

April 7, 2021

Major Issues and Resolutions

Beginning on Wednesday, April 21st providers will be able to use the AuthentiCare web portal login page (<https://www.authenticare.com/NMCC/default.aspx>) to recover their username and reset their passwords. A training document, prepared by Fiserv, is attached to this weekly communication.

Attention SDCB Support Brokers:

AuthentiCare has released a fix to correct the issue with the nightly support broker import process. The import process is fully restored to its full functionality.

Impact to support brokers: Support brokers are able to see a client and any data associated with that client (for example, the client's EOR or worker).

Work around: None required. You may continue to use AuthentiCare as designed.

Long term fix: Completed.

How-to Tips

Reminder: All SDCB services have the maximum checkout period of 840 minutes (14 hours). If you are providing a service that exceeds the 14-hour maximum checkout, you will need to clock out and clock back in for the remaining minutes/hours. You can also find information about maximum checkout in the [AuthentiCare NMCC User Guide](#).

Support Brokers and EORs:

EORs can fix an incorrect clock in / clock out time in AuthentiCare by following the instructions outlined below. This information is also presented in the AuthentiCare EVV NMCC Self-Directed Community Benefit Employer of Record Quick Reference Guide; a new version of the guide will be distributed soon.

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

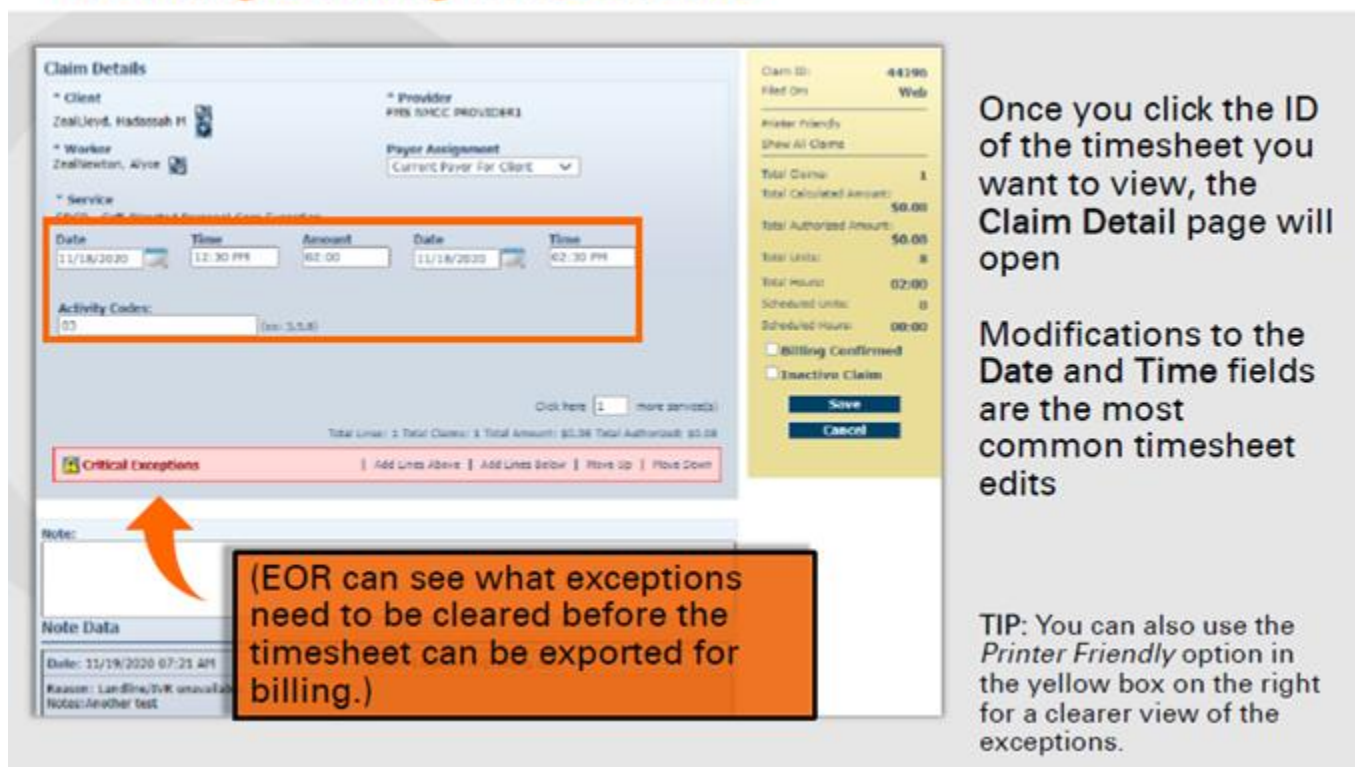
Welcome to the AuthentiCare® Solution
Please enter your AuthentiCare email address and password to access the system.
[Register for Access](#)
* Indicates a required field.

* Email Address:

Password:

Your support broker must register you for access to the portal. You will receive your login credentials from your support broker.

Viewing/Editing Timesheets



Claim Details

* Client: Zaki, David, Hadassah H. * Provider: FHE NMCC PROVIDER3

* Worker: Zaki, David, Hadassah H. Payer Assignment: Current Payer For Client

* Service: 0000 - Self Administered Blood Glucose Monitoring

Date	Time	Amount	Date	Time
11/18/2020	12:30 PM	\$0.00	11/18/2020	02:30 PM

Activity Codes: 03 (see 3.5.8)

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

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

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

Note Data: Date: 11/19/2020 07:21 AM Reason: San Diego/TVK unavailable Notes: Another test

Claim ID: 44196 Filed On: Web

Printer Friendly Show All Claims

Total Claims: 1
Total Calculated Amount: \$0.00
Total Authorized Amount: \$0.00
Total Units: 1
Total Hours: 02:00
Scheduled Units: 1
Scheduled Hours: 00:00

☐ Billing Confirmed
☐ Inactive Claim

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

TIP: You can also use the *Printer Friendly* option in the yellow box on the right for a clearer view of the exceptions.



An EOR can also create a web timesheet (or claim) using the AuthentiCare NMCC website. For more information on how to create a web timesheet, review pages 18-22 of the AuthentiCare EVV NMCC Self-Directed Community Benefit Employer of Record Quick Reference Guide; a new version of the guide will be distributed soon.