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

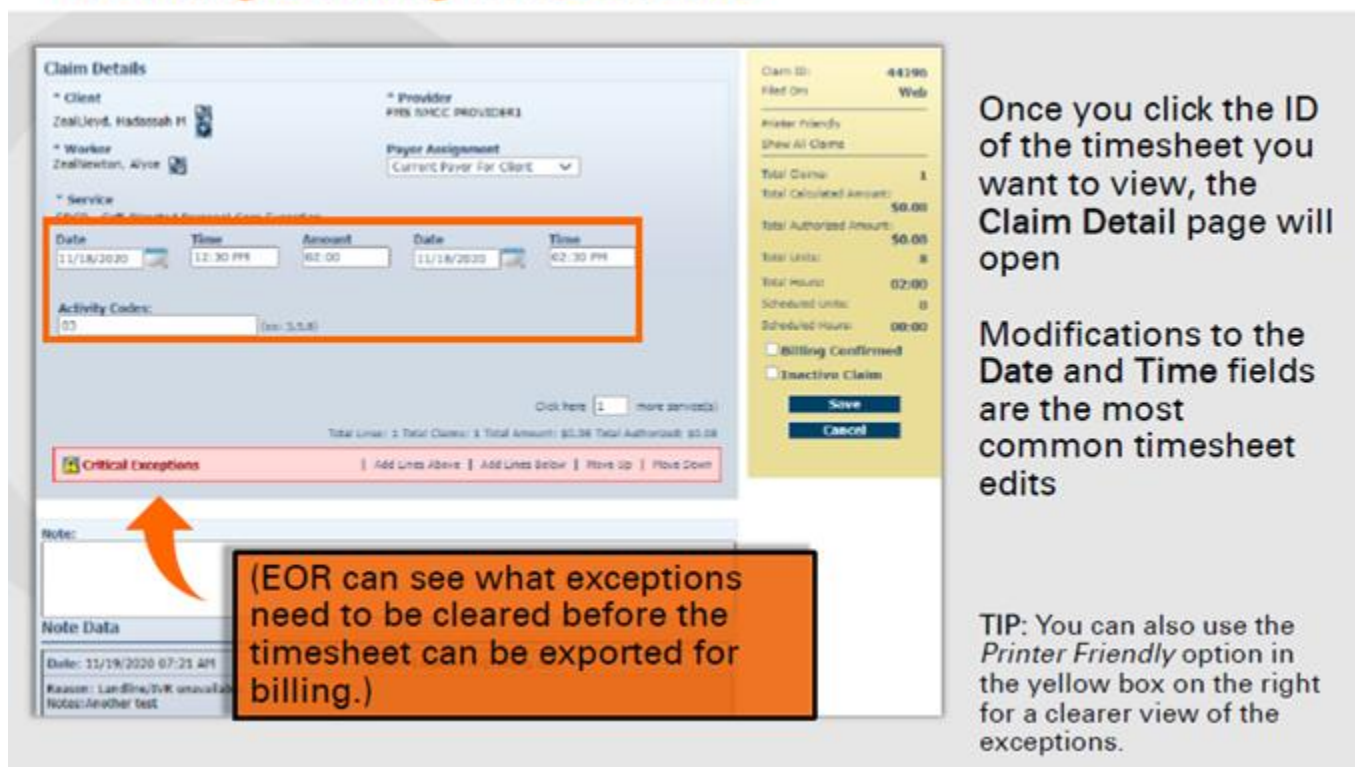Welcome to the AuthentiCare® Solution
Please enter your AuthentiCare email address and password to access the system.
Register for Access
* Indicates a required field.

* Email Address: [   ]

Password: [   ]

Submit

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

Viewing/Editing Timesheets

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

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

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.