

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.

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**"

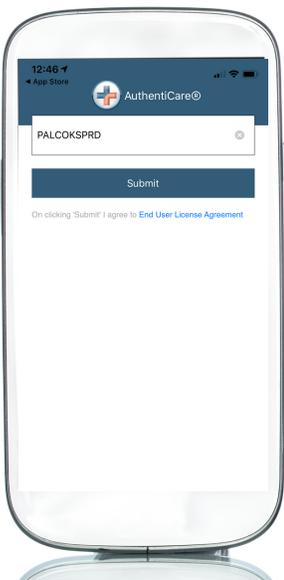
Step 4: Download the app- "**AuthentiCare 2.0**".

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.

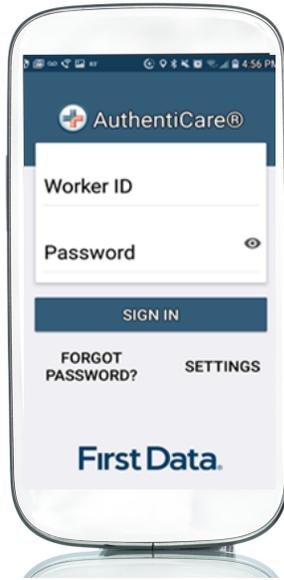


Initial Set UP

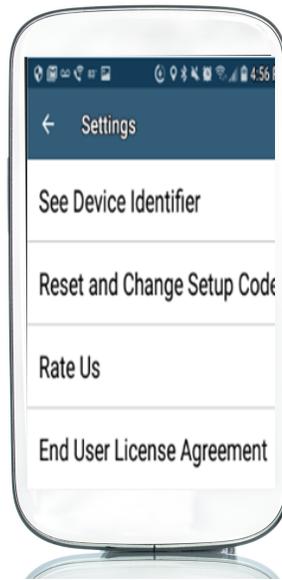


Once downloaded, enter the **Setup Code** provided to you by Palco

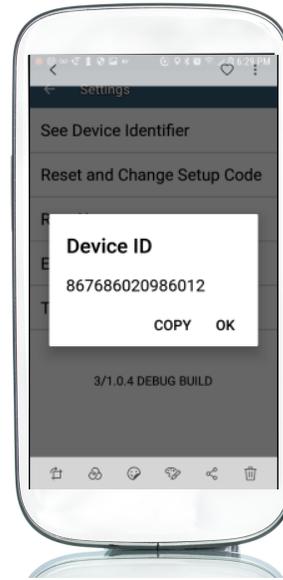
Setup code for the Palco NM Program is **PALCONMPRD**



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



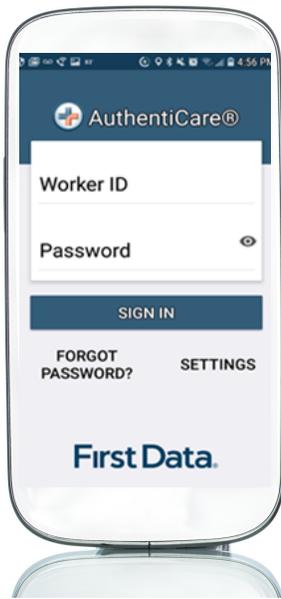
Click **See Device Identifier** from the menu options



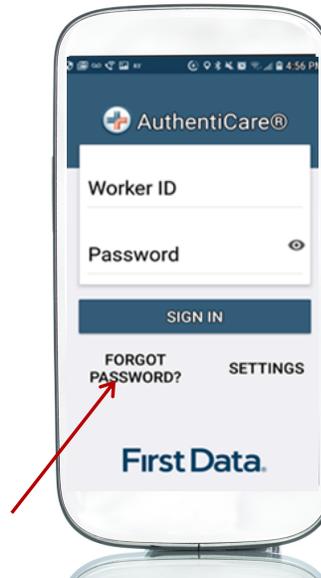
Provide the Device ID to the Agency Program Administrator for Employee Set Up

Agency Program Administrators must register their Employees in AuthentiCare admin portal.

Login to AuthentiCare



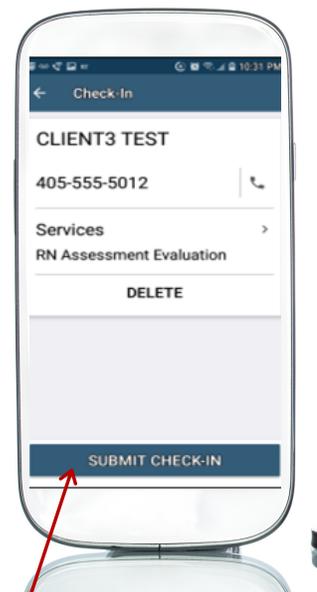
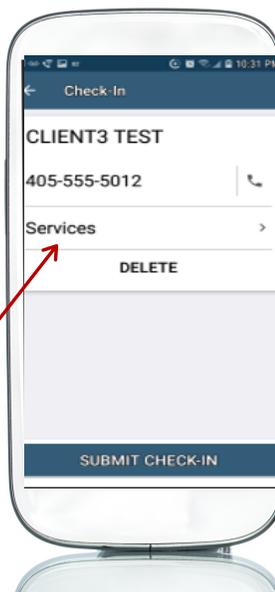
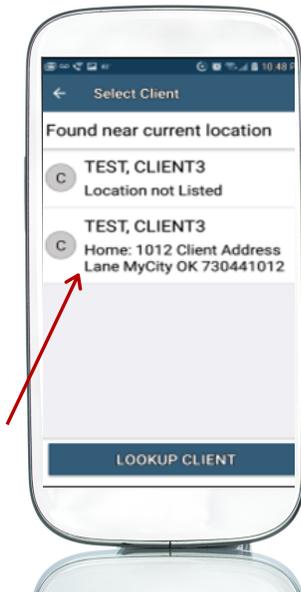
Resetting your Password



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

Login using your AuthentiCare ID number and Password provided by the Agency. The first time you login will be with a temporary password and you will be prompted to set your own.

Employees- Clocking In



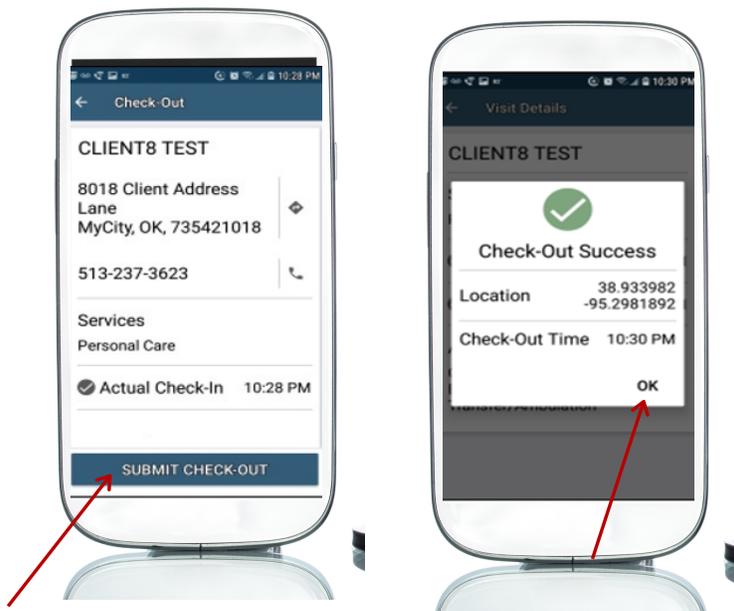
1. Click on "**New Check-In**"

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

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

Employees- Clocking Out



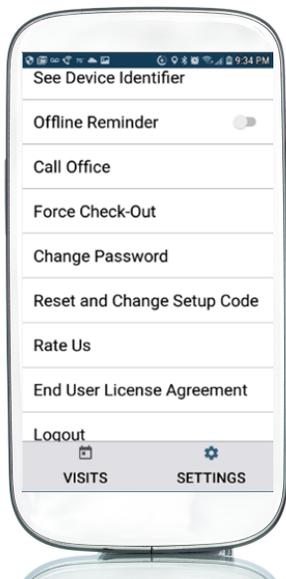
1. At the end of the shift, login to the app again and select your active visit followed by "submit check-out"

2. Check-Out success screen will display, click "OK"

GPS coordinates are collected only during the Check-in and Check-out process. They are not collected at any other point of the visit.

In a limited service zone, all Check-In/Check-Out data is stored in the mobile app until the mobile device enters a location of internet service. Once that occurs, all data is then pushed to AuthentiCare.

Menu and Features



See device identifier: displays the Device ID specific to that device which must be registered in the AuthentiCare Admin Portal.

Offline Reminder: Allows you to turn on/off a notification in the event that you lose service or connection it will display an alert that the app is offline until you reconnect.

Force Check-Out: This can be used in the event that the worker forgot to clock in and needs to record a shift for edit later via AuthentiCare Admin Portal.

Reset and Change Setup Code: You would only use this if you are changing programs and need to enter a new set up code.

QR Codes

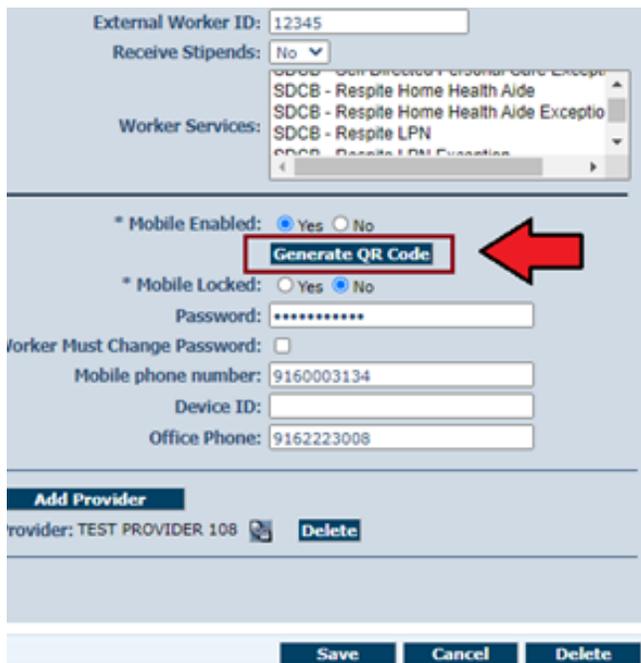
For security purposes, AuthentiCare validates two pieces of information when workers log into the AuthentiCare 2.0 application:

1. their **username and password** AND
 2. the **Device ID** of the smartphone they are using to log in.
- If the credentials are correct AND the device ID matches, the worker will be able to log in like with the existing process.
 - If the credentials are correct BUT the device ID does not match (either because they do not have one, or a different device ID was entered in their AuthentiCare profile), the system will prompt them to scan the **QR code**.

If a worker is temporarily using a smartphone that is not theirs OR share a smart phone with other workers, they will need to scan a QR code upon login to enter their time.

Obtain QR Code

1. To obtain a QR code, the agency administrator must login to the AuthentiCare Admin portal, search for a worker, and generate the QR code located on the Worker Entity Settings page.
2. Upon Clicking the "Generate QR Code" button, the user will have the option to save a PDF to their computer or print the page.



External Worker ID: 12345
Receive Stipends: No
Worker Services: SDCB - Respite Home Health Aide, SDCB - Respite Home Health Aide Exceptio, SDCB - Respite LPN, SDCB - Respite LPN Exception
Mobile Enabled: Yes (selected) No
Mobile Locked: Yes No (selected)
Password: [Redacted]
Worker Must Change Password: []
Mobile phone number: 9160003134
Device ID: []
Office Phone: 9162223008
Add Provider
Provider: TEST PROVIDER 108 [Delete]
Save Cancel Delete



The QR code is unique to the worker. Any time a new QR code is generated for that worker, the previous one will not be usable. The QR code can be used as many times as needed and will not expire.

The worker will follow the process they currently use to log in.

- If the worker does not have a device ID associated with their AuthentiCare profile OR the worker is temporarily using a different smartphone to log in, the mobile application will prompt them to scan the QR code using their smartphone's built-in camera.
- The login process is completed after scanning the QR code. This will allow the worker to check in and out for EVV services just like they do now.

General Questions

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

The Agency administrator should be notified so they can correct the time using the AuthentiCare Admin Portal. All time entry for services that require EVV must be recorded in AuthentiCare.

Can the EVV solution be used in rural areas?

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.

My worker is employed by two participants and has the mobile app, can they use the same mobile phone for both participants?

Yes! When the Agency is registering the employee in AuthentiCare, they should indicate the same mobile device ID for all participants the employee provides services for.

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

Agencies can use this user guide and the training PowerPoint slides and recording provided by Palco for training their employees. Program Administrators should reference the AuthentiCare User Guide for assistance with working within the portal.

Other Questions?

Contact Consolidated Customer Service Center!

Phone: 1-800-283-4465 and press "5" for assistance

