

AUTHENTICARE MOBILE APP - PA ODP



Electronic Visit Verification (EVV) User Guide

AuthentiCare® by First Data is Palco's first choice for meeting the federal mandate for EVV. EVV is a system which electronically verifies that home or community-based service visits occur by capturing and documenting six points of data: type of service, individual receiving services, individual providing service, location of the service and the time the service begins and ends. This user guide will walk you through the functionality and features of the mobile app which can be used on any smart device. For more information on EVV visit our website at www.palcofirst.com

Download the Application

Download the Authenticare App

Step 1: Go to the App Store on your mobile device.

Step 2: Tap on **Search**

Step 3: In the search bar, type "**Authenticare**"

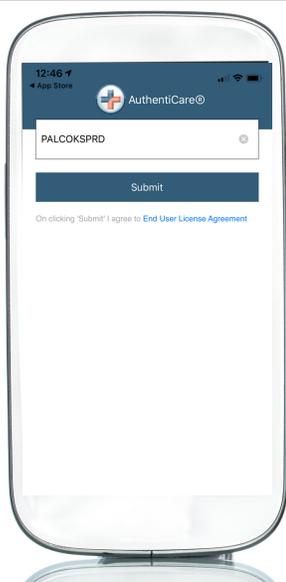
Step 4: Download the app- "**Authenticare 2.0**".

Step 5: Complete the download and tap to open.

Tap **Allow** to access this device's location and Tap **Allow** to make and manage phone calls.

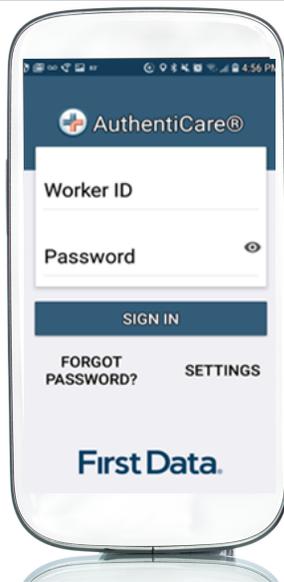


Initial Set UP

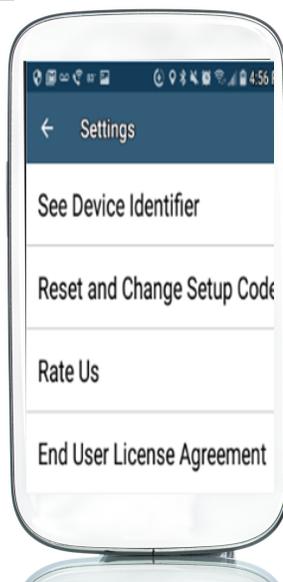


Once downloaded, enter the **Setup Code** provided to you by Palco

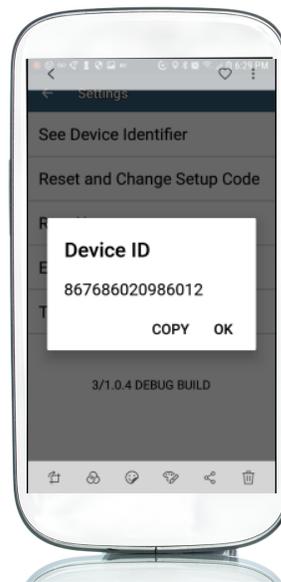
Setup code for the PA_ODP Program is **PALCOPAPRD**



Next, obtain your device ID. Click **Settings** at the bottom right of the login screen.



Click **See Device Identifier** from the menu options



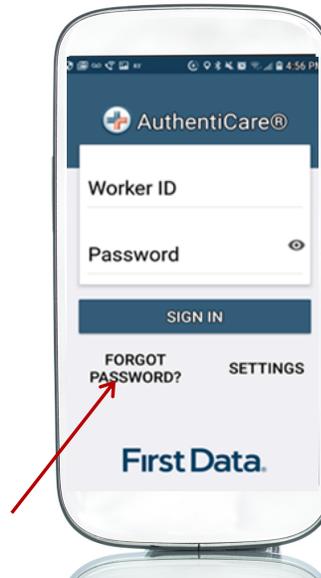
Write down your **Device ID** as shown on the screen and provide to Palco via the **EVV Registration Form** for setup.

You must provide your name, CLE name and device ID to Palco for set up via the EVV Registration Form to receive your temporary password.

Login to Authenticare



Resetting your Password



To reset your password, click on "**Forgot Password?**" from the main login screen and follow the steps to reset and set a new password.

Login using your Palco ID number and Password provided via email by Palco. The first time you login will be with a temporary password and you will be prompted to set your own.

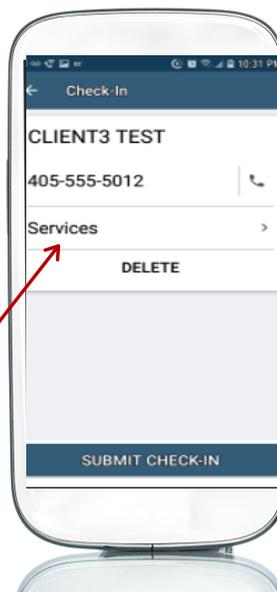
Employees- Clocking In



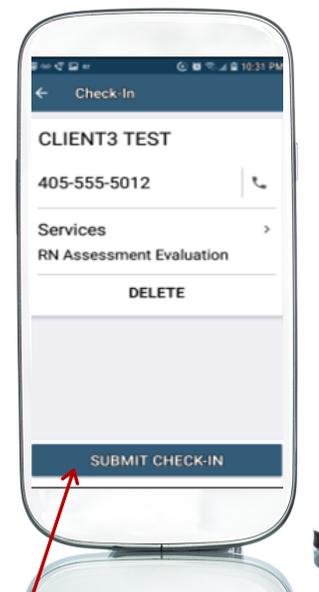
1. Click on "**New Check-In**"



2. Choose the participant from the list of participants. If the participant is not found, click "**Lookup Client**" and follow the steps.

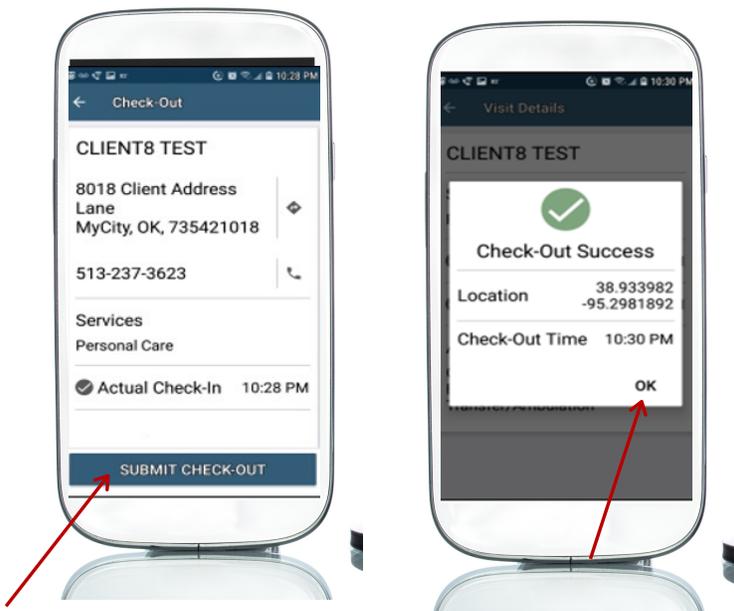


3. Click on "**Service**" and select the service you are providing for that shift



4. Click on "**Submit Check-In**" and click "**OK**"

Employees- Clocking Out



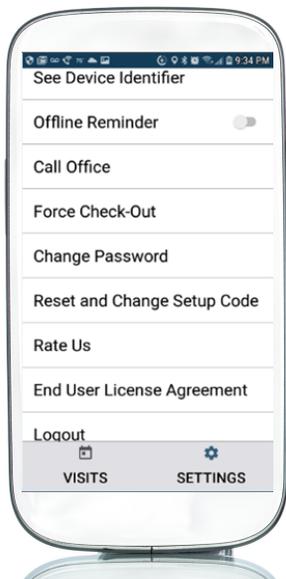
1. At the end of the shift, login to the app again and select your active visit followed by "submit check-out"

2. Check-Out success screen will display, click "OK"

GPS coordinates are collected only during the Check-in and Check-out process. They are not collected at any other point of the visit.

In a limited service zone, all Check-In/Check-Out data is stored in the mobile app until the mobile device enters a location of internet service. Once that occurs, all data is then pushed to AuthentiCare.

Menu and Features



See device identifier: displays the Device ID specific to that device which must be registered with Palco via the EVV Registration Form..

Offline Reminder: Allows you to turn on/off a notification in the event that you loose service or connection it will display a alert that the app is offline until you reconnect.

Force Check-Out: This can be used in the event that the SSP forgot to clock in and needs to record a shift for edit later via the Connect app.

Reset and Change Setup Code: You would only use this if you are changing programs and need to enter a new set up code.

Approving and Submitting Time

All CLE's and SSP's must be registered in Palco's online time portal called, **Connect**. During enrollment, you will be issued credentials that you will use to log in. You will need to check your email for this information. At the end of every pay period, the SSP must login to review the recorded EVV time and submit it to the CLE. The CLE will review and submit the final approval of the time in order for SSP's to be paid. Please review our **Connect for EVV User Guide** located on our website for instructions.

General Questions

What happens if there is a mistake with the time entry?

The Connect for EVV User Guide outlines the instructions to make a manual entry or how to adjust time entered. This should only be used as a special exception and not as a regular practice. Shifts with exceptions/edits will be subject to auditing and review before payment.

Can the EVV solution be used in rural areas?

The EVV Solution is designed to work across the state. The mobile application will work without cellular service and can upload information when service is restored or connected to WiFi.

My SSP is employed by two participants and has the mobile app, can they use the same mobile phone for both participants?

Yes! In fact, it is a requirement. When registering with Palco the SSP should indicate the same mobile device ID for all participants they work for and only register one device.

What should I do if I need more help or do not understand how to use the mobile app?

You can attend one of the many trainings Palco is offering or contact our customer service team for support. Contact us or visit our website for more information.

Other Questions? Contact Palco!

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