Electronic Visit Verification Training
Arkansas Independent Choices

Once you are on, you need to connect your speakers by clicking the Phone icon on the top of your screen. If that does not work for you, you can dial in using any phone.

**Dial-in number (US):** 605-313-5625
**Access Code:** 673022#.
Palco Electronic Visit Verification (EVV) Training

Arkansas Independent Choices
March 2021
Thank you for your time today!

01 Introductions
02 Welcome to Palco
03 Electronic Visit Verification (EVV)
04 Questions
Webinar Training Guidelines

- All lines are muted and will remain muted for the duration of the training.

- We will use the chat feature for your questions and pause at designated times to answer you.
  - If we do not have time for all your questions, you can include your email address and we will follow up with you in the coming days.

- Please reserve the chat for questions only and refrain from sharing comments or opinions to keep things organized.
  - Only Palco staff should answer questions that are asked.
Training Audience

• Today’s training is geared at self-directing participants/employers for the Arkansas Independent Choices program.
Hello, it’s my pleasure to be here!

Cody Waits, Account Manager

- Account Manager and EVV Implementation Lead
- Three years providing product development in Medicaid Financial Management Services long-term care waivers, consumer-directed programs, and case management.
We make self-direction easy.

Welcome to Palco
We serve people. We provide services that enable individuals to live independent lives, where they are empowered to make their own choices about what’s best for them. We embrace diversity of thought and the promise of new ideas, honed by experience and enhanced by technology.
Leader in Self-Direction

National Industry leader providing premium FMS services to 9 states and growing.

Arkansas, Palco’s headquarters, was the first state to pilot “self-direction” more than 20 years ago. Palco was the nation’s first fiscal employer agent (F/EA).

Focused on industry standards and Person-Centered Practices.

Providing service in Arkansas since the 1990s.
There is freedom of choice in home-based care.

Electronic Visit Verification (EVV)
What is EVV?

- Electronic visit verification (EVV) is a technology solution which electronically verifies that home and community-based services are actually delivered to people needing those services by documenting the precise time service begins and ends.
Why is EVV Required?

• Implementing EVV is a federal requirement. Section 12006 of the 21st Century Cures Act requires all state Medicaid agencies implement an EVV solution to manage their Personal Care services by March 30, 2021, and for all Home Health services by January 1, 2023.
What does EVV verify?

EVV captures 6 points of data:

• **Type** of Service performed
• **Individual receiving** the service
• **Date** of the service
• **Location** of the service
• **Individual providing** the service
• **Time** the service begins and ends
Palco’s EVV Solution

• Palco has partnered with FiServ to provide our clients with one of the best EVV platforms that exists nationwide.
• Authenticare by FiServ is compliant with the Cures Act, user friendly, and secure.
• Authenticare by FirstData offers you the choice of EVV through a mobile application or telephony/IVR through a landline phone.
What Services Require EVV?

For services below, you will be required to use EVV starting March 30th, 2021.

<table>
<thead>
<tr>
<th>Arkansas Independent Choices</th>
</tr>
</thead>
<tbody>
<tr>
<td>• ARKJS5125U2 Attendant Care</td>
</tr>
<tr>
<td>• ARKT1019U3 Personal Care (over 21)</td>
</tr>
</tbody>
</table>

You should only select these services when clocking in! If you select other services that are not approved in the plan, they will be rejected.
How do caregivers register for EVV?

Your caregivers must register for EVV by completing two things:

1. Obtaining their Provider Identification Number (PIN) from Gainswell
2. EVV Registration with Palco
Provider Identification Number (PIN)

• Caregiver must complete the PIN application either by paper/mail or online (preferred)
  • Online: https://portal.mmis.arkansas.gov/armedicaid/provider/Home/ProviderEnrollment/tabid/477/Default.aspx
  • Paper: DMS 7708 Form

When completing an application,
• enrollment type is atypical
• provider type is 95 — registered, non-credentialed provider
• specialty code is NT — registered, non-credentialed

On the paper form, the Caregiver must have a valid and working email address and they must enter their email address on the form. The form also requires them to sign in ink.
EVV Registration

Every caregiver must choose one method for EVV,

1. Mobile Application
2. Telephony/IVR

Before Go-Live, Caregivers can register via SurveyMonkey: www.surveymonkey.com/r/palcoevvaric

After 3/29 their employer will need to register them via Authenticare.
Shifts are stored in Authenticare.

01. Employee Clocks in using EVV.

02. Employer logs in to Authenticare and approves time at end of pay period.

03. Time is transferred to Palco as approved/locked.

04. Palco runs validations processes payments on payday.

05. Palco runs validations processes payments on payday.
Enter your questions in the CHAT box, we will answer as many as we can.
We care about independence.

03 Employer Access
Employer User Account

- To log into AuthentiCare, you must have a user account which consists of a username (email address) and a password. Your Support Coordinator will assist you with getting your account set up.
Logging In

- To log in, the Employer should navigate to the AuthentiCare website at https://www.authenticare.com/arkansas
- Enter your email address and password provided by your Support Coordinator with Palco
- Click Submit
Verify Your Identity

- AuthentiCare uses multi-factor authentication to reduce the risks associated with compromised passwords by adding an additional layer of security to protect highly sensitive personal information.

1. Log in to AuthentiCare and fill in the fields on the Create User Profile Screen
2. Set Security Questions and enter the characters (Captcha)
Verify Your Identity

3. Obtain code from email (check junk/spam folders for email from ingidentity.com)
4. Enter the Verification code and click Submit
Changing Your Password

There are several reasons why an Employer would need to change their password.
• Password Expiration* – happens every 60 days. Password must be different than any of your previous 10 passwords in rotation.
• Security – If you feel your password may have been compromised
• Account Lockout – After 3 failed attempts to log-in, the account will become disabled. Employers will need to contact the Palco Customer Service Team to have their account unlocked.

*A reminder will appear when a use logs in and the password is within 10 days of expiration.
Changing Your Password

To change password, follow these steps:
1. Select “My Account” from the main menu, and click on Change Password

![Change Password Form]

2. Enter your Existing Password
3. Enter a new password in the New Password and Confirm Password fields
4. Click submit
Changing Your Password

When creating a new password:

- Use a mix of letters (upper and lower case, non-sequential numbers, and special characters)
- Use a unique password
- Avoid using common words and phrases (the system will not allow passwords to include words commonly found in the dictionary)
- Use at least 9 characters and include (lowercase letter, uppercase letter, number, and one of these special characters (@#$%^&?!=( ))

Once submitted you will see a confirmation near the top of the home page that you successfully changed your password.
Navigating the Site
Pro Tip: Leave the search field blank and click “GO!” Any of your associated workers will populate on the screen.
Setting Up Your Employees

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

<table>
<thead>
<tr>
<th>ID</th>
<th>Name</th>
<th>User Type</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>609405</td>
<td>ZealEllwood, Aila</td>
<td>Worker</td>
<td></td>
</tr>
<tr>
<td>504727</td>
<td>ZealHayes, Matthias</td>
<td>Worker</td>
<td></td>
</tr>
<tr>
<td>171808</td>
<td>ZealHollis, Christine</td>
<td>Worker</td>
<td></td>
</tr>
</tbody>
</table>
Setting Up Your Employees

- 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
Setting Up Your Employees

- 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.
Editing Your Employees

To edit information about your employees you will need to:

• Search for the worker
• Verify, and if needed, update appropriate fields such as **First Name**, **Last Name**, **Gender**, **Birth Date**, **Worker Services**, and scheduling information. Click **Save** at the bottom of the page to save the worker and return to the Home page.

• A successful save message displays at the top of the page indicating the worker was saved successfully.
A worker cannot be deleted once there are any relationships created for the worker. In other words, if a worker has been scheduled for an event or if a claim has been created for which the worker provided the service, then the worker cannot be deleted from AuthentiCare. If the worker no longer works for the provider or simply will not be providing services any longer, there are three options for editing the worker file:

• Change worker’s status to “Suspend” – can’t use IVR and any claims entered will show ineligible

• Change worker’s status to “Inactive” – can use IVR, but all claims will show ineligible

• Populate the “End Date” field on the worker’s screen. Claims after end date will show ineligible. Can be edited and
Editing Your Employees

To edit any of these fields, search for the worker and locate the End Date or Status fields to make your changes.
Enter your questions in the CHAT box, we will answer as many as we can.
We are experts.

04 Mobile Application
What is AuthentiCare Mobile App?

- Authenticare Mobile Application is a smart phone application that uses the cellular GPS capabilities on your smart phone device to capture location as well as the 6 points of data required to comply with EVV.
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 allow to make and manage phone calls
EVV Registration - Mobile App

In order to register for the Mobile App, the Device ID must be provided,

SET UP CODE FOR AR = ARKANSASPRD
Logging In

Worker ID: AC ID

Password: Setup by the Employer in Authenticare Employer Suite

After setup, login to the app using your Authenticare ID provided by your employer and the Password established by your employer.
Checking 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. You should only choose services the Participant is authorized for.

4. Click on "Submit Check-In" and click "OK" on the confirmation page.
Checking Out

1. At the end of the shift, login to the app again and select "Pending Check-Out"

2. Select "Activities"

3. Check off the activities that were completed during the shift and click "Done"

4. The next step is to complete the Client Attestation. If the client is available click "Continue to Client Attestation" and hand the device to the Participant. If they are not, you can skip the attestation.
Checking Out

5. On the Client Confirmation page, the Participant should review and check off each item to verify accuracy, then click "Continue".

6. Next, they should sign their name with their finger and select "Done". Then, hand the phone back to the caregiver.

7. After clicking continue, the Check-out Success screen will display.
We care about independence.

05

Telephony / Interactive Voice Recognition (IVR)
What is Telephony/IVR?

• Authenticare Telephony/IVR software allows you to utilize any touchtone phone to clock in and out and meet the criteria of the 21st Century Cures Act.
• Interactive Voice Recognition (IVR) is sometimes referred to as Telephony.
• Six points of data, including location, are automatically captured when you call in.
Registration

- To prepare for the EVV implementation, Palco has registered the employees for EVV and provided them with a unique Palco ID. Participant’s will also have a unique Palco ID.

- This ID will be used to create your shifts in FiServ’s Authenticare telephony/IVR (Interactive Voice Recognition)

- Employees can call from a landline OR cell phone
Using Telephony

Using a landline phone or cell phone, follow the IVR instructions sheet to dial the toll free number at the beginning and the end of the visit.

Start of visit:
• **Step 1**: Dial toll free number, enter your worker ID
• **Step 2**: Follow the prompts to clock in

End of visit:
• **Step 1**: Dial toll free number, enter your worker ID
• **Step 2**: Follow the prompts to clock out
  • You will need to enter activity codes
What number do I call?

• Refer to the Telephony/IVR user guide for the toll-free number you will use to check in and out.
• Phone number is FREE to call and available 24/7
• **1-800-222-2943**
We are experts.

Time Management
Approving Time

At the end of the pay period, the Employer must access Authenticare and search for dates covering the previous pay period.

Reference the pay schedule to determine which dates you will need to approve time for. Enter the dates into the visit’s start and end boxes.

*The Visit Start/End Date range cannot exceed 31 days.

*Inactive Visits will be included in Search Results if user checks Include “Inactive Visits? Checkbox.”
Approving Time

After a successful search result, the system displays one or multiple visit(s). The visits that require approval will display a red Important Messages Banner.
Approving Time

Once the employer has reviewed the claim, they will check the “Review Complete” checkbox on the lower right side. After that, the employer will click save.
Approving Time

After clicking Save, a message will appear indicating the visit has been saved correctly.

When returning to the Visit Detail page, the employer will see that the critical exception has disappeared and the Review Complete checkbox is checked.
Approving Time - Billing

Once time has been approved, all shifts during the pay period will need to be exported for billing (to Palco). To do this, you will need to select Confirm Billing as the Search Type in the Claims section of the Home Page.

You can select “Confirm Billing – View” to search individual claims and workers or you can select “Confirm Billing – Bulk” to look at all claims during a certain time period.
Approving Time - Billing

Confirm Billing - View

- Claim Start: MM/DD/YYYY
- Claim End: MM/DD/YYYY
- Service: 
- Authorization ID: 
- Client: 
- Provider: 
- Worker: 
- Representative: 
- Payer: 
- Procedure Code: 
- User Option: 
- Sort By: Member's Last Name

- Include Inactive Claims?: 
- Go! Clear

Confirm Billing - Bulk

- Claim Start: MM/DD/YYYY
- Claim End: MM/DD/YYYY
- Filing Source: All
- Include Inactive Claims?: 
- Go! Clear
Approving Time - Billing

Once you have searched for the claims you want to confirm billing for, the Confirm Billing Page will display. You can approve billing for individual claims here by selecting them or select all by checking the “Check All” option at the top. Once you have selected, click “Confirm Billing” at the bottom. A notification will appear at the top of the next screen confirming that it was saved successfully.
Approving Time - Dashboard

Using dashboards can provide a shortcut to approving time for billing and addressing any Critical Exceptions. To Access, go to Provider Dashboard. Once here you will be able to see which claims have been made Ready to Export, Need Billing Confirmation, or have Critical Exceptions.

By click on List next to each option, you will be directed to those specific pages to address the issues.
Adjusting Time

An instance may arise where a manual adjustment to your employee's time is necessary, such as a broken device or forgetting to clock in/out.

To Edit a claim, First search for the claim you wish to view. The Claims page displays:
Adjusting Time

Edit the necessary information, such as the check in and check out times, change service type, or make the claim inactive for example.

Click Save to save your changes.
Adjusting Time

Once you click save, the Claim Acknowledgement page displays with a successful save message at the top.
Inactivate a shift

If a shift was added in error, you will need to make that shift inactive. To do so, search for the shift like before. Once you have found it, select Inactivate Claim on the right hand side and click save.
Creating a shift

There are situations where the Provider may need to add a Claim using the web. This should be used as a backup claim creation method. Arkansas DHS will be monitoring the number of claims created manually by provider agencies.

Click **Create** in the menu bar and select "**New Claim**".

**OR**

Click **Claim (Standard)** adjacent to “Add New >” in the Claims section of the *Home* page.
Creating a shift

The Claims page displays. It will be pre-populated with the name of the Provider of the user Currently logged in.

Enter the Client ID, Full Name or last name and click the looking glass icon and select the client from the list.
Creating a shift

Enter the Worker ID or name and search for the worker by clicking the looking glass icon.

Then enter the Service ID or name and select the service from the list provided after clicking the looking glass icon. Once you do this, you will be able to edit the date and time and activity codes as displayed below.
Creating a shift

Once you click Save on the right-hand side of the screen, you will see the Claim Acknowledgement Page.

<table>
<thead>
<tr>
<th>Client</th>
<th>Provider</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smith, John (0014785931)</td>
<td>Acme Provider Agency (1000001)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Worker</th>
<th>Caregiver</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jasmine</td>
<td>563990</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Claim ID</th>
<th>Service</th>
<th>Authorization</th>
<th>Rates</th>
<th>Units</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>435</td>
<td>AGENCY ATTENDANT CARE (ARK51235/1)</td>
<td>Start: Sep 09, 2020 02:08:00 PM - End: Sep 09, 2020 03:00:00 PM</td>
<td>Manual</td>
<td>Actual/Estimated</td>
<td>4</td>
</tr>
</tbody>
</table>

Exceptions:
- Critical
  - Unauthorized Claim.
  - Billing has not been confirmed for the claim.
  - This claim check number does not match the authorized number for the client.
- Informational
  - This claim does not have a matching event.
  - This claim does not have an attestation.

Total Claims: 1 Total Actual Amount: $0.00 Total Authorized Amount: $0.00
Next Steps

• Ensure all your Caregivers have completed the registration process including obtaining their PIN and registering with Palco!

• Review the training materials and prepare for go-live. Ensure you and your employees have the information necessary for 3/30.

• Monitor your email box for communication from your SC on how to access the Authenticare website.
RESOURCES

https://palcofirst.com/arkansas/

- EVV Frequently Asked Questions (FAQ)
- EVV AuthentiCare Employer Manual
- EVV User Guide AR IC - Telephony
- EVV User Guide AR IC – Mobile Application
- PowerPoint Training Slides
- Employer and Employee Forms
Frequently Asked Questions
# Frequently Asked Questions

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>I am an employer; how will I get access to Authenticare?</td>
<td>Your SC will provide you with the login details.</td>
</tr>
<tr>
<td>My employee is registering for the Mobile Application, is their Device ID their phone number?</td>
<td>The Device ID is ONLY obtained through the Authenticare 2.0 application. Instructions on this are found on our website.</td>
</tr>
<tr>
<td>My employee cannot login to the mobile app</td>
<td>Ensure you have set up their worker profile in AuthentiCare.</td>
</tr>
<tr>
<td></td>
<td>1. Check the Device ID field and ensure it is entered accurately including dashes.</td>
</tr>
<tr>
<td></td>
<td>2. Reset their password</td>
</tr>
<tr>
<td></td>
<td>3. Ensure they are not locked out, if they are, unlock them</td>
</tr>
<tr>
<td>My employee has tried all the steps and still can’t log in, what next?</td>
<td>An update to your phone’s operating system might cause the issue. Simply delete the Authenticare app and redownload,</td>
</tr>
</tbody>
</table>
# Frequently Asked Questions

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Why won’t my password accept my changes?</td>
<td>Make sure you are following all the rules of regarding passwords.</td>
</tr>
<tr>
<td>What do I do if there is no service?</td>
<td>Option 1: Use telephony/IVR from a landline phone. Option 2: if you know you will be entering an area of no service, login to the app before you enter that area. DO NOT CLOSE THE APP. When you are clocking in and out, the information should still be captured and will export that data when you enter an area with service.</td>
</tr>
</tbody>
</table>
Enter your questions in the CHAT box, we will answer as many as we can.
ADDITIONAL SUPPORT

If you have questions or need support, Palco is here to help!!

Phone: 1-866-710-0456

Fax: 501-821-0045

Email: info@palcofirst.com
Thank You for your time!

For more information about Palco visit:
https://www.palcofirst.com/