AUTHENTICARE TELEPHONY- ARKANSAS

Electronic Visit Verification (EVV) Telephony 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 Interactive Voice Recognition (IVR) or Telephony version of EVV which can be used via the participants landline home phone device. For more information on EVV visit our website at www.palcofirst.com

Clocking In

Step 1: Dial **1-800-331-2728** from the participant's landline home phone device.

Step 2: When prompted, enter your Authenticare ID provided by your employer followed by the pound (**#**) sign (this is **not** your Palco ID)

Step 3: Press **1** for Check-in

Step 4: You will then hear the name of the client you are there to serve. If it is correct, press **1**. If AuthentiCare does not recognize the phone number you are calling from, you will be asked to enter the participant's ID number (Medicaid number) followed by the pound (#) sign.

Step 5: You will hear a list of services available for the client and be asked to choose the one you are there to perform by pressing the appropriate number on the phone key pad. Self-directed services will either be Personal Care 21 and Over or Agency Attendant Care. You should only choose services the Participant is authorized for.

Step 6: AuthentiCare will then repeat back your name, your agency's name, the client's name, and the service to be provided. If this is all correct, press **1**. If the information is not correct press **2** and you will be able to correct the information before you finish the call.

Step 7: If the information is correct you will be told that the check-in was successful at (states the time). At this point you will be instructed to press **2** to end the call.

Clocking Out

Step 1: Dial **1-800-331-2728** from the participant's landline home phone device.

Step 2: When prompted, enter your Authenticare ID provided by your employer followed by the pound (#) sign (this is not your Palco ID).

Step 3: Press **2** for Check-out

Step 4: If you failed to check in, the IVR will read the client back to you or, if it does not recognize the phone number you are calling from, you will be asked to enter the client's ID number (Medicaid number) followed by the pound (#) sign. You will also be asked to select a service.

Step 5: You will be prompted to enter the activity codes one at a time. After the entry of each code, press the pound (#) sign. AuthentiCare reads the activity code, asks you confirm it is correct and then asks you to enter another activity code if needed. Once you have entered all activity codes, press # to continue to the next step. (See next page for list of codes).

Step 6: AuthentiCare will repeat back your name, your agency's name, the client's name and the service you provided. If this is all correct, press **1**. If the information is not correct press **2** and you will be able to correct the information before you finish the call.

Step 7: Next the system will ask for Client Attestation. If the Participant is available press 1 if not press 2 and the check out will complete. If Attestation is not completed, this will cause an exception to be cleared by the Representative in AuthentiCare.

 Step 8: For the client attestation, you will hand the phone to the   participant and they will press 1 when ready. Once they press 1 the system will prompt them to speak their full name and ID into the phone followed by #. Once that is complete it will read the full shift details back and ask the Participant to press 1 to confirm.

Step 9: If the information was correct you will be told that you have successfully filed your claims and the time and press **2** to end your call. If you don't complete all of the steps, your clock out will be unsuccessful.

Activity Codes

PERSONAL CARE SERVICES	CODE
Personal Grooming	41
Bathing	42
Meal Prep	43
Toileting	44
Housekeeping	45
Ambulation	46
Medication	47
Shopping	48
Dressing/Undressing	49
Laundry	50

ATTENDANT CARE	
Bathing/Grooming	70
Dressing/Undressing	71
Toileting	72
Mobility	73
Eating	74
Meal Preparation	75
Shopping	76
Laundry/Housekeeping	78
Manangement of Meds/Treaments	79

Approving and Submitting Time

All employers must be registered in Authenticare to review and approve time. During Enrollment, the Support Coordinator will issue the employer credentials that will be used to log in. At the end of every pay period, the employer must login to review the recorded EVV time and submit it to Palco before the published timesheet deadline. If this does not happen timely, payment cannot be issued. Please speak with your Support Coordinator if you have questions or concerns.

Frequently Asked Questions

What do I do if I forget my EVV worker ID or my participants ID number?
The ID number you will use for EVV is the Authenticare worker ID assigned to you when your Employer sets you up in Authenticare. Your employer can look up the number any time or you can contact Palco customer support for assistance.

What do I do if I forget to clock in or out?
Edits and adjustments to shifts can be made in the Authenticare website by the employer. Please review the Authenticare Employer Manual for instructions.

Can I use the participants cell phone to call in?
No. The IVR/Telephony system can only be used via the participants landline device. If the worker has a smart phone, you may use EVV via the Authenicare Mobile Application.

Other Questions? Contact Palco!

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