

HOW TO EDIT A DENIED CLAIM IN AUTHENTICARE



The Federal 21st Century Cures Act, requires states to implement an Electronic Visit Verification (EVV) system. The Arkansas Department of Human Services (DHS) partnered with Fiserv to develop Arkansas's EVV system called AuthentiCare. Palco processes and pays for claims that are reported through AuthentiCare. Each client has a budget and cash expenditure plan (CEP) managed by DHS. Employers must schedule workers for shifts that fit within the client's CEP.

Palco **cannot** process and pay for claims that exceed a CEP. That includes claims for your caregiver's time. **Caregiver timesheets submitted that charge more hours than allowed by a client's CEP will be denied. The employer must correct the timesheet before Palco can process and pay the claim.**

Step 1: Reference the failure notification email sent by Palco.

Hello **EMPLOYERNAME**

Palco has discovered the following items that require your attention for payment(s) not to be delayed.

Issue(s) to Correct:

EEPALCO ID EENAME

Timesheet ID: 029263-4A1F4F

4/12/2021 03:00 PM: Service Authorization lacks sufficient funds

4/12/2021 08:00 AM: Service Authorization lacks sufficient funds

The dates of service denied and the denial reason will be listed in the email.

A denial reason that states "service authorization lacks sufficient funds" means that more hours have been charged than are allowed per the client's CEP. If the worker reports time for early arrival for a shift or staying even 10 minutes late to deliver services, the entire claim may be denied.

Step 2: Find denied claims for the pay period.

- Insert the start and end date of the pay period on the Claims screen. (ex. 03/30/2021 - 04/12/2021). You can find the payment schedule with all pay period dates here: www.palcofirst.com/arkansas
- Leave the other fields blank and click the blue "GO!" button at the bottom of the screen.
- When the records are shown for the date of service (see below), click on the Claim ID number in the first column to select the claim that was denied.
- You must review all of the denied claims for that pay period.

Claims (total of 4 records)

ID	Status	Client ID	Client Name	Date Range	Information
11523	ConfirmBillingForClaim, DuplicateClaim, EventMatching, MissingActivityCode, OverlappedWorker, WebClaimSuppress	9999900321		04/12/2021 - 04/12/2021	
11406	ConfirmBillingForClaim, EventMatching, MissingActivityCode, OverlappedWorker, WebClaimSuppress	9999900321	LRONNIE, RONNIE	04/12/2021 - 04/12/2021	
11488	Denied	9999900321	LRONNIE, RONNIE	04/12/2021 - 04/12/2021	
11522	InfoExceptions	9999900321	LRONNIE, RONNIE	04/12/2021 - 04/12/2021	

Step 3: Click Replace Claim button (which will generate a new claim).

Claim Details

* Client
LRONNIE, RONNIE

* Worker
LVICTORIA, VICTORIA

* Service
AGENCY ATTENDANT CARE

Date	Time	Amount	Date	Time
04/12/2021	08:00 AM	04:00	04/12/2021	12:00 PM

Activity Codes:
(ex: 3,5,8)

Total Lines: 1 Total Claims: 1 Total Amount: \$136.48 Total Authorized: \$136.48

Denied Delete | Add Lines Above | Add Lines Below | Move Up | Move Down

Claim ID: **11488**
Filed On: **Web**

Printer Friendly
Show All Claims

Total Claims: **1**
Total Calculated Amount: **\$136.48**
Total Authorized Amount: **\$136.48**
Total Units: **16**
Total Hours: **04:00**
Scheduled Units: **0**
Scheduled Hours: **00:00**

Inactive Claim

Save
Delete All
Cancel

Replace Claim

Step 4: Edit the New Claim and click Save when finished.

Claim Details

* Client
LRONNIE, RONNIE

* Worker
LVICTORIA, VICTORIA

* Service
AGENCY ATTENDANT CARE

Date	Time	Amount	Date	Time
04/12/2021	08:00 AM	03:00	04/12/2021	11:00 AM

Activity Codes:
(ex: 3,5,8)

Click here more service(s)

Total Lines: 1 Total Claims: 1 Total Amount: \$136.48 Total Authorized: \$136.48

Delete | Add Lines Above | Add Lines Below | Move Up | Move Down

Claim ID: **11653**
Filed On: **Web**

Printer Friendly
Show All Claims

Total Claims: **1**
Total Calculated Amount: **\$136.48**
Total Authorized Amount: **\$136.48**
Total Units: **16**
Scheduled Units: **0**
Scheduled Hours: **00:00**

Billing Confirmed
 Inactive Claim

Save
Delete All
Cancel

Step 5: Repeat for any other denied claims. Submit all claims to Palco and Confirm for Billing. You must resubmit all claims on that timesheet / pay period even if you did not edit them.

Visit www.palcofirst.com/arkansas to find helpful videos and resources including the "Arkansas EVV Employer User Manual," which explains how to submit claims and other AuthentiCare features.