AuthentiCare EVV New Mexico Centennial Care Self-Directed Community Benefit Employer of Record Quick Reference Guide

Adaunnis Dodson, Training Specialist
The AuthentiCare Electronic Visit Verification (EVV) solution supports web-based, smartphone, and landline electronic timesheet verification, reporting and billing. 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/Caregiver

- **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 completed
6. Timesheet data confirmed & exported to Palco for billing

EOR users **must** approve/confirm, then export timesheets for payment. Skipping these steps will cause a lapse in payment.
Using the Web Portal
Access for Each Role

**Support Broker**
- View EOR profile
- Register EORs
- Manage users

**Employer of Record**
- View & Edit Member, Attendant
- View authorizations
- View timesheets
- Run and View reports
- Add mobile device details for Attendants

- Edit timesheets
- Confirm timesheets
- Create web timesheets
Employer of Record User
**Logging In**

1. **Launch** the AuthentiCare NMCC website
   
   [https://www.authenticare.com/nmcc](https://www-authenticare-com-nmcc)

2. **Enter** your email address and password and select Submit.

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Your support broker must register you for access to the portal. You will receive your login credentials from your support broker.
Navigation and Searching
AuthentiCare Home Page

Primary Content Sections:

- Entities
- Services & Authorizations
- Claims
## Homepage Navigation Bar

<table>
<thead>
<tr>
<th>Menu Option</th>
<th>Function</th>
<th>Menu Option</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home</td>
<td>Link to homepage</td>
<td>My Account</td>
<td>Link to change password</td>
</tr>
<tr>
<td>Create</td>
<td>Allows creation of new Timesheet</td>
<td>Custom Links</td>
<td>Link to resources</td>
</tr>
<tr>
<td>Reports</td>
<td>Link to Reports page</td>
<td>Logout</td>
<td>Exit application</td>
</tr>
</tbody>
</table>
Searching Entities

Enter the search criteria for the entity

- **Member**: ACR ID
- **Attendant**: Last name or ACR ID
- **EOR**: ACR ID or email address

Click Go

**Note**: You will only see the clients and workers associated with your user.

- A minimum of four (4) characters is required for last name search
- Blanket search to pull all entities
- ACR is an abbreviation for AuthentiCare. The ACR ID is specific to each entity (*i.e.*, *Member’s ACR ID is the ID found on the Client Entity Settings page in AuthentiCare*).
Searching Authorizations

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

Search by selecting **Claim** and entering either:

- **Claim ID**, then click go
  
  OR
  
- **Start/End date**, then click go

Hover the for a high-level view of the timesheet.
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.
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

Exceptions are also listed here.
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.
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

![Create New Claim Image]

![Claims Section Image]
Creating Web Timesheets

- 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

- 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**
Creating Web Timesheets

Once all fields are completed, Click **Save**

<table>
<thead>
<tr>
<th>Standard Claim</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Client</strong></td>
</tr>
<tr>
<td>ZealLloyd, Hadassah M</td>
</tr>
<tr>
<td><strong>Provider</strong></td>
</tr>
<tr>
<td>FMS NMCC PROVIDER1</td>
</tr>
<tr>
<td><strong>Worker</strong></td>
</tr>
<tr>
<td>ZealNewton, Alyce</td>
</tr>
</tbody>
</table>

**Service**
- SDCB - Self-Directed Personal Care Exception

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Amount</th>
<th>Date</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/11/2020</td>
<td>11:30</td>
<td>03:00</td>
<td>11/11/2020</td>
<td>2:30 PM</td>
</tr>
</tbody>
</table>

**Activity Codes:**
- 07

**Reason Code:**
- Electrical outage

**Note:**
- Testing again!

**Note Data**
Creating Web Timesheets

- Needs Attention:
  Successfully saved ClaimID(s) (ID: 44200)

Claim Acknowledgement
November 19, 2020

Client:
ZealLoyd, Hadassah M (399944012)

Worker:
ZealNewton, Alyce (950308)

Provider:
FMS NMCC PROVIDER1 (5550117)

Payer Assignment:
BCBSNM

Claim ID: 44200
Service: SDCB - Self-Directed Personal Care Exception (SDCB99509E)

Authorization:
Start: Nov 11, 2020 11:30:00 AM
End: Nov 11, 2020 02:30:00 PM
Rates: Normal 0.0100

Units:
ActualNormal: 12
AuthorizedNormal: 12

Amount: $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
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

- Authorization
  - AuthentiCare Service Authorizations
  - 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
My Responsibilities as an EOR

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

- 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.

1. Search for Attendant from Entities section on Homepage

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

Verify that the language is correct; this determines the language the Attendant will hear in the IVR
Adding Attendant Information for Mobile and IVR

- 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.

Complete a search for the Member from the AuthentiCare NMCC homepage.
Mobile Application Demonstration

Recordings of the mobile check-in and check-out process are not included in this presentation. The recordings will be sent in separate links.
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

<table>
<thead>
<tr>
<th>Training</th>
<th>Production</th>
</tr>
</thead>
<tbody>
<tr>
<td>(800) 416-6602</td>
<td>(800) 944-4141</td>
</tr>
</tbody>
</table>

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)

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<tr>
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</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Method</th>
<th>Equipment</th>
<th>User</th>
</tr>
</thead>
<tbody>
<tr>
<td>IVR</td>
<td>Member’s home phone landline</td>
<td>Caregiver</td>
</tr>
<tr>
<td>Mobile App</td>
<td>Caregiver’s or Member’s cell phone or tablet</td>
<td>Caregiver</td>
</tr>
<tr>
<td>Manual Web Claim</td>
<td>Computer</td>
<td>EOR</td>
</tr>
</tbody>
</table>
# Post-Implementation Support

## To Whom to Turn

<table>
<thead>
<tr>
<th>Attendants</th>
<th>Employer of Records (EORs)</th>
<th>Support Brokers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact <strong>EOR</strong> for training and technical assistance</td>
<td>Contact <strong>Support Broker</strong> for login credentials, training, and technical assistance</td>
<td>Training/Credentials: Contact <a href="mailto:Adaunnis.Dodson@Fiserv.com">Adaunnis.Dodson@Fiserv.com</a> &amp; <a href="mailto:Alejandro.Pessano@Fiserv.com">Alejandro.Pessano@Fiserv.com</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Technical Assistance: 1-800-441-4667, Option 6 <a href="mailto:authenticare.support@firstdata.com">authenticare.support@firstdata.com</a> 6:00 AM – 6:00 PM MST, M-F</td>
</tr>
</tbody>
</table>
Thank You!