

Category	Questions	Answers
Access & Security		
Access & Security	What if member’s and/or EOR’s don’t have access to internet/computer?	If member does not have internet and the Attendant does not have service on their mobile device, the Attendant can check-in/out using the member's landline (or the member's mobile number if it is associated with the member's profile in AuthentiCare). If member/EOR cannot use a computer, please contact your MCO for direction.
Access & Security	There is no self-reset option for EORs? Only the Support Broker can do this?	There is no self-reset password option at this time. We will take this back to the MCOs as an enhancement to the NM system.
Access & Security	In addition to this portal, will EORS have to continue to access the completely separate portal from the Financial Management Agency (FMA)? Or will this portal interface directly with payroll, background checks etc.? A completely separate portal seems highly redundant.	Hello Charles, good question. The AuthentiCare portal does not interface with other system for payroll or background checks. One of the projects we're actively working on is on APIs so that we can indeed interact with other systems such as EHRs, payroll, etc.
Access & Security	After today's training will we have immediate access to AuthentiCare to enter EOR's and caregivers?	We will start provisioning the credentials based on this training session's attendee list.
Access & Security	When will the ID and Pin be sent out to Support Brokers?	The ID and Pin will be sent to you by EOD tomorrow! This will be for your TEST/UAT environment for practice and testing purposes. The live/production environment will be provided next month which your MCO can provide updates on.
Access & Security	What if an EOR does not have an email address?	An email address is required to access the portal, so they would need to work with their support broker to have one created.
Access & Security	Does AuthentiCare make the user change their password after so much time? And if so how often? a 3 month span, 6 month span, etc.	Yes, passwords need to be changed every 60 days, in compliance with CMS requirements. AuthentiCare will remind the user a few days before they get to the 60-day limit.
Access & Security	Will the EOR be able to update their own passwords? Or are they reliant on the SB to do this?	The EOR can change their own password, but if the password needs to be reset (i.e. because the EOR forgot their password), the EOR should contact their SB
Access & Security	Where are the password specifics indicated?	Password Specification will be included in the training handout and the users manual found in the Custom Links section in AuthentiCare.
Access & Security	Will the ID and PIN numbers be sent out today?	The ID and PIN will be sent out at a later date, however, you should have received an email with test credentials to access the test portal.
Access & Security	Will EORs have access to site in December for training purposes before they go live in January 2021	Support Brokers have access to the training portal now and can add an EOR user to share with their EORs for training purposes. As soon as Support Brokers are able to self-register in the live portal, they can begin adding the EOR user roles, but I do not recommend using the live portal for training purposes.
Access & Security	Is there another option that EOR's have to change the password if they forget it other than the Support Broker changing it in AuthentiCare? Some sites have the selection of forgot password or reset password.	There is not currently a reset password option, but this option is on our roadmap for an enhancement. Please speak with your MCO to request enhancements to the AuthentiCare system.
Access & Security	When will we receive our credentials for the live site to start creating EOR's login information?	You will receive credentials from Adaunnis to the practice system after this training session. The credentials to the live site will be provided very soon; we are working with your MCO to determine a firm date and will keep all Support Brokers updated.
Mobile		
Mobile	For attendant information for mobile and IVR what does mobile locked mean?	Mobile Locked - Requires an EOR or Support Broker to unlock the Mobile App for Attendant use. This usually happens when attendants exceeds the number of allowed tries to login.
Mobile	If Employee's phone is lost or broken, or there is some other issue, will there be a mechanism to add/edit time in/out while Member obtains a new phone (which might take many days)?	EORs have the ability to enter manual timesheets via the web portal. They will be required to enter a reason for the web entry.
Mobile	If the caregiver calls in it has to be on the members phone? But if the caregiver uses the app it can be on the caregivers phone?	Yes - to check-in/out using the IVR, the attendant must call from a phone number associated with the member's profile in the AuthentiCare web. SBs and EORs have the ability to add/update a member's phone number if needed. A landline is our strongest recommendation, however, the attendant can also use the member's mobile phone to call into the IVR for check-in/out (if the mobile phone is [also] on the member's profile in AuthentiCare). The mobile application can only be used from the mobile device for which the device ID was provided; this is usually the attendant's mobile device ID, as they may be authorized to render services to more than one member.

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Mobile	Can multiple devices be registered for a member? i.e., the member's mobile phone, the attendant's mobile and a tablet	Multiple devices can be associated with a member's profile in the web portal, however, an attendant's mobile number should not be one of the listed numbers. The attendant has their own profile in the web portal to which their number should be connected.
Mobile	Can members in New Mexico download the AuthentiCare app. to a computer to use? How would members who live in rural areas and do not have a cell phone, landline or computer have their attendants clock in/out? And do the attendants have use a member's electronic device or can the attendant clock in/out of their own cell phone? Thank you	Hi Debra, the AuthentiCare app can only be installed on a smart phone or internet-enabled tablet. Unfortunately it's not available for laptops or other types of computers. If an attendant needs to provide services in a rural community with zero cell / internet connectivity, the application is still usable. The information is captured by the app, and as soon as it detects Wi-Fi or cell data, it transmits it to the portal right away. Attendants can use their own cell phone to capture check ins and outs.
Mobile	Will it be available on iPads?	Yes, the AuthentiCare mobile app is available to download on iPads!
Mobile	Does the phone need to have location on their device to obtain their location when checking in and out?	Location services must be enabled for the app to track their location. If location services are disabled, the application will notify the user that location services must be enabled to use the app
Mobile	If they are using the mobile app do they need to be in the members home to clock in and clock out?	The mobile app does capture the Geo location when clocking in and clocking out. The attendant must be in an authorized location when clocking in and clocking out. The trainers will demo the mobile app during this session.
Mobile	What is considered the Mobile ID is it the phone number?	The Device ID is the serial number of the device. Tablets and cell phones all have unique Device IDs. AuthentiCare has an option to display the Device ID so that it can be added to the attendant's profile.
Mobile	Will any sort of exceptions be granted or allowed for EOR's and Providers that struggle with cell phone reception and/or don't have a functioning landline in super rural areas?	EORs have the ability to create manual web timesheets in the case where the attendant/caregiver cannot use their mobile device or the member's landline/mobile phone number (whichever is tied to their member profile) to complete their check in/out.
Mobile	It's my understanding that an attendant can clock in and out even while offline or out of cell phone range. How long is this data stored in the EVV app before they have to connect to Wi-Fi or get in to cell phone service range?	To use this Mobile App feature, attendants must login to Mobile App in area within cellphone or Wi-Fi range to sync the App. Then the app can be used to clock in and clock out with out Wi-Fi or signal until the next 2am. After that the mobile app needs to be connected again to sync. Frontier Mode: Can go offline up to 7 days.
Mobile	How do we search for the two digit code	The list of activity codes will be available in the User Manual, which is accessible on the portal. I will also include the list of activity codes at the end of the IVR and mobile handouts and send out a new version to you all.
Mobile	Will we provide with a list of Activity codes that will need to be used?	The list of activity codes will be available in the User Manual, which is accessible on the portal. I will also include the list of activity codes at the end of the IVR and mobile handouts and send out a new version to you all.
Mobile	Where is the list of activity codes?	The list of activity codes will be available in the User Manual, which is accessible on the portal. I will also include the list of activity codes at the end of the IVR and mobile handouts and send out a new version to you all.
Mobile	Where is the device id found? on the phone?	Once the Mobile App is downloaded. Open the Mobile App, go to "Settings" then "See Device Identifier". This will display the Device ID.
Mobile	Can an attendant sign in and out more once per day	Hi, I would love to help. Will you explain what you mean by signing out? Are you referring to signing in and out of the mobile application or checking in and out for a member?
Mobile	I have members who have no access to a landline and poor internet connection, in very rural communities, will there be any exceptions?	If the attendant cannot check in using the landline for IVR or the mobile application, they will need to contact their EOR to have a manual timesheet created.
Mobile	It's my understanding that an attendant can clock in and out even while offline or out of cell phone range. How long is this data stored in the EVV app before they have to connect to Wi-Fi or get in to cell phone service range?	To use this Mobile App feature, attendants must login to Mobile App in area within cellphone or Wi-Fi range to sync the App. Then the app can be used to clock in and clock out with out Wi-Fi or signal until the next 2am. After that the mobile app needs to be connected again to sync. Frontier Mode: Can go offline up to 7 days.
Mobile	Where is the device id found? on the phone?	Once the Mobile App is downloaded. Open the Mobile App, go to "Settings" then "See Device Identifier". This will display the Device ID.
Mobile	Can two device id's be added to the attendant profile more specifically?	No, only 1 Device ID can be assigned to a profile.
Phone and IVR		
Phone and IVR	Does every attendant have to have application set up on their phone? Or just if they are planning to use it to check in and out for work?	Only in AuthentiCare starting 1/1!

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Phone and IVR	What if member does not have a landline?	The attendant can use the mobile application to check-in/out. The attendant can also use the member's mobile number -- if there is one and if it is listed on the member's profile in AuthentiCare -- to check-in/out.
Phone and IVR	Confirm IVR has to be called from a landline only?	It is preferred, but the attendant can also call from the member's mobile phone number only if the member's mobile phone number is listed on their profile in AuthentiCare. The attendant cannot call the IVR from their own mobile number. They can only use the mobile app on their own mobile phone.
Phone and IVR	Does the IVR system able to use VOIP as a landline phone?	Not at this time
Phone and IVR	If client does not have landline and the employee does not have a cell phone. Can IVR be done on the clients cell phone?	The member's landline or mobile number can be used by the attendant to call the IVR. The attendant should never use their own phone number to call the IVR.
Phone and IVR	Is IVR GPS linked to the members address	GPS is not linked in IVR. Fiserv technology does link the member's landline to the member's home to make sure the attendant clocks in from the member's authorized phone number.
Phone and IVR	Most Clients have a cell phone versus a landline. Can the IVR system be setup using the Client's cell phone number?	It is possible; the client's cell number must be on of the client's registered phone numbers.
Phone and IVR	If registering a landline will we be instructed as to what the device id is	The Device ID is unrelated to the landline. The landline must be accurate on the member's profile in AuthentiCare (Client Entity Settings), whereas, the Device ID must be accurate on the attendant's profile (Worker Entity Settings).
Phone and IVR	I have members who have no access to a landline and poor internet connection, in very rural communities, will there be any exceptions?	If the attendant cannot check in using the landline for IVR or the mobile application, they will need to contact their EOR to have a manual timesheet created.
Visit/Claim/Timesheet Management		
Visit/Claim/Timesheet Management	What will the exceptions look like? Will it be a paper timesheet?	The exceptions will not be on paper. They will appear in the AuthentiCare web and are visible on the timesheet until they are cleared by the EOR. There is also an exception report available to both SBs and EORs. AuthentiCare completely paperless.
Visit/Claim/Timesheet Management	Does EOR have to go into AuthentiCare to review and approve each entry, or will that be done via the separate Palco system?	The EOR will need to use the AuthentiCare web portal to approve/confirm each timesheet and export them to Palco for billing.
Visit/Claim/Timesheet Management	Hello, I want to verify that paper timesheets will no longer be used.	That is correct! To comply with the mandates of the 21st Century Cures Act, these events must now be captured electronically. AuthentiCare is completely paperless!
Visit/Claim/Timesheet Management	Can you create timesheets, edit them, or approve them from a mobile device or does it have to be done on a computer?	Technically it is possible to access the AuthentiCare website through a cell phone, but given how small cell phone screens are it is not recommended. Our recommendation is that a computer is used for the creation/approval/editing of time sheets.
Visit/Claim/Timesheet Management	When and why would the EOR create a web timesheet?	The EOR would only create a web timesheet if the Attendant was unable to capture an EVV visit using the mobile app or IVR; such as, a mobile malfunction or landlines down.
Visit/Claim/Timesheet Management	Currently NM state utilizes the FOCOS system to monitor, revise, and submit budgets. Will this system interface with the FOCOS system? Or should we expect another program to manage our Member's budget and service plans?	Hi Janna! Thank you for the question. The AuthentiCare system does not interface with FOCOS. It does interface with Palco.
Visit/Claim/Timesheet Management	How would an EOR correct a time sheet should a provider forget to clock in or clock out. Also how would they correct the rest of the claims seeing as the failure to clock in or clock out would alter the rest of the week/ pay period?	To adjust the timesheet if the attendant forgets to check out, the EOR would search for the timesheet and once it is open, make the necessary time corrections. To create the timesheet because the attendant forgot to check in, the EOR would add a new "claim" via the web portal and enter the required information. For step-by-step details, please refer to the EOR section of the training presentation or the training recording.
Visit/Claim/Timesheet Management	Can the EOR edit a timesheet in case of an error	The EOR can edit/correct a timesheet prior to confirming the claim.
Visit/Claim/Timesheet Management	Will any sort of exceptions be granted or allowed for EOR's and Providers that struggle with cell phone reception and/or don't have a functioning landline in super rural areas?	EORs have the ability to create manual web timesheets in the case where the attendant/caregiver cannot use their mobile device or the member's landline/mobile phone number (whichever is tied to their member profile) to complete their check in/out.
Visit/Claim/Timesheet Management	Is there a limit to the number of manual timesheets an EOR can submit?	There is not a system limitation in AuthentiCare. However, there may be an MCO or policy limitation you may want to confirm with your MCO.
Visit/Claim/Timesheet Management	How do we search for the two digit code	The list of activity codes will be available in the User Manual, which is accessible on the portal. I will also include the list of activity codes at the end of the IVR and mobile handouts and send out a new version to you all.

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Visit/Claim/Timesheet Management	Will we provide with a list of Activity codes that will need to be used?	The list of activity codes will be available in the User Manual, which is accessible on the portal. I will also include the list of activity codes at the end of the IVR and mobile handouts and send out a new version to you all.
Visit/Claim/Timesheet Management	Where is the list of activity codes?	The list of activity codes will be available in the User Manual, which is accessible on the portal. I will also include the list of activity codes at the end of the IVR and mobile handouts and send out a new version to you all.
Visit/Claim/Timesheet Management	Do they have to enter each individual day or can they do a week at a time? can you show us how this is done?	If this question is referring to manual entry of timesheets via the web, it can only be created for one individual visit at a time. If you would like to rewatch the demo from the training, the recording will be sent to you!
Visit/Claim/Timesheet Management	Can an attendant sign in and out more once per day	Yes. The attendant can clock-in and out more than once per day.
Authorizations and Scheduling		
	When creating timesheet, does overnight require 2 entries?	No, it will be 1 time sheet.
Authorizations and Scheduling	From my understanding, SDCB EORs/members/employees will complete timesheets in FOCOS online as well as doing the EVV?	EVV timesheets will be approved and completed by the EOR in AuthentiCare. Non-EVV services will be completed in PALCO/Focus
Authorizations and Scheduling	Who will be entering the authorizations?	Authorizations are sent to AuthentiCare by the FMA, Palco.
Authorizations and Scheduling	Quick question, do the caregivers have to work a set schedule or are they able to be flexible since they are clocking in with their phones	Set schedules are not required for SDCB services
Other Process, Roles and Responsibilities		
Other Process, Roles and Responsibilities	Will there be defaults for EORs employee rather than having to search all the time	I will be happy to provide some clarity for you. Will you please explain what you mean by defaults?
Other Process, Roles and Responsibilities	Can the SBs have a list of EORs in their caseload rather than having to search all the time	To see all the EORs associated with your SB Agency, you can do a blanket search for all representatives. You will only see EORs associated with your agency.
Other Process, Roles and Responsibilities	If attendant starts work NOT at the persons home (buying groceries or running errand or laundry) so the location does not show the persons home.	The objective is to check in at the/a location listed in the member/client's profile in the web portal. AuthentiCare captures the location at the time of check in and at the time of check out, but does not track the location of the duration of the visit. If buying groceries or doing laundry (etc.) are activities that were completed during the visit and you had to leave the member's address, these tasks should be tracked as activities when checking out. Only certain services require activity tracking.
Other Process, Roles and Responsibilities	Can the EOR do this on their own or are they reliant on the SB to do so?	The EOR can do the following: Login to the AuthentiCare web portal View Members/Clients and Workers/Attendants Confirm claims/timesheets Create manual web claims View Reports Register mobile devices
Other Process, Roles and Responsibilities	What are the activity codes that will be used and what do they refer to?	You may obtain the list of activity codes from your MCO
Other Process, Roles and Responsibilities	Let's say a caregiver forgot to clock in/out. Who adjusts the time for them so that they can get paid for the day?	The caregiver will need to contact their EOR to make any timesheet adjustments
Other Process, Roles and Responsibilities	We were notified the support broker may be required to assist with adding additional service locations as identified in the member's SDCB care plan. Can you provide examples of what other service locations the Support Broker will be able to add other than the members home location?	The support broker, like the EOR can add any address to the member's profile. These addresses should only be the locations of places which the member frequents regularly where an attendant may need to check in to render the service.
Other Process, Roles and Responsibilities	Hi, if their Support Broker is on Vacation, and the EOR needs to reset the PW, is there a second admin who can assist?	Another Support Broker from the same agency can assist with the password resets.
Other Process, Roles and Responsibilities	When searching, will Support Brokers only be able to see those Members that are assigned to them?	When searching, Support Brokers will only see members assigned to their Agency.

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Other Process, Roles and Responsibilities	If a Support Broker leaves an agency how are permissions reassigned to a new one? How are permissions removed for the outgoing SB?	Adaunnis and/or the Fiserv help desk can assist with Support Broker permissions.
Other Process, Roles and Responsibilities	Our members/ EORS will need to know how to approve several days at a time, can you show us several days in the review/approve claim section. Whereas the employee/attendant has clocked in and out via their phone, and the EOR can just go in, look over their entries and approve/submit?	Adaunnis just demoed the 'Select All' checkbox where EORs may approve several visits/claims at once. This functionality may be reviewed again in the documentation or in the recorded video which may be referenced at any time. Adaunnis will also be available to assist with questions after this session.
Other Process, Roles and Responsibilities	Who enters information for the member such as address and phone number? Can SB's edit this information?	Member information will be pre-loaded into AuthentiCare. Yes, SBs and EORs can edit the member's information through the web portal.
Other Process, Roles and Responsibilities	How much extra time does this process take for the EOR compared to the current process?	There is not much difference in time, just new system
Other Process, Roles and Responsibilities	If a worker clocks in from somewhere out in the community, not in the home, will there be issues?	If the worker clocks in at a location that is not associated with the member, a notification will appear on the timesheet that the EOR will need to review. EOR or Support Brokers needs to add locations that are frequently used to provide services to the member in ACR.
Other Process, Roles and Responsibilities	From my understanding AuthentiCare is only for caregiver check ins. We are still submitting payment requests via normal processes with Conduent.	AuthentiCare is for check ins and check outs for EVV services. The timesheets will be generated based on these and confirmed by EOR via the AuthentiCare web portal. Once confirmed and exported, this will serve as the payment request for the EVV services, unless an electronic timesheet exception has already been granted. *This is specific to EVV services. You would follow your standard process for other approved SDCB services.
Other Process, Roles and Responsibilities	If an attendant is stopping to run an errand for the member before arriving to their house, how does that affect clocking in from a different location?	If the worker clocks in at a location that is not associated with the member, a notification will appear on the timesheet that the EOR will need to review. EOR or Support Brokers needs to add locations that are frequently used to provide services to the member in ACR.
Other Process, Roles and Responsibilities	And we will then need all EOR's set up and they will need to have there providers phones linked by 1/1/2020 or 37 days?	Related to line 11. EOR need to be setup in AuthentiCare before they can use the system, so the deadline is 1/1.
Support and Documentation	So if the MBR needs the CG to stop for medications on the way to work can the CG clock in while at the pharmacy?	Yes, if the member needs the caregiver to pick up medications, the caregiver can check in while at the pharmacy. A notification will be populated on the timesheet for the EOR to approve. EOR or Support Brokers needs to add locations that are frequently used to provide services to the member in ACR.
Support and Documentation	Are "workflows" available for the steps taken for various tasks?	Please follow up with your MCO for specific workflows.
Support and Documentation	Will there be a help number available? To talk to an actual human who can assist?	One of the final slides of the deck has our call center's phone number as well as AuthentiCare's email address. The call center staff are knowledgeable in AuthentiCare and will be able to assist.
Support and Documentation	Can Member or EOR's Call technical assistance as well	Members cannot contact technical assistance. EORs should contact their Support Broker for any technical or training assistance.
Support and Documentation	Will we get a copy of these slides?	Absolutely! We will send you these slides, along with additional training materials.
Support and Documentation	Will there be a user manual available for EORs? I would like to provide the EOR's with a manual in case they need step by step instructions, my EORs find manuals and tool kits helpful.	The EOR will be able to refer to the user manual in the web portal, which will have "how to's" pertaining to each AuthentiCare user role
Support and Documentation	Is there an EOR handout?	There is no EOR handout. A recording of this training has been distributed and eventually will be accessible through the web portal. There is also an AuthentiCare user manual in the portal which will be updated to provide guidance. If these resources don't work for you, please feel free to email me so I can understand your needs and make sure you're supported.
Language Support		
Language Support	Is Navajo or Dine' one of the languages available in the EVV app?	I'm sorry, it is not.
Program and Miscellaneous		
Program and Miscellaneous	If this system is for our program why isn't are language used. (EOR, Member support broker)	The AuthentiCare system is not only for the SDCB program, but for all programs that provide services that require EVV for NMCC and many other states. The Terminology slide from the presentation should help with the association of terms, however, if you need more assistance, I am here to help! Please feel free to contact me.
Program and Miscellaneous	For those members who are located in a “no tech zone” and unable to access the app/no landline, will AuthentiCare provide tablets to those members to check-in/out?	AuthentiCare will not provide any devices. Please speak with your MCO for your options.
Program and Miscellaneous	Will we have a test member or a test AuthentiCare environment available?	Yes! If you have not received your test credentials already, please reach out to me!

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Program and Miscellaneous	Some of our Client’s do not have a physical address recognized by let’s say Google Maps. A physical address could be written out like “7/10 tenths of a mile, west of Chapter house.” These Client’s typically will not have a landline since they live in remote areas of our state. Will this create a problem for the attendant when using the App (GPS) to check-in/out?	The client's address is learned over time and stored as latitude / longitude coordinates, so your scenario would not create an issue with checking in/out using the mobile app.
Program and Miscellaneous	How are we going to train EOR's interactively are we going to be able to do a webinar with them all at once?	This is the last webinar that Fiserv has scheduled. Adaunnis will be emailing a recorded webinar to the MCOs and Support Brokers which they may share with the EORs. Should you need further detail, we may want to address this question with the MCOs during the Q&A portion at the end of this session.
Program and Miscellaneous	Will there be the New Definitions regarding the EOR/Member/Support Broker so when we are training we can let them know that the language is going to change.	The Terminology slide from the presentation should help you with this!
Program and Miscellaneous	Will EOR's have to approve time sheets in both AuthentiCare and FOCOS Online?	Only in AuthentiCare starting 1/1!
Program and Miscellaneous	Member's have a pay period that ends on 01/01/2021. Can they approve portions of that pay period in Foci's or does the entire pay period have to be approved through AuthentiCare?	AuthentiCare only starting 1/1!
Program and Miscellaneous	What happens when a caregiver takes of two clients in the same home?	The caregiver/attendant can still check in, but an exception will be generated (if the service delivery time overlaps) for the EOR to review before confirming the timesheets.
Program and Miscellaneous	Will we be able to set up EOR's who are transitioning to SDCB beginning 1/1/2020 or will we have to wait until after their services start?	AuthentiCare relies on registration data from PALCO and MCOs. The MCOs will inform Support Brokers when they can start setting up EORs in ACR.
Program and Miscellaneous	Will Respite be included in AuthentiCare as our self-directed members utilize these services as well?	Respite and nursing respite for self-directed members will be available for use in EVV.
Program and Miscellaneous	Many of our members are utilizing a vendor vs. employees. Vendors have their own employees but the vendor process billing, How do you foresee billing time would work for them?	The agency would be responsible for doing the timesheet validation in the AuthentiCare portal, like the role of the EOR.
Program and Miscellaneous	What if the Member has an agency in place providing personal care? The EOR does not employee the agency, but instead has a contract in place. The agency in a sense is acting as the EOR, since it's the agencies employees.	The agency would be responsible for doing the timesheet validation in the AuthentiCare portal, like the role of the EOR.