

## Electronic Visit Verification (EVV) 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 mobile app which can be used on any smart device. For more information on EVV visit our website at [www.palcofirst.com](http://www.palcofirst.com)

### 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.

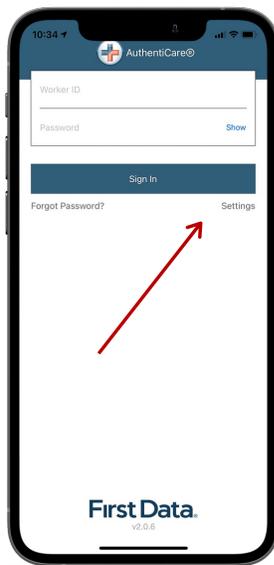
Tap **Allow** to access this device's location and Tap **Allow** to make and manage phone calls.



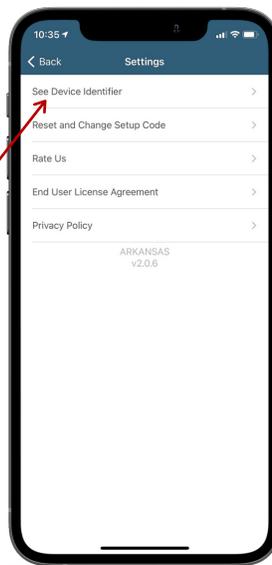
### Initial Set UP



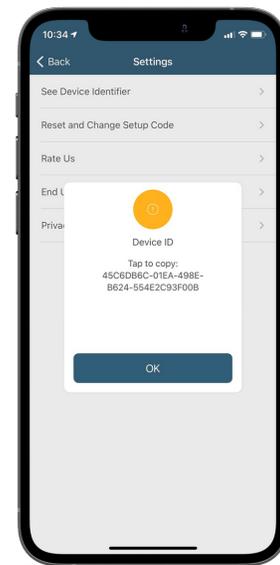
1. Once downloaded, enter the Setup Code provided to you by Palco, for Arkansas the code is **ARKANSASPRD**



2. Next, obtain your device ID. Click **Settings** at the bottom right of the login screen.



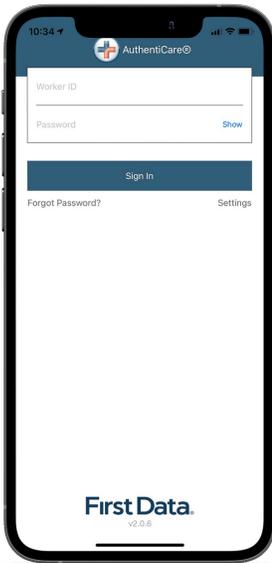
3. Click **See Device Identifier** from the menu options.



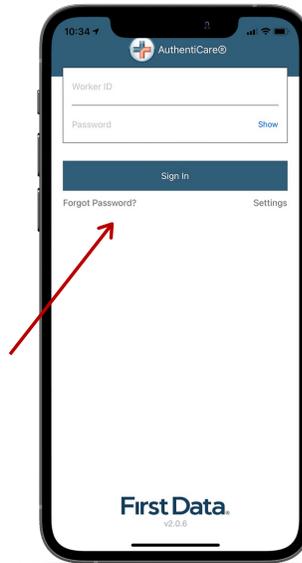
4. Write down your **Device ID** as shown on the screen and provide it to your Employer who will register you in Authenticare.

**You must provide your device ID to your employer for setup in Authenticare before you can use the mobile application!**

## Login to Authenticare



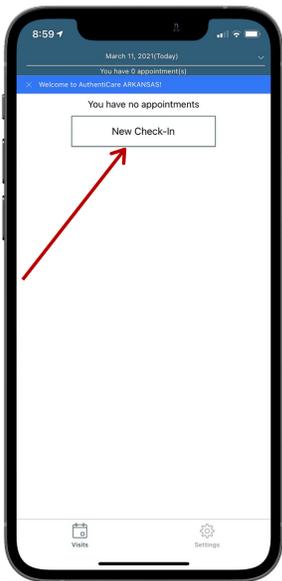
## Resetting your Password



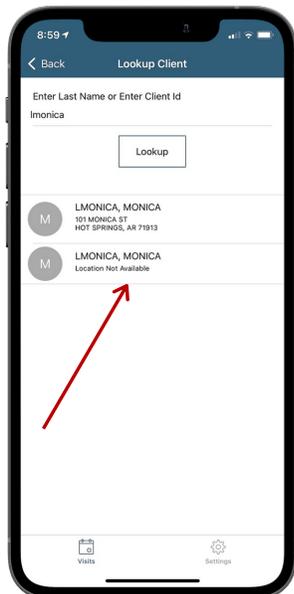
To reset your password, click on "**Forgot Password?**" from the main login screen and follow the steps to reset and set a new password.

After setup, login to the app using your Authenticare ID provided by your employer and the Password established by your employer.

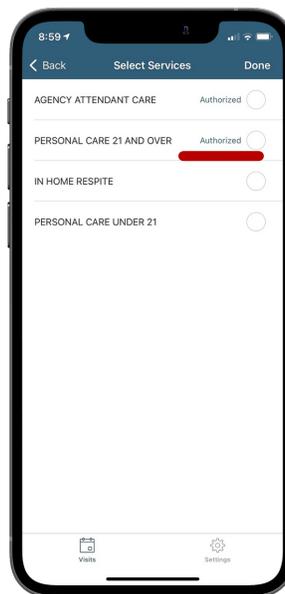
## Employees- Clocking In



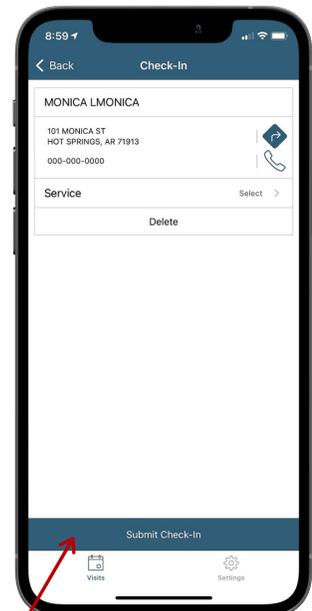
1. Click on "**New Check-In**"



2. Choose the participant from the list of participants. If the participant is not found, click "**Lookup Client**" and follow the steps.

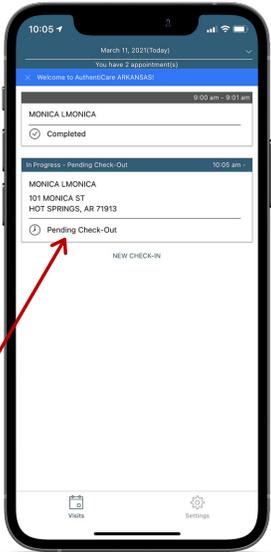


3. Click on "**Service**" and select the service you are providing for that shift. Self-directed services will either be Personal Care 21 and Over or Agency Attendant Care. You should only choose services the Participant is authorized for.

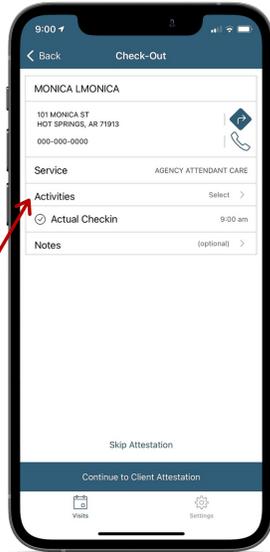


4. Click on "**Submit Check-In**" and click "**OK**" on the confirmation page.

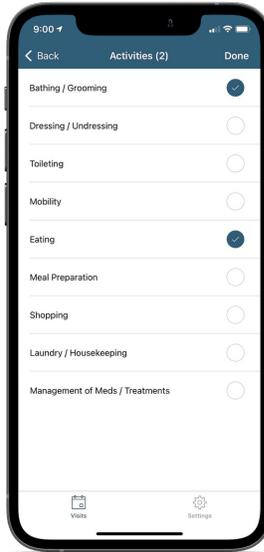
# Employees- Clocking Out



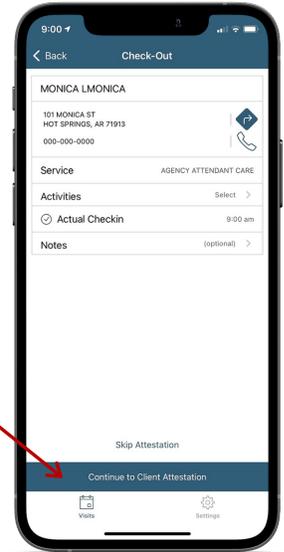
1. At the end of the shift, login to the app again and select "Pending Check-Out"



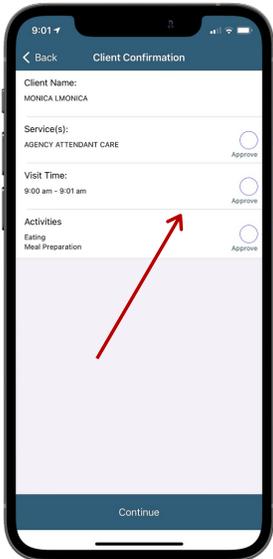
2. Select "Activities"



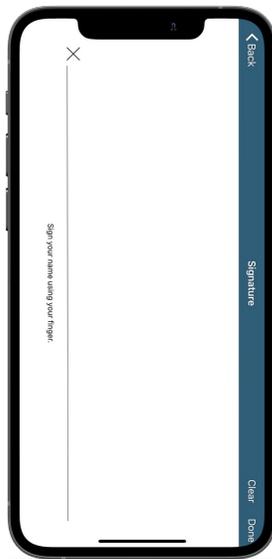
3. Check off the activities that were completed during the shift and click "Done"



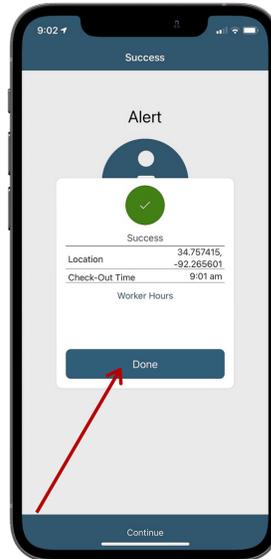
4. The next step is to complete the Client Attestation. If the client is available click "Continue to Client Attestation" and hand the device to the Participant. If they are not, you can skip the attestation.



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.

# General Questions

## What happens if there is a mistake with the time entry?

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The worker, employed by the participant, will have the ability to manually edit time in Palco Connect. Once the worker makes changes, they will submit for approval. The employer will then login to Palco Connect and approve the timesheet. Instructions to this are provided on the website.

## Can the EVV solution be used in rural areas?

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The EVV Solution is designed to work across the state. The mobile application will work without cellular service and can upload information when service is restored or connected to WiFi.

## When is the GPS information collected and how is it used?

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GPS coordinates are collected only during the Check-in and Check-out process to capture location as part of the mandate. They are not collected at any other point of the visit.

## What should I do if I need more help or do not understand how to use the mobile app?

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You can attend one of the many trainings Palco is offering or contact our customer service team for support. You can also speak with your Support Coordinator. Contact us or visit our website for more information.

## Other Questions? Contact Palco!

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