authorizations

Services and Authorizations

Search Type: Service Authorization

Service:

Authorization ID:

Service Type:

Authorization Start:

Authorization End:

Client:

Provider:

Worker:

Payer:

Service Period:

Procedure Code:

Go! **Clear**



Authorizations									
Event Actions	ID	Service ID	Client	Provider	Worker	Payer	Service Period	Effective Dates	Information
Units Remaining: 9984	AA3333555522	AGENCY ATTENDANT CARE (ARKS5125U2)	Smith, John Walt (0014785231)	Acme Provider Agency (10000201)		ARKANSAS DHS (ARMED)	One Time	06/01/2020 - 12/31/2020	



Authorization Settings

*** Indicates a required field.**

Service Information

Service ID: ARKS5125U2 Service Type: Time Based

Name: AGENCY ATTENDANT CARE Procedure Code: S5125

Description: AGENCY ATTENDANT CARE

ID: AA3333555522

Client: Smith, John Walt

* Provider: Acme Provider Agency

Worker:

Effective Date Start: 06/01/2020

Effective Date End: 12/31/2020

Service Period: One Time

* Authorization Number: 3333555522

Diagnosis Qualifier: ABK

Diagnosis Code: 78099

* Total Units: 10000

Rate: 4.5300

Payer Assignment: ARKANSAS DHS

Provider Medicaid ID: 945784215

Cancel

From the *Homepage*, Search for Authorizations by:

- Completing any of the fields and clicking **Go**.
- Clicking **Go** for a blanket search to pull all Authorizations

- Cannot be added or edited by Support Brokers
- Are required for EORs to complete timesheet confirmation
- Must be valid to capture check-in/out by mobile, IVR or web to create timesheets

Searching Timesheets

Claims

Add New > [Claim \(Standard\)](#)
 Add New > [Claim \(Express\)](#)

Search Type: Claim
 Confirm Billing - View

Claim ID:

Go! **Clear**

Claim Status:

Claim Start:

Claim End:

Service:

Authorization ID:

Client:

Provider:

Worker:

Representative:

CaseManager:

Payer:

Procedure Code:

User Option:

Include Inactive Claims?

Go! **Clear**

Search by selecting **Claim** and entering either:

- **Claim ID**, then click go

OR

- **Start/End date**, then click go

Claims

ID	Status	Client ID	Client Name	Date Range	Information
44059	PendingCheckOut	3999444014	ZealBautista, Clifford O	11/11/2020	
34034	InfoExceptions	3999444000	ZealDawe, Dannielle A	11/06/2020 - 11/06/2020	
44057	InfoExceptions	3999444000	ZealDawe, Dannielle A	11/11/2020 - 11/11/2020	

Hover the for a high-level view of the timesheet

Additional Information

Claim ID: 44057
 Provider: FMS NMCC PROVIDER1 (5550117)
 Worker: ZealHilton, Agnes (604633)

Filing Source: Mobile

DateOfService: 11/11/2020 12:47 PM - 11/11/2020 12:52 PM

Status: Billed (11/13/2020)

Service: SDCB – Self Directed Personal Care (SDCB99509) (Time Based)

Unit:

CustomData:

ActivityCodes: 01

Exception: This claim does not have a matching event.
 Note: Alison note - just created this visit on mobile

Amount:

Viewing/Editing Timesheets

Claim Details

*** Client**
ZealLloyd, Hadassah M

*** Provider**
FMS NMCC PROVIDER1

*** Worker**
ZealNewton, Alyce

*** Service**
SDCB - Self-Directed Personal Care Exception

Payer Assignment
Current Payer For Client

Date	Time	Amount	Date	Time
11/18/2020	12:30 PM	02:00	11/18/2020	02:30 PM

Activity Codes:
03 (ex: 3,5,8)

Click here more service(s)

Total Lines: 1 Total Claims: 1 Total Amount: \$0.08 Total Authorized: \$0.08

Critical Exceptions | Add Lines Above | Add Lines Below | Move Up | Move Down

Note:

Note Data

Date: 11/19/2020 07:21 AM
Reason: Landline/IVR unavailable
Notes: Another test

Claim ID: **44196**

Filed On: **Web**

Printer Friendly

Show All Claims

Total Claims: **1**

Total Calculated Amount: **\$0.08**

Total Authorized Amount: **\$0.08**

Total Units: **8**

Total Hours: **02:00**

Scheduled Units: **0**

Scheduled Hours: **00:00**

Billing Confirmed

Inactive Claim

Save

Cancel

(EOR can see what exceptions need to be cleared before the timesheet can be exported for billing.)

Once you click the ID of the timesheet you want to view, the **Claim Detail** page will open

Modifications to the **Date** and **Time** fields are the most common timesheet edits

If service needs to be corrected, make sure to use a code that is prefixed with SDCB

Printer Friendly option in the yellow box also lists exceptions that should be cleared

Confirm Billing

Claim Details

*** Client**
ZealLloyd, Hadassah M

*** Provider**
FMS NMCC PROVIDER1

*** Worker**
ZealNewton, Alyce

*** Service**
SDCB - Self-Directed Personal Care Exception

Payer Assignment
Current Payer For Client

Date	Time	Amount	Date	Time
11/18/2020	12:30 PM	02:00	11/18/2020	02:30 PM

Activity Codes:
03 (ex: 3,5,8)

Click here Service(s)

Total Lines: 1 Total Claims: 1 Total Amount: \$0.08 Total Authorized: \$0.08

Critical Exceptions | Add Lines Above | Add Lines Below | Move Up | Move Down

Note:

Note Data

Date: 11/19/2020 07:21 AM	User: Employer12@testing.com
Reason: Landline/IVR unavailable Notes: Another test	

Claim ID: **44196**

Filed On: **Web**

Printer Friendly

Show All Claims

Total Claims: **1**

Total Calculated Amount: **\$0.08**

Total Authorized Amount: **\$0.08**

Total Units: **8**

Total Hours: **02:00**

Scheduled Units: **0**

Scheduled Hours: **00:00**

Billing Confirmed

Inactive Claim

Save

Cancel

Time and Attendance report and Exception to identify what timesheets need attention/action before export

The **Billing Confirmed** box must be checked on the timesheet before it can be approved for export

Confirm Billing

1. From *Homepage*, select **Confirm Billing – View**
2. Enter **start/end date**
3. Click **Go**

4. *Confirm Billing* screen appears
5. Check box next to **Approve Billing for Claim**
6. Click **Confirm Billing**

Claims

Add New > [Claim \(Standard\)](#)
 Add New > [Claim \(Express\)](#)

Search Type: Claim
 Confirm Billing - View

Claim ID: **Go!** **Clear**

Claim Start: 11/17/2020

Claim End: 11/17/2020

Service:

Authorization ID:

Client:

Provider:

Worker:

Representative:

CaseManager:

Payer:

Procedure Code:

User Option:

* Sort By:

Include Inactive Claims?

Go! **Clear**



First Data AuthentiCare®
New Mexico Centennial Care

Home | Create | Reports | My Account | Custom Links | Logout Logged in as: JADRep@testing.com

Print

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New Mexico Centennial Care

Confirm Billing
November 17, 2020

Check All/Uncheck All

Approve Billing for Claim (44145)

Client
ZealDawe, Dannielle A (3999444000)

Provider
FMS NMCC PROVIDER1 (5550117)

Worker
ZealHilton, Agnes (604633)

Claim ID
44145

Service
SDCB – Self Directed Personal Care (SDCB99509)

Authorization	Start	End	Rates	Units	Amount
P99999999001	Nov 17, 2020 10:50:00 PM	Nov 17, 2020 10:56:00 PM	Normal	ActualNormal AuthorizedNormal	0 ActualNormal 0 AuthorizedNormal

Exceptions

- **Critical**
 - Billing has not been confirmed for this claim.
- **Informational**
 - This claim does not have a matching event.

Total Claims: 1 Total Actual Amount: \$.00 Total Authorized Amount: \$.00 Total Units:

Number of Claims to be Confirmed:

Confirm Billing **Cancel**

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Billing Confirmed

The screenshot displays the 'First Data' AuthenticiCare New Mexico Centennial Care web application. The top navigation bar includes links for Home, Create, Reports, My Account, Custom Links, and Logout. The user is logged in as JADRep@testing.com. The main content area is titled 'Claim Search Results' and shows 'Claim Details' for a claim with ID 44057. The client is ZealDawe, Dannielle A, and the worker is ZealHilton, Agnes. The provider is FMS NMCC PROVIDER1, and the payer assignment is 'Current Payer For Client'. A summary table on the right shows: Total Claims: 1, Total Calculated Amount: \$0.00, Total Authorized Amount: \$0.00, Total Units: 0, Total Hours: 00:05, Scheduled Units: 0, and Scheduled Hours: 00:00. A 'Cancel' button is visible at the bottom of the summary table. A prominent green notification box with a yellow warning icon states 'Billed (11/13/2020)'. Below this, a table shows the claim line with the same 'Billed' status and options to 'Add Lines Above', 'Add Lines Below', 'Move Up', and 'Move Down'. A 'Note' section at the bottom contains a note from user 'acr_admin@acr.com' dated 11/11/2020 at 12:52 PM, stating 'Alison note - just created this visit on mobile'.

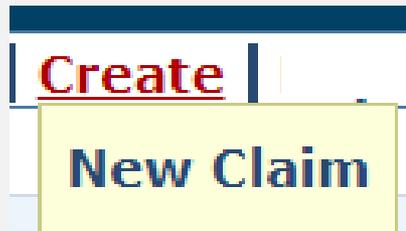
Note: This message appears the day after the timesheet has been exported to Palco (FMA) for billing. It does not mean it has been/will be paid.



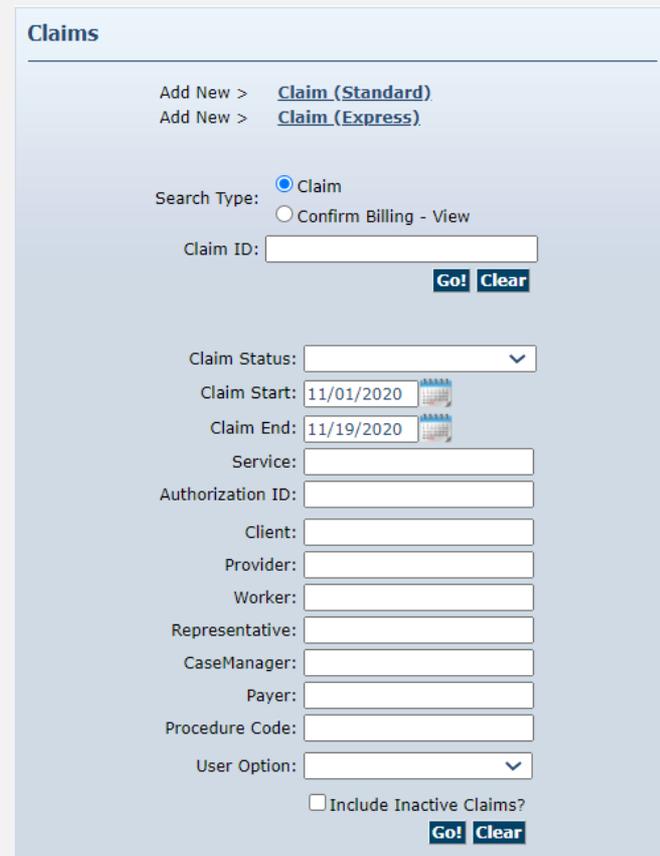
Creating Web Timesheets

Web timesheets can be created two ways starting from the Homepage...

1. **Create** tab, then the *New Claim* dropdown option



2. **Claims** section

A screenshot of a web application's "Claims" section. The form is titled "Claims" and contains several input fields and buttons. At the top, there are two "Add New" links: "Claim (Standard)" and "Claim (Express)". Below these is a "Search Type" section with two radio buttons: "Claim" (selected) and "Confirm Billing - View". A "Claim ID:" field is followed by "Go!" and "Clear" buttons. The "Claim Status:" field is a dropdown menu. The "Claim Start:" and "Claim End:" fields are date pickers with calendar icons, showing "11/01/2020" and "11/19/2020" respectively. Below these are several text input fields for "Service:", "Authorization ID:", "Client:", "Provider:", "Worker:", "Representative:", "CaseManager:", "Payer:", and "Procedure Code:". The "User Option:" field is a dropdown menu. At the bottom, there is a checkbox for "Include Inactive Claims?" and "Go!" and "Clear" buttons.

Creating Web Timesheets

Standard Claim

* **Client**

* **Worker**

* **Service**

* **Provider**
FMS NMCC PROVIDER1

Payer Assignment
Current Payer For Client ▼

Click here more service(s)

Total Lines: 1 Total Claims: 1 Total Amount: \$0.00 Total Authorized: \$0.00

Delete | Add Lines Above | Add Lines Below | Move Up | Move Down

Show All Claims

Total Claims:	1
Total Calculated Amount:	\$0.00
Total Authorized Amount:	\$0.00
Total Units:	0
Scheduled Units:	0
Scheduled Hours:	00:00

Save

Delete All

Cancel

- Enter the **Member ID** in the *Client* field,
- Enter the **Attendant/Caregiver ID** in the *Worker*, and
- Enter the **Service ID** in the *Service* field

Note:

Note Data

Creating Web Timesheets

Standard Claim

* **Client**
ZealLloyd, Hadassah M

* **Provider**
FMS NMCC PROVIDER1

* **Worker**
ZealNewton, Alyce

Payer Assignment
Current Payer For Client

* **Service**
SDCB - Self-Directed Personal Care Exception

Date	Time	Amount	Date	Time
MM/DD/YYYY		##:##	MM/DD/YYYY	

Activity Codes:
 (ex: 3,5,8)

Reason Code:

Click here more service(s)

Total Lines: 1 Total Claims: 1 Total Amount: \$0.00 Total Authorized: \$0.00

Delete | Add Lines Above | Add Lines Below | Move Up | Move Down

Show All Claims

Total Claims: 1

Total Calculated Amount: \$0.00

Total Authorized Amount: \$0.00

Total Units: 0

Scheduled Units: 0

Scheduled Hours: 00:00

Save

Delete All

Cancel

- Select the **Date**
- Enter the **Start Time**
- Enter the **Amount** (time duration)
- Enter **Activity Codes** if applicable
- Select a **Reason Code** from the dropdown list
- Enter a **Note**

Note:

Note Data

Creating Web Timesheets

Standard Claim

*** Client**
ZealLloyd, Hadassah M

*** Worker**
ZealNewton, Alyce

*** Service**
SDCB - Self-Directed Personal Care Exception

*** Provider**
FMS NMCC PROVIDER1

Payer Assignment
Current Payer For Client

Date	Time	Amount	Date	Time
11/11/2020	11:30	03:00	11/11/2020	2:30 PM

Activity Codes:
07 (ex: 3,5,8)

Reason Code:
Electrical outage

Click here more service(s)

Total Lines: 1 Total Claims: 1 Total Amount: \$0.00 Total Authorized: \$0.00

Delete | Add Lines Above | Add Lines Below | Move Up | Move Down

Note:
Testing again!

Note Data

Show All Claims

Total Claims:	1
Total Calculated Amount:	\$0.00
Total Authorized Amount:	\$0.00
Total Units:	0
Scheduled Units:	0
Scheduled Hours:	00:00

Save
Delete All
Cancel

Once all fields are completed, Click **Save**

Creating Web Timesheets

Needs Attention:
Successfully saved ClaimID(s) (ID: **44200**)

[Print](#)

First Data

AuthentiCare®
New Mexico Centennial Care

Claim Acknowledgement
November 19, 2020

Client
ZealLloyd, Hadassah M (3999444012)

Provider
FMS NMCC PROVIDER1 (5550117)

Worker
ZealNewton, Alyce (950308)

Payer Assignment
BCBSNM

Claim ID **Service**
44200 SDCB - Self-Directed Personal Care Exception (SDCB99509E)

Authorization	Start	End	Rates	Units	Amount
P99999999052	Nov 11, 2020 11:30:00 AM	Nov 11, 2020 02:30:00 PM	Normal	0.0100	ActualNormal 12 ActualNormal \$.12
					AuthorizedNormal 12 AuthorizedNormal \$.12

Exceptions

- **Critical**
 - Billing has not been confirmed for this claim.
- **Informational**
 - This claim does not have a matching event.
 - EVV not used

Total Claims: 1 Total Actual Amount: \$.12 Total Authorized Amount: \$.12

[Done](#) [New Claim](#)

Reports

- AuthentiCare offers several standard reports that can be created as is or customized as templates
- Reports can be run instantly or scheduled for the frequency that suits business needs, 24/7
- Information is current as of the time the report is requested by the user.
- A wide variety of filtering and sorting options are provided.
- The user may choose to display the report in PDF, Excel, CSV or XML format.

Create Reports

Authorizations

AuthentiCare Service Authorizations

Authorization History

AuthentiCare Service Authorization History

Claim History

AuthentiCare Claim History

Exception

Exception Report

Overlapped Claim By Client

Overlapped Claim By Client Report

Overlapped Claim By Worker

Overlapped Claim By Worker Report

Time and Attendance

Time and Attendance Report

My Responsibilities as an EOR

- Login to the AuthentiCare web portal
- View Members/Clients and Workers/Attendant/Caregivers
- Edit Members/Clients and Workers/Attendant/Caregivers
- **Confirm claims/timesheets for billing**
- Create manual web claim/timesheets
- View Reports
- Register mobile devices

**Any data-related errors that cannot be corrected by the EOR must be reported to the SB. SB will engage their MCO contact for data/data relationship corrections.*



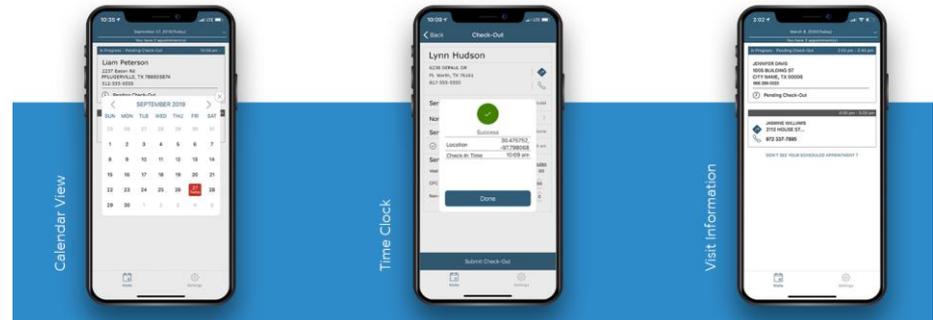
Attendant/Caregiver Utilization

Attendant/Caregiver Overview

Attendant/Caregivers provide services to Members, and use one of two approved methods to check in when service delivery begins, and check out when service delivery ends



Interactive
Voice
Response
(IVR)



AuthentiCare Mobile

- Attendant/Caregivers do not have access to the AuthentiCare web portal
- EORs or Support Brokers must add Attendant/Caregiver device information to AuthentiCare

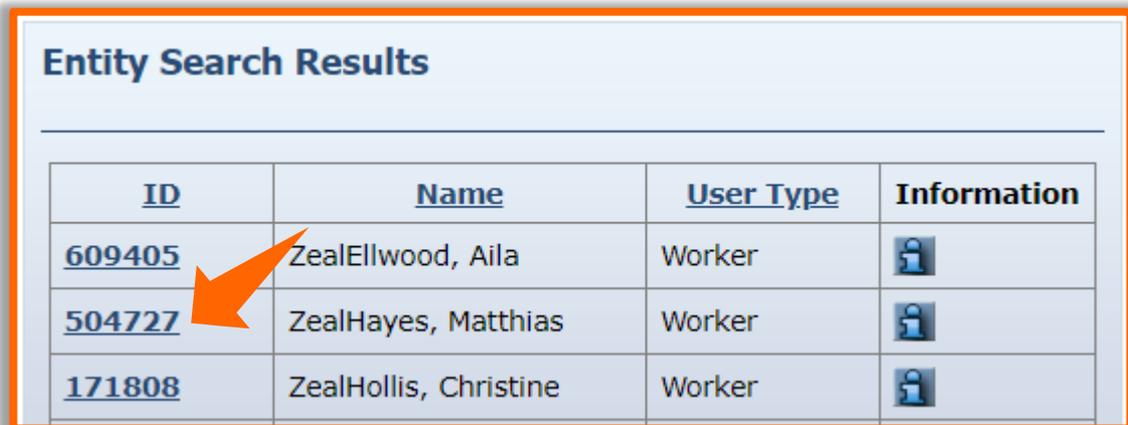
Adding Attendant/Caregiver Information for Mobile and IVR

Before an Attendant/Caregiver can use AuthentiCare to check-in and check-out, their EOR or Support Broker must update the Attendant/Caregiver's profile with their mobile device ID using the web portal. They will also need to ensure the correct language is set for IVR use.



The screenshot shows a search interface with the title "Entities". Below the title is a search bar with the text "Search >" and a "Go!" button.

1. Search for Attendant/Caregiver from *Entities* section on Homepage



The screenshot shows the "Entity Search Results" page with a table of results. An orange arrow points to the ID "504727".

<u>ID</u>	<u>Name</u>	<u>User Type</u>	<u>Information</u>
609405	ZealEllwood, Aila	Worker	
504727	ZealHayes, Matthias	Worker	
171808	ZealHollis, Christine	Worker	

2. From the **Entity Search Results** page select the Attendant/Caregiver whose profile you will edit by clicking the ID

Adding Attendant/Caregiver Information for Mobile and IVR

The screenshot shows the 'Worker Entity Settings' form. The 'Language' dropdown menu is open, showing options: English, Spanish, and Other. A callout box with a black arrow points to the 'Language' field, containing the text: 'Verify that the language is correct; this determines the language the Attendant/Caregiver will hear in the IVR'. An orange arrow points to the 'Language' dropdown menu. The form includes fields for ID, PIN, First Name, Middle Name, Last Name, Company Name, SSN, FID, Gender, Birth Date, Email Address, Begin Date, End Date, Status, App Mode, External Worker ID, Receive Stipends, Worker Services, Mobile Enabled, Mobile Locked, Password, Mobile phone number, Device ID, Office Phone, and Provider. There are also sections for 'Entity Addresses/Phones' and 'Holidays / Days Off'.

Language: English

Status: English

App Mode: Spanish

Other

Verify that the language is correct; this determines the language the Attendant/Caregiver will hear in the IVR

Adding Attendant/Caregiver Information for Mobile and IVR

Worker Entity Settings

* Indicates a required field.

ID: 504727
PIN: *****
* First Name: Matthias
Middle Name:
* Last Name: ZealHayes
Company Name:
SSN:
FID:
Gender:
Birth Date: MM/DD/YYYY
Email Address:
Begin Date: 04/01/20
End Date: MM/DD/YYYY
Language: English
Status: Active

* Mobile App Mode: Standard
External Worker ID:
Receive Stipends: No
Worker Services:
Personal Care -
Personal Care -
Personal Care -
Personal Care -
EPSDT Persona

* Mobile Enabled: Yes No
* Mobile Locked: Yes No
Password:
Worker Must Change Password:
Mobile phone number:
Device ID:
Office Phone:
Provider: FMS NMCC PROVIDER1 Delete

Entity Addresses/Phones

- Mobile settings default to the selections that allow the Attendant/Caregiver to utilize the application. Do not change these.
- Enter a temporary password
- Check the **Worker Must Change Password** box
- Enter the Attendant/Caregiver's **mobile phone number**
- Copy/paste the **Device ID** the Attendant/Caregiver provided
- Click **Save**

* Mobile Locked: Yes No

Password:

Worker Must Change Password:

Mobile phone number:

Device ID:

Office Phone:

Provider: FMS NMCC PROVIDER1 Delete

Save Cancel

- After saving, the Attendant/Caregiver's profile updates immediately
- You may now send the Attendant/Caregiver the mobile setup code, worker ID and password

Verifying Member Setup

- For the mobile application to confirm location, the correct address must be listed on the **Client Entity Settings** page.
- For the IVR system to confirm that the Attendant/Caregiver is calling from the correct landline, the **Client Entity Settings** page must have the home phone number listed.

Entities

Search >

Go!



Entity Addresses/Phones

Add Address

Address Type: Work **Delete**

Address Line 1: 3092 Chester Lane

Address Line 2:

City: Little Rock

State: AR Zip: 722111600

Longitude:

Latitude:

Disable Learn Mode:

ViewMap

Add Phone

Phone Type	Phone Number	
Other	(501) 555-5572	Delete

* Phone Description:

Complete a search for the Member from the AuthentiCare NMCC homepage.

Key Items to Remember for Mobile

For the SB/EOR

- Must retrieve Attendant/Caregiver's Device ID from the Attendant/Caregiver and add it to Attendant/Caregiver profile in AuthentiCare
- The Attendant/Caregiver's Device ID entered in the AuthentiCare portal must match the phone
- GPS is only active at check-in and check-out

For the Attendant/Caregiver

- Device ID is located within AuthentiCare mobile app settings
- One check-in/out per service
- Ability to reset their passwords
- When looking up Members, always select the one that shows the Member's address
- Only SDCB services will show for SDCB Attendant/Caregivers
- Remember to enter activity codes for applicable services
- Check-in/out methods are interchangeable
- Step-by-step handout available

Key Items to Remember for IVR

For the SB/EOR

- The matching of phone numbers is based on the landline number on the Client Entity Settings page
- If Attendant/Caregiver calls from an unauthorized phone number, the check-in cannot be completed

For the Attendant/Caregiver

- One check-in/out per service
- IVR can be used as the check-in/out method only from a phone number on the member's profile
- Only SDCB services will play for SDCB Attendant/Caregivers
- Remember to enter activity codes for applicable services
- The check-in/out methods are interchangeable
- Step-by-step handout available

Recap of Methods to Generate Timesheets

Method	Equipment	User
IVR	Member's home phone landline	Attendant/Caregiver
Mobile App	Attendant/Caregiver's or Member's cell phone or tablet	Attendant/Caregiver
Manual Web Claim	Computer	EOR

Post-Implementation Support

To Whom to Turn

Attendant/Caregivers

Contact **EOR** for training and technical assistance

Employer of Records (EORs)

Contact **Support Broker** for login credentials, training, and technical assistance

Thank You!