



# ARKANSAS EVV ENROLLMENT PROCESS FOR SELF-DIRECTION

## ENROLLMENT STEPS

### 1 PIN ENROLLMENT

Every self-directing caregiver must obtain a Provider Identification Number from Gainwell Technologies. This can be obtained by submitting a [PIN application form](#). It can take 30-60 days to obtain a PIN. Once the PIN is received, contact Palco to ensure they have received it. Palco will validate it and enter it into the Palco system.

### 2 EVV SET UP

Once Palco has the PIN, the Participant, Employer and caregiver will be connected in AuthentiCare. This connection will allow the Employer to log in to AuthentiCare and search for the worker. Once on the workers profile page the employer can register the worker for EVV via the Mobile App or Telephony. The assigned Palco Support Coordinator can assist with this process. This process can be found in the [Arkansas EVV Employer Manual](#) located on the Palco Website.

### 3 CLOCKING IN/OUT

After the Employer has registered their workers, the caregiver can begin clocking in/out at each shift. Time will be recorded via EVV and transmitted into AuthentiCare for the Employer to review and approve. These processes can be found in the [Arkansas EVV Employer Manual](#) located on the Palco Website.

## CONTACT DECISION TREE

### EMPLOYER

- Resetting worker passwords for mobile app
- Setting up / updating Device IDs
- Creating, Approving and Editing Claims
- Explaining Activity Codes

### SELF HELP

Access EVV Training Materials like user guides, training slides and instructional videos online at:

[PALCOFIRST.COM/ARKANSAS/](http://PALCOFIRST.COM/ARKANSAS/)

### PALCO

- General Questions about EVV Self-Direction
- Employer Credentials to login to AuthentiCare
- EORs who need assistance with Employer tasks.

**1-866-710-0456**

[CUSTOMERSUPPORT@PALCOFIRST.COM](mailto:CUSTOMERSUPPORT@PALCOFIRST.COM)

### FISERV

- System Functionality Questions / Issues
- Resetting Employer AuthentiCare accounts

**1-800-540-5126**

[AUTHENTICARE.SUPPORT@FIRSTDATA.COM](mailto:AUTHENTICARE.SUPPORT@FIRSTDATA.COM)

### GAINWELL

- Provider Identification Number (PIN) Status & Questions
- Name, Address or Email changes of information in AuthentiCare

**1-800-457-4454**

### ARKANSAS DHS

- EVV Policy Questions

[EVVARKANSAS@DHS.ARKANSAS.GOV](mailto:EVVARKANSAS@DHS.ARKANSAS.GOV)

