

AuthentiCare Mobile App Frequently Asked Questions (FAQs) for Agencies

General App FAQs

Question: Can you use the app on a tablet or iPad?

Response: Yes, the app can be used on a tablet or iPad.

Question: What software version is required to use the app on the smart phone or tablet/iPad?

Response: The minimum software version for iOS is 13.0 and Android is 6.0.

Question: Does this mean there will be three ways to check in/out? Calling IVR from landline, cell phone, and now mobile app? Is this correct?

Response: Yes, when the mobile app is rolled out there will be three ways to check in/out, calling IVR from landline or cell phone OR using the mobile app.

Question: When we go on vacation, will you be tracking us with the app?

Response: The app only captures the GPS location when the agency worker is actively checking in and checking out.

Question: Will the app be mandatory eventually?

Response: The mobile app is another option to capture the required data for the EVV services being provided. IVR or telephony will still be available as an option for checking in and checking out.

Question: Can agencies providers begin using the mobile app before August 2nd?

Response: Agencies can begin updating the worker entity page now, within the AuthentiCare Admin portal with the agency worker's Device ID. This gives the agencies time to get everything set up for the worker before the August 2nd go-live date.

Setting Up Worker to Use App

Question: Will the Device ID change when cell phones are replaced or upgraded?

Response: Yes, the device ID is specific to the cell phone so if the agency worker gets a new phone the device ID will need to be updated on the Worker Entity page specific to that worker in the AuthentiCare Admin portal.



Question: Where can I find the Device ID?

Response: When you first open the app and enter the setup code, the next screen that pops up will be the login screen. At the bottom right of the login screen, you'll see "Settings". Click on "Settings", then click on "See Device Identifier". This will bring up the Device ID. You'll need to copy the Device ID exactly as it appears with all alphanumeric characters and special characters like a dash (-). The Agency Administrator will need to add that Device ID to the Worker Entity page in the AuthentiCare Admin portal for that agency worker. It needs to be entered exactly as it appears on the mobile screen. Agency Administrators will need to do this for all agency workers providing EVV services that want to use this mobile app. The Device ID is specific to that worker's phone.

Logging into the App

Question: To log into the mobile app, does the agency worker use their existing Worker ID or will we need to create a new Worker ID?

Response: The agency worker will use their existing AuthentiCare ID to log into the mobile app.

Question: If the agency worker provides services for multiple participants, is the Worker ID the same?

Response: Yes, the Worker ID is unique to the agency worker so the agency worker would use the same Worker ID to check in/out for the EVV services provided to each participant.

Checking In/Out Using the App

Question: Can an agency worker check in with IVR and check out with the mobile app?

Response: It is recommended that the agency worker use the same method for checking in and checking out. If they check in with IVR, they should check out with IVR. If they check in with the mobile app, they should check out with the mobile app.

Question: Can an agency worker make corrections to their check in and check out times in the mobile app?

Response: No, corrections to check in and check out should be made using the AuthentiCare Admin portal. The agency administrator or the person(s) within the agency with administrator access to the AuthentiCare Admin portal will have the permissions necessary to make those corrections to check in/out.





Training Resources

Question: Where are these training slides available?

Response: Look for the EVV Resources for Agency Based Providers heading on our Palco NM website (www.palcofirst.com/new-mexico). Under that heading, you'll find user guides, training slides, and training videos. These slides are labeled as EVV Agency Mobile Application Training Slides. A recorded copy of the mobile app training is also available on the website.

Other Questions: Contact the Consolidated Customer Service Center at 1-800-283-4465 and press "5" for assistance. Hours are 7am to 5pm, Monday through Friday.

