

AuthentiCare EVV New Mexico Centennial Care Self-Directed Community Benefit Training-for-Trainers

Adaunnis Dodson, Training Specialist

November 20, 2020

Agenda

- Introduction
- Training Objectives
- AuthentiCare Overview
- Using the Web Portal (by role)
 - *Logging in*
 - *Navigation/Searching*
 - *Search timesheets*
 - *Confirm timesheets*
 - *Edit/Modify timesheets*
 - *Create web timesheets*
 - *Reports*
 - *Creating users for EORs*
 - *Adding mobile device information for Attendants*
- Mobile application
- Mobile application demonstration
- IVR
- Post-Implementation Support
- Q&A

Training Objectives

At the end of this presentation you will know:

- How to access and navigate the web portal
- The timesheet processes for each role using AuthentiCare
- How to train EORs
- How to train Attendants
- Where to direct each AuthentiCare user role for help

Electronic Visit Verification (EVV) Overview



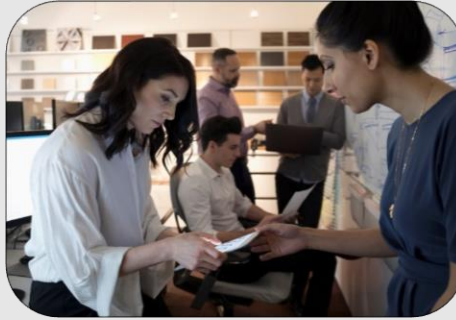
The AuthentiCare Electronic Visit Verification (EVV) solution supports web-based, smartphone, and landline electronic timesheet verification, reporting and billing. cures act. The solution is used by Attendants, provider agencies, state agencies and managed-care organizations, in compliance with the 21st Century Cures Act.

Terminology



Case Manager

- NMCC SDCB Support Broker



Representative

- NMCC SDCB Employer of Record (EOR)



Claim

- NMCC SDCB Timesheet



Client

- Member



Worker

- Attendant



Service

- Personal Care Service

AuthentiCare Workflow Overview

1 Service has been authorized



2 Attendant Checks In



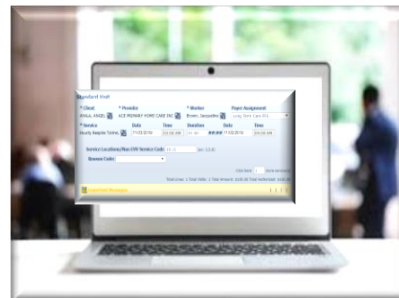
3 Service is performed



4 Attendant Checks Out



5 Timesheet is generated



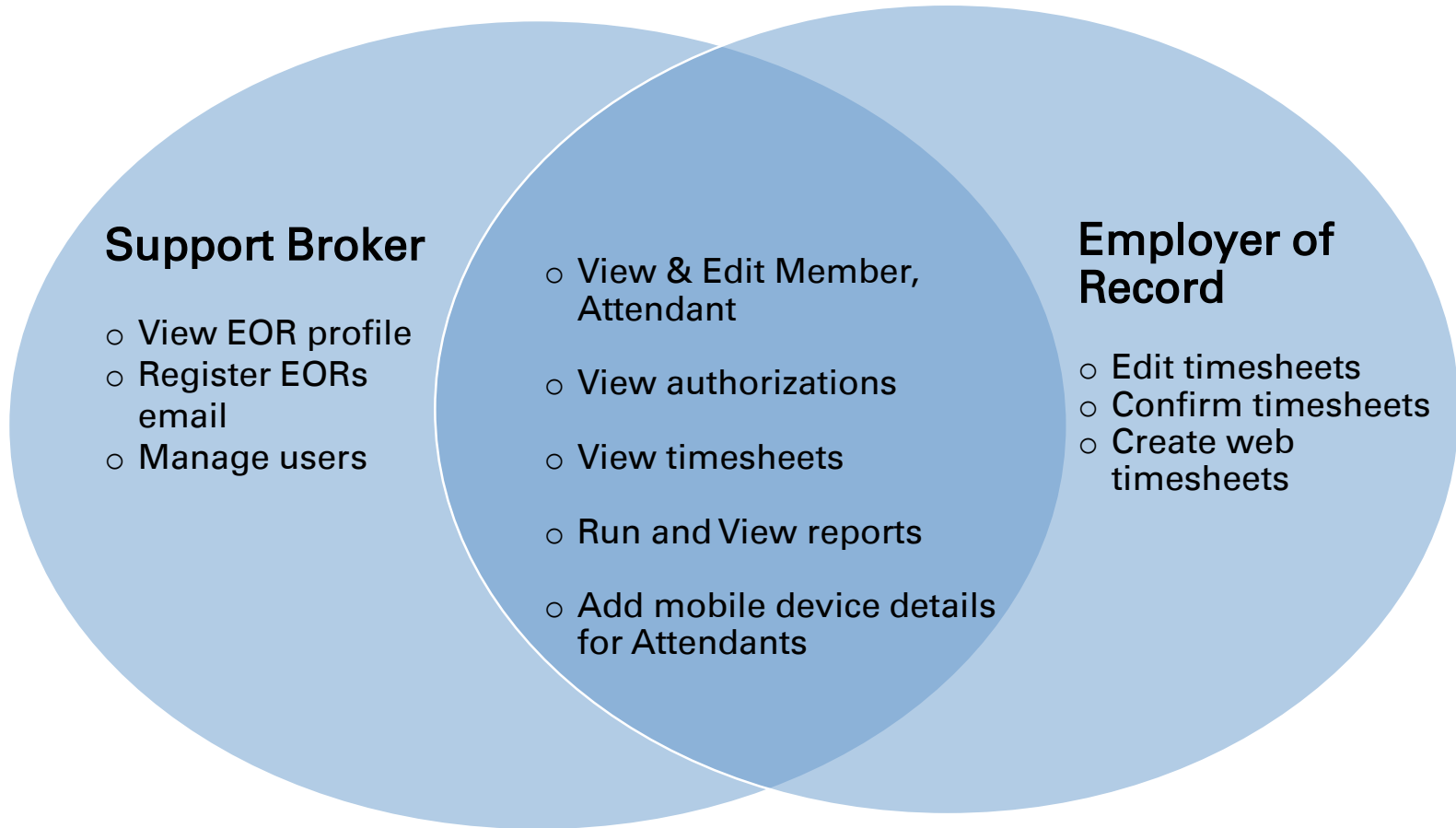
6 Timesheet data confirmed & exported to Palco for billing



Using the Web Portal



Access for Each Role



Support Broker User

Accessing AuthentiCare

Before you log into the system, you must register your email.

1. Type <https://www.authenticare.com/nmcc> in your web browser
2. Click **Register for Access**

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

Registering for Access

Register

Use your assigned ID and PIN plus your e-mail address and a password you choose to register for access to the website.

* **Entity Type:**

* **ID:**

* **PIN:**

* **Email Address:**

* **Password:**

* **Confirm Password:**

- Select *CaseManager* from the **EntityType** dropdown list
- Enter support broker agency ID and PIN
- Enter your email address
- Create and confirm your password
- Click **Register**

Logging In

1 Launch the AuthentiCare NMCC website.

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



Navigation and Searching

AuthentiCare Home Page

First DataAuthentiCare®
New Mexico Centennial Care

Home | Reports | Administration | My Account | Custom Links | LogoutLogged in as: SBroker07@Testing.com

Entities
Entity Type >
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
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:

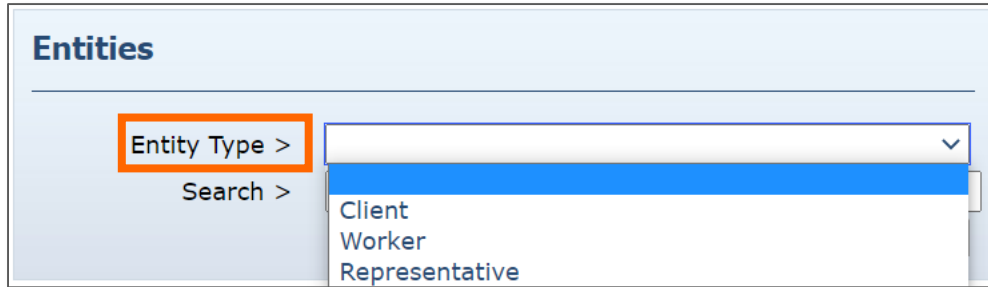
- Entities
- Services & Authorizations
- Claims

Homepage Navigation Bar

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

Menu Option	Function	Menu Option	Function
Home	Link to homepage	My Account	Link to change password
Reports	Link to Reports page	Custom Links	Link to resources
Administration	Manage users	Logout	Exit application

Searching Entities



Entities

Entity Type >
Search >

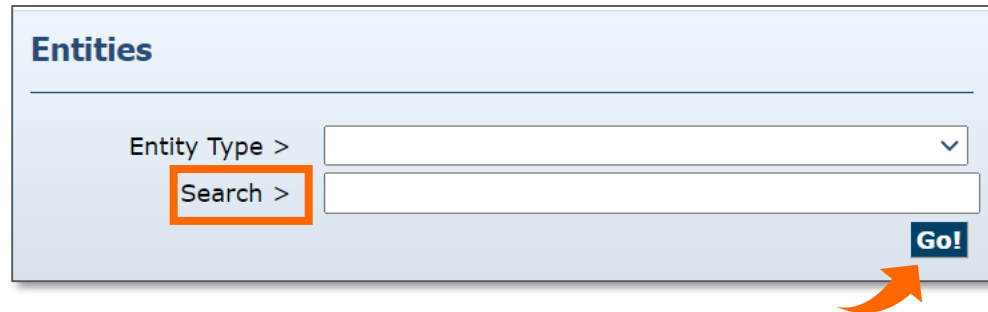
- Client
- Worker
- Representative

Select the entity

Enter the search criteria for the entity

- ✓ **Member:** Last name, ACR ID, or Medicaid ID
- ✓ **Attendant:** Last name, ACR ID, or Last 4 of SSN
- ✓ **EOR:** Last name or ACR ID

Click Go



Entities

Entity Type >
Search >

Go!


- A minimum of four (4) characters is required for last name
- Blanket search to pull all entities or all of one specific entity


Searching Timesheets

Claims

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 entering either:

- Timesheet 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:

Amount:

CustomData:

ActivityCodes: 01

Exception: This claim does not have a matching event.

Note: Alison note - just created this visit on mobile

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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 Details

AuthentiCare Claim Details

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

Note: EORs do not have access to all these reports.

Adding Employer of Record Users

1. From the **Homepage**, search for and select the EOR you wish to add
2. On the **Representative Entity Page**, go to the *Registered User* section
3. Click **Add User**

First Data AuthenticiCare® New Mexico Centennial Care

Home | Reports | Administration | My Account | Custom Links | Logout Logged in as: SBroker07@Testing.com

Entities

Representative Entity Settings

* Indicates a required field.

ID: P399966603
PIN: *****

* First Name: Dominykas
Middle Name:
* Last Name: ZealAhmed
Email Address: DZealAhmed@testing.com
Begin Date: MM/DD/YYYY
End Date: MM/DD/YYYY
Status: Active

Clients

Name	ID	Effective Date
Waseem ZealTalbot	3999444003	05/01/2020
<input type="text"/>	<input type="text"/>	<input type="text"/>

Workers

Name	ID	Effective Date
ZealCase, Marta	871945	05/01/2020
ZealFerguson, Zoya	577411	05/01/2020
ZealGilmore, Myah	323284	05/01/2020
ZealHuerta, Myla	213279	05/01/2020

Entity Addresses/Phones

Employers need to know that updating the address or phone number in AuthenticiCare is a local update and does not update any address of record.

Add Address

Address Type: Billing **Delete**

* Address Line 1: 4 Saffron Dell
Address Line 2: Apt 1
* City: Costa Mesa
* State: NM * Zip: 87005

Add Phone

Phone Type: Mobile **Delete** Phone Number: (999) 666-0004

Registered Users

Add User

User Name	Role	Registered On	Enabled
Rep.ZealAhmed@email.com	Case_Representative	11/13/2020	<input checked="" type="checkbox"/>

Save Cancel Delete

Adding Employer of Record Users

1. On the **Register** screen enter the e-mail address of the new user
2. Create and confirm password following the strong password rules
3. Select the *Case_Representative* user role
4. Click **Register**

The screenshot shows the 'Register' screen with the following elements:

- Register** header
- Instruction: "Use your assigned ID and PIN plus your e-mail address and a password you choose to register for access to the website."
- Registration form fields (highlighted with an orange box):
 - * Email Address: [text input]
 - * Password: [text input]
 - * Confirm Password: [text input]
- * User Roles: [dropdown menu]
 - Case Manager
 - Case_Representative (selected, highlighted with an orange arrow)
- Rights: [list of permissions]
 - View Claims
 - Edit Clients
 - View Clients
 - Edit Workers
 - View Workers
 - Edit Representatives
 - View Representatives
 - Website Access
 - View Authorizations
- Buttons: **Register** and **Cancel** (with an orange arrow pointing to the Register button)

- New user will be listed in the Registered Users section.
- Be certain to send the new user their AuthentiCare login credentials!

Registered Users

Add User

User Name	Role	Registered On	Enabled
Rep.ZealAhmed@email.com	Case_Representative	11/13/2020	<input checked="" type="checkbox"/>

Resetting User's Password

User forgot password?

1. Search for user either by going to the **Administration** tab from the *Homepage* or by searching the *EOR* in the **Entity search** section of the *Homepage*
2. Create and confirm new password
3. If password is temporary, check the box next to **User Must Change Password**
4. **User Account Disabled** checkbox should be unchecked.

Registered Users			
Add User			
User Name	Role	Registered On	Enabled
ZZealAnakin@testing.com	Case_Representative	11/17/2020	<input checked="" type="checkbox"/>



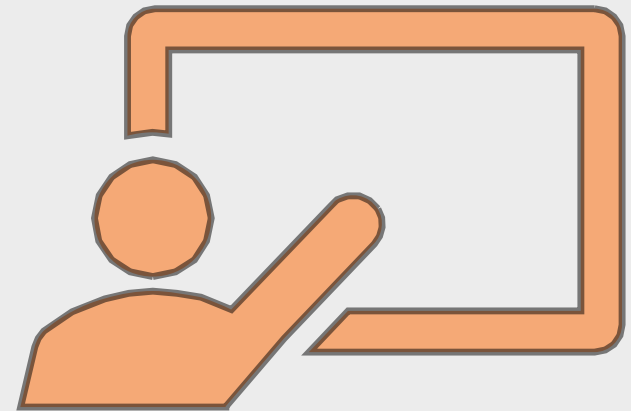
User	
* Email Address:	<input type="text" value="ZZealAnakin@testing.com"/>
* User Full Name:	<input type="text" value="ZealAnakin, Zeta"/>
Password:	<input type="password"/>
Confirm Password:	<input type="password"/>
User Must Change Password:	<input type="checkbox"/>
User Account Disabled:	<input type="checkbox"/>
<input type="button" value="Update Password"/> <input type="button" value="Cancel"/>	

Support Broker User Web Demonstration

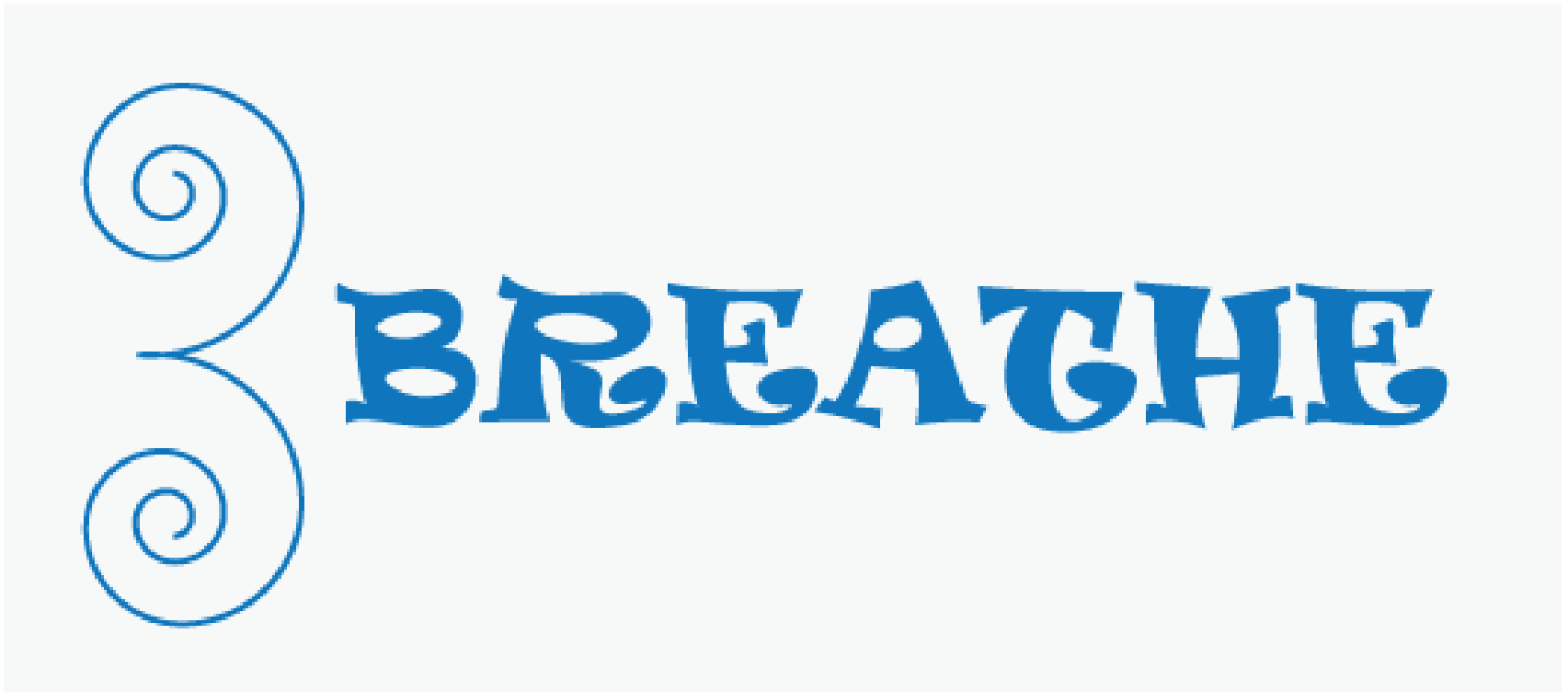
- Searching entities (slide 16)
- Searching and viewing timesheets (slides 17 & 18)
- Adding EOR users (slides 20 & 21)

Responsibilities as a Support Broker

- Login to the AuthentiCare web portal
- View timesheets and reports in the web portal
- Create and Manage user logins for EORs
- Register mobile devices and teach EORs how to register devices
- Train EORs



Let's take a break!

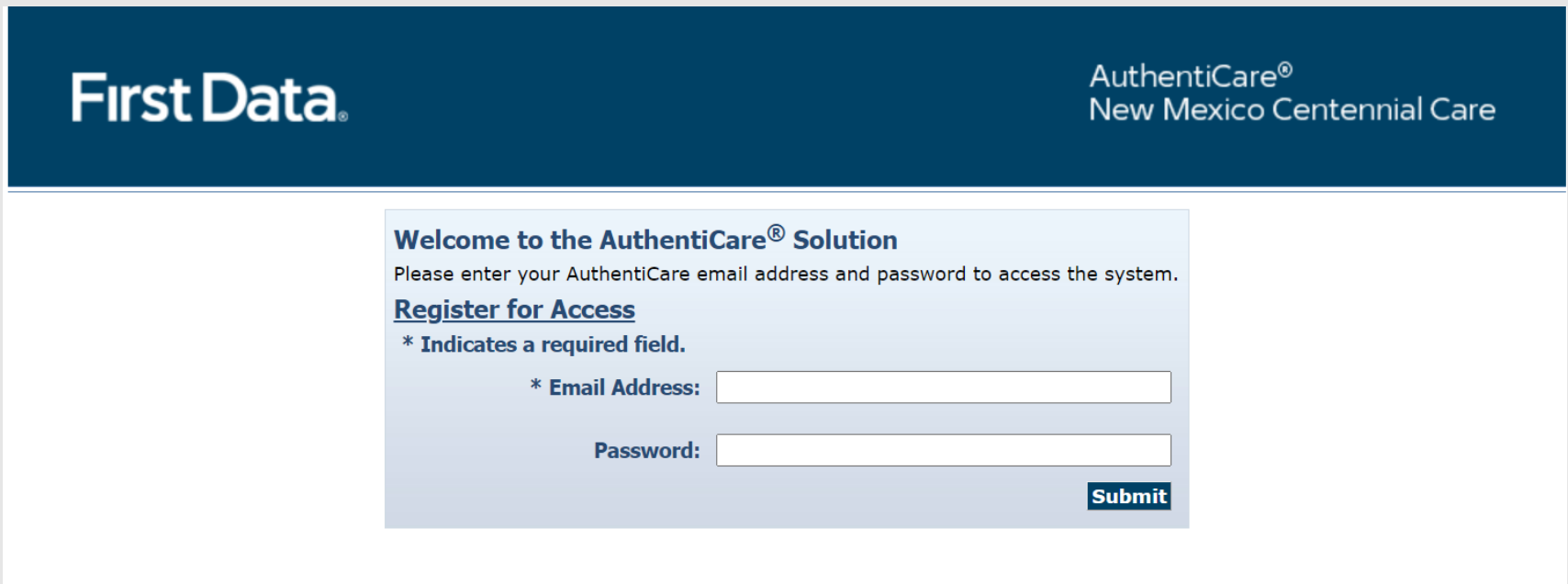


Employer of Record User

Logging In

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

2 Enter your email address and password and select Submit.



The image shows the login page for the AuthentiCare NMCC website. The page has a dark blue header with the 'First Data' logo on the left and 'AuthentiCare® New Mexico Centennial Care' on the right. Below the header is a light blue box containing the login instructions and form. The text inside the box reads: 'Welcome to the AuthentiCare® Solution', 'Please enter your AuthentiCare email address and password to access the system.', and a link to 'Register for Access'. Below this is a note: '* Indicates a required field.' followed by two input fields: '* Email Address:' and 'Password:'. A 'Submit' button is located at the bottom right of the form.

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



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
 - Timesheets

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



Entities

Search >

Go!

Enter the search criteria for the entity

- ✓ **Member:** ACR ID
- ✓ **Attendant:** 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

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: MM/DD/YYYY

Claim End: MM/DD/YYYY

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:

Amount:

CustomData:

ActivityCodes: 01

Exception: This claim does not have a matching event.

Note: Alison note - just created this visit on mobile

Viewing/Editing Timesheets

Claim Details

*** 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
11/18/2020	12:30 PM	02:00	11/18/2020	02:30 PM

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

Click here 1 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

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: Member's Last Name

☐ 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

First Data. AuthentiCare® 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	0 ActualNormal 0

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: 0

Confirm Billing **Cancel**

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Billing Confirmed



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.

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AuthentiCare®
New Mexico Centennial Care

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

Logged in as: JADRep@testing.com

Claim Search Results

Claim Details

* Client
ZealDawe, Danielle A

* Worker
ZealHilton, Agnes

* Provider
FMS NMCC PROVIDER1

Payer Assignment
Current Payer For Client

Time
12:52 PM

2020

Claim ID: 44057

Filed On: Mobile

Printer Friendly

Show All Claims

Total Claims: 1

Total Calculated Amount: \$0.00

Total Authorized Amount: \$0.00

Total Units: 0

Total Hours: 00:05

Scheduled Units: 0

Scheduled Hours: 00:00

☐ Inactive Claim

Cancel

01 (ex: 3,5,8)

Billed (11/13/2020)

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

Billed (11/13/2020)

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

Note:

Add Note

Note Data

Date: 11/11/2020 12:52 PM

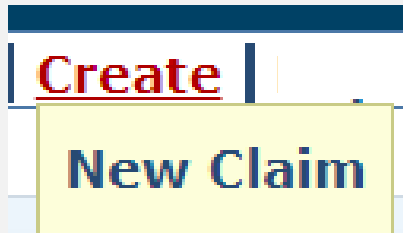
User: acr_admin@acr.com

Alison note - just created this visit on mobile

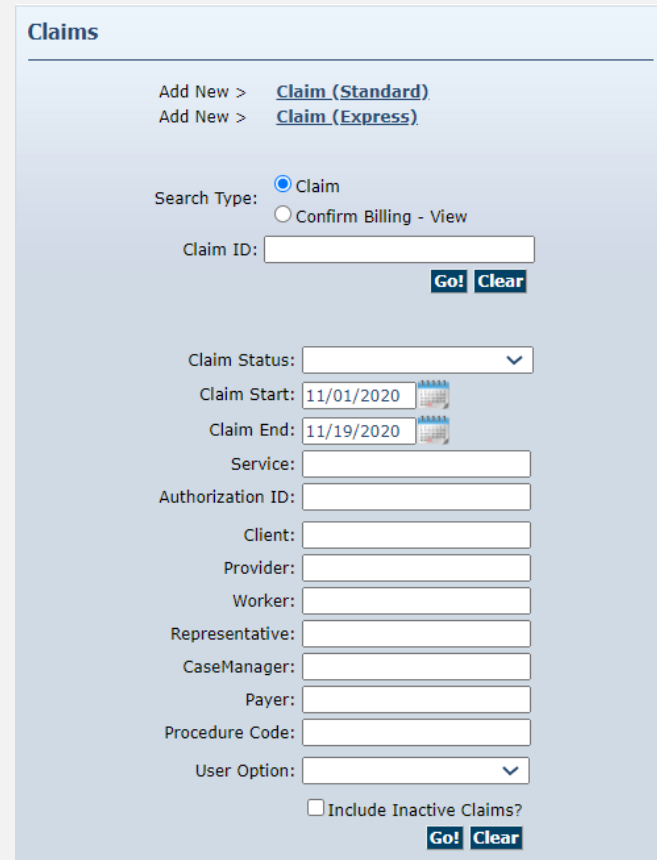
Creating Web Timesheets

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 the 'Claims' section in a web application. The form is titled 'Claims' and contains several input fields and buttons. At the top, there are two links: 'Add New > Claim (Standard)' and 'Add New > Claim (Express)'. Below these, there 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 dates 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

Note:

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

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

Creating Web Timesheets

Standard Claim

* **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
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
44200

Service
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

EOR User Web Demonstration

- Searching authorizations (slide 32)
- Searching, viewing, and editing timesheets (slides 33 & 34)
- Confirm billing (slide 35)
- Creating web timesheets (slides 37 – 41)

My Responsibilities as an EOR

- Login to the AuthentiCare web portal
- View Members/Clients and Workers/Attendants
- Confirm claims/timesheets
- Create manual web claim/stimesheets
- View Reports
- Register mobile devices



Let's take a break!



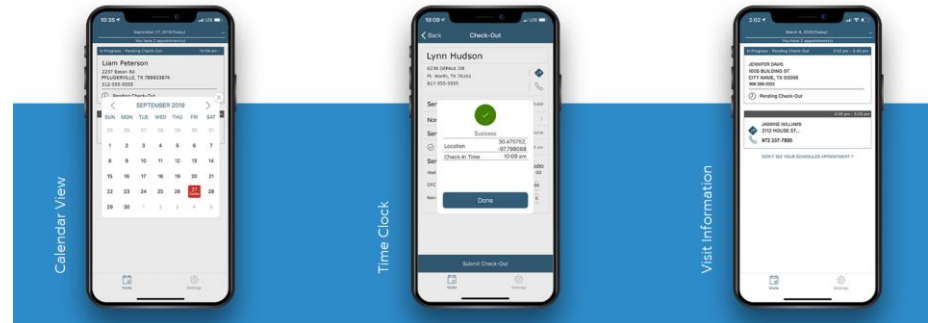
Attendant Utilization

Attendant Overview

Attendants 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

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

Adding Attendant Information for Mobile and IVR

Before an Attendant can use AuthentiCare to check-in and check-out, their EOR or Support Broker must update the Attendant'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.

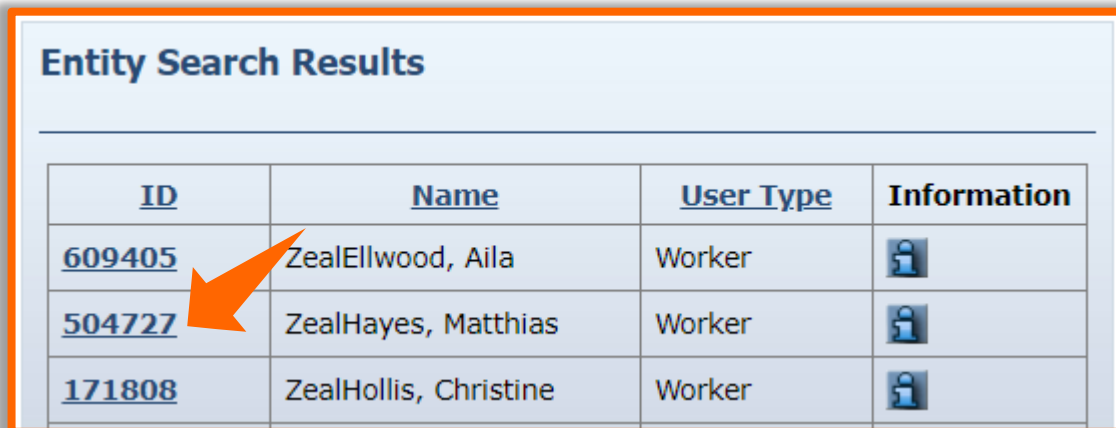


Entities




Search >

Go!

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



Entity Search Results

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

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

Adding Attendant 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 black arrow points from the text box to the 'Language' field, and an orange arrow points from the 'Language' field to the dropdown menu.

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: 04/01/2020
End Date: MM/DD/YYYY
Language: English
Status: Active
App Mode: Standard
External Worker ID:
Receive Stipends: No
Worker Services: Pers, Pers, Pers, EPS
* Mobile Enabled: ☒ Yes
* Mobile Locked: ☐ No
Password:
Worker Must Change Password: ☐
Mobile phone number:
Device ID:
Office Phone:
Provider: FMS NMCC PROVIDER1

Entity Addresses/Phones

Phone Type Phone Number
Mobile (999) 222-2254

Holidays / Days Off
Add Holiday MM/DD/YYYY
From Date To Date
default business hours
day off (Off) or if the entity
Start Time End Time
Thu ☒ Default ☐ Off ☐ Custom
Fri ☒ Default ☐ Off ☐ Custom
Sat ☒ Default ☐ Off ☐ Custom

Language: English
Status: Active
App Mode: Standard

English
Spanish
Other

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

Adding Attendant Information for Mobile and IVR

The screenshot shows the 'Worker Entity Settings' form with a modal overlay for mobile settings. The modal contains the following fields and options:

- * 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
- Save Cancel

An orange arrow points to the 'Save' button in the modal. The background form shows fields for ID, PIN, Name, Company Name, SSN, FID, Gender, Birth Date, Email Address, Begin Date, End Date, Language, Status, Mobile App Mode, External Worker ID, Receive Stipends, Worker Services, and another Provider field.

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

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

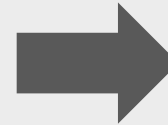
Verifying Member Setup

- 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 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:** 72211600

Longitude:

Latitude:

Disable Learn Mode: ☒

ViewMap

Add Phone

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

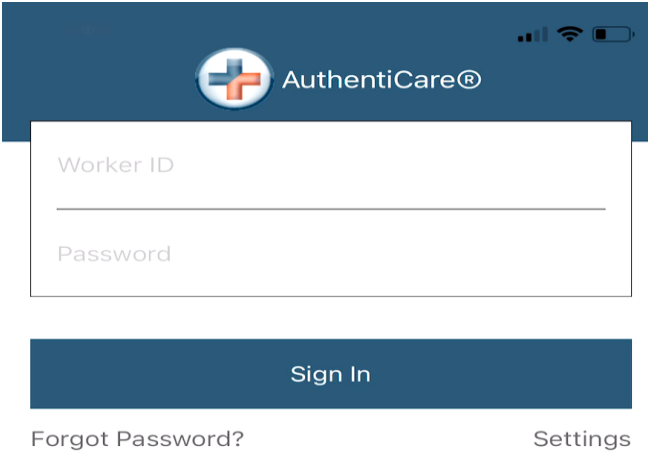
*** Phone Description:** Home

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

Mobile Application Demonstration



Checking In



The image shows a mobile app interface for 'AuthentiCare®'. At the top is a dark blue header with the app's logo (a white cross with an orange 'A' inside) and the text 'AuthentiCare®'. To the right of the header are icons for cellular signal, Wi-Fi, and battery. Below the header is a white login form with two input fields: 'Worker ID' and 'Password'. Below the form is a dark blue button labeled 'Sign In'. At the bottom of the screen are two links: 'Forgot Password?' and 'Settings'.

AuthentiCare®

Worker ID

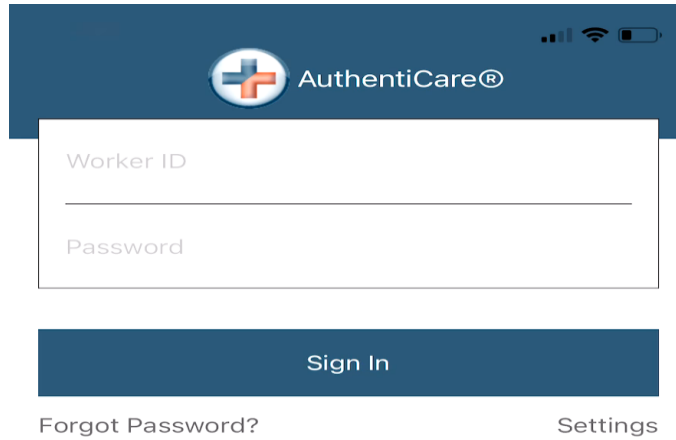
Password

Sign In

[Forgot Password?](#) [Settings](#)

First Data®
v2.0.4

Checking Out



The image shows a mobile application interface for 'AuthentiCare®'. At the top, there is a dark blue header with the AuthentiCare logo (a blue circle with a white cross and an orange 'F') and the text 'AuthentiCare®'. To the right of the header are icons for cellular signal, Wi-Fi, and battery. Below the header is a white login form with two input fields: 'Worker ID' and 'Password'. Below the form is a dark blue 'Sign In' button. At the bottom of the form area are two links: 'Forgot Password?' and 'Settings'.

AuthentiCare®

Worker ID

Password

Sign In

[Forgot Password?](#) [Settings](#)

First Data®
v2.0.4

Key Items to Remember for Mobile

For the SB/EOR

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

For the Attendant

- 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 Attendants
- Remember to enter activity codes for applicable services
- Check-in/out methods are interchangeable
- Step-by-step handout available

Interactive Voice Response (IVR)

Training and Production Numbers for IVR Utilization

Training	Production
(800) 416-6602 Application Code: 140	(800) 944-4141



Overview of How an Attendant Checks In

1. Dial the 800 number and **enter the Attendant ID** after the greeting
2. **Press 1** for check-in
3. Enter the **Member ID**
4. **Verify the Member's name** by pressing 1 if what the IVR stated is correct, or 2 if it is not
5. **Listen for the service** that needs to be provided and **press the prompt associated with that service**
6. The IVR will recite the details which were **selected. Listen and verify that if it is correct by selecting the appropriate prompts**
7. The IVR will state the time of the **successful check-in**

Interactive Voice Response (IVR)

Training and Production Numbers for IVR Utilization

Training	Production
(800) 416-6602 Application Code: 140	(800) 944-4141



Overview of How an Attendant Checks Out

1. Dial the 800 number and **enter the Attendant ID** after the greeting
2. **Press 2** for check-out
3. Enter the **Member ID**
4. **Verify the Member's name** by pressing 1 if what the IVR stated is correct, or 2 if it is not
5. The IVR will recite the details which were **selected** during check-in and this check-out.
6. **Listen and verify** that if it is correct by selecting the appropriate prompts
7. The IVR will state the time of the **successful check-out**

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 calls from an unauthorized phone number, the check-in cannot be completed

For the Attendants

- 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 Attendants
- 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 or cell phone	Caregiver
Mobile App	Caregiver's cell phone or tablet	Caregiver
Manual Web Claim	Computer	EOR

Post-Implementation Support

To Whom to Turn

Attendants

Contact **EOR** training and technical assistance

Employer of Records (EORs)

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

Support Brokers

Training/Credentials: Contact Adaunnis.Dodson@Fiserv.com & Alejandro.Pessano@Fiserv.com

Technical Assistance:
1-800-441-4667, Option 6
authenticare.support@firstdata.com
6:00 AM – 6:00 PM MST, M-F

Trainers, now you know...

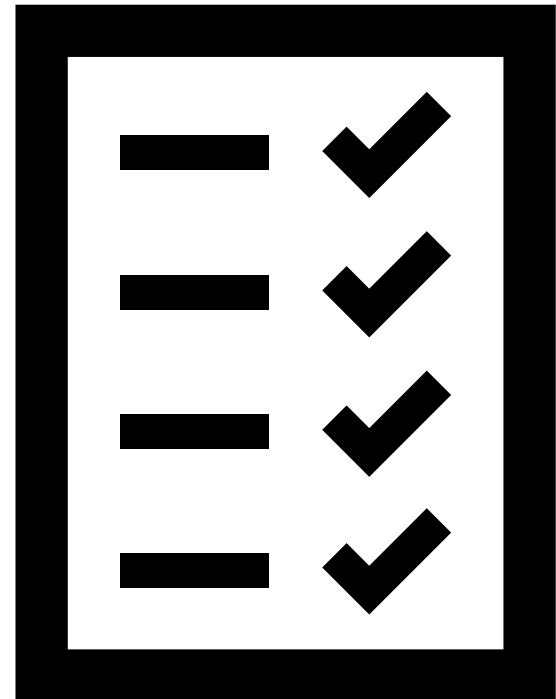
- ✓ How to access and navigate the web portal!
- ✓ The timesheet processes for each role using AuthentiCare!
- ✓ How to train EORs!
- ✓ How to train Attendants!
- ✓ Where to direct each AuthentiCare user role for help!



Deliverables for Support Brokers

The following items will be distributed to all attendees following the training:

- Training PowerPoint
- Agency PIN and ID for self-registration to test web portal
- Attendant Handouts (mobile and IVR)
- Q&A log from this training
- Link to recorded training



Today's Training Evaluation Link

https://www.surveymonkey.com/r/nm_sdcb_11_19_2020

Let's take a break!



Q&A

Thank You!