

AUTHENTICARE MOBILE APP - NM MI VIA & SUPPORTS WAIVER



Electronic Visit Verification (EVV) User Guide

AuthentiCare® by Fiserv is Palco's third party vendor 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

Download the Application

Download the Authenticare App

Step 1: Go to the App Store on your mobile device.

Step 2: Tap on Search

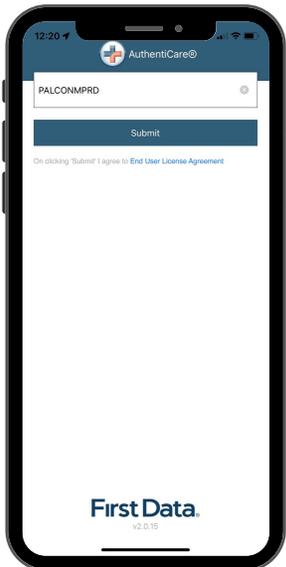
Step 3: In the search bar, type "Authenticare"

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.



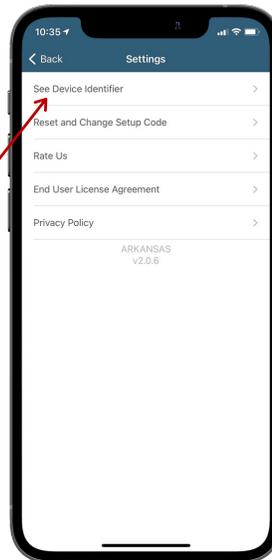
Initial Set Up



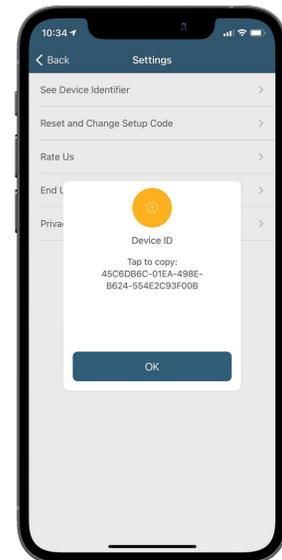
1. Once downloaded, enter the Setup Code provided to you by Palco. For New Mexico, the code is **PALCONMPRD**



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



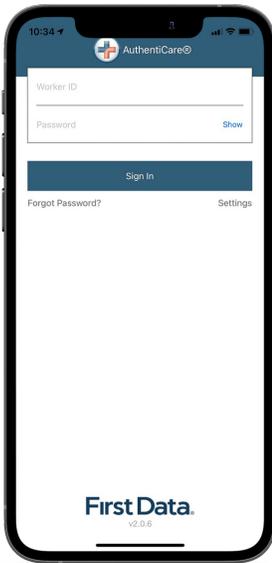
3. Click **See Device Identifier** from the menu options.



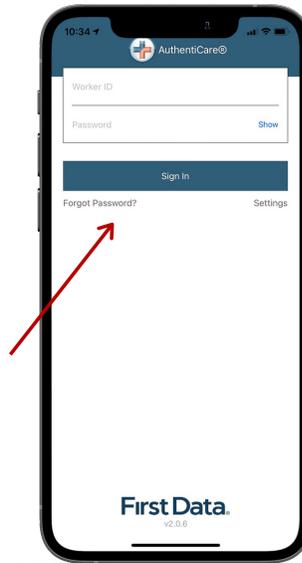
4. Write down your **Device ID** **exactly** as shown on the screen (including any dashes) and complete the EVV Registration Form. Submit the form to Conduent.

You must provide your device ID to Conduent via the EVV Mobile App Registration Form. Processing can take 3-5 business days.

Login to Authenticare



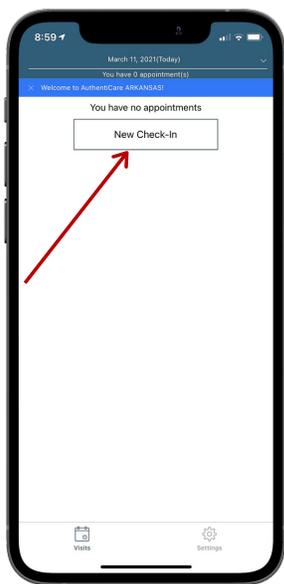
Resetting your Password



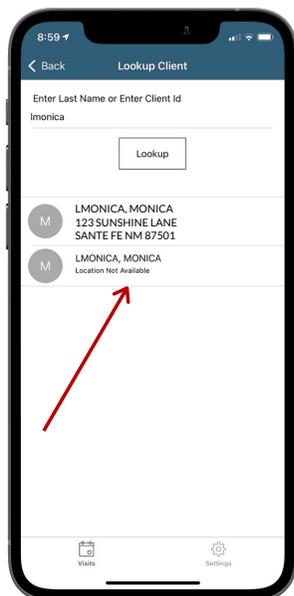
To reset your password, click on "**Forgot Password?**" from the main login screen and follow the steps to set a new password.

Login using your Palco ID number and password provided by Conduent. The first time you login will be with a temporary password (provided by Conduent) and then you will be prompted to set your own.

Workers- 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 to search.

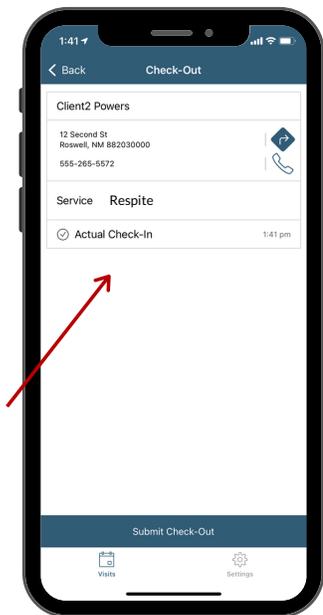


3. Click on "**Service**" and select the service you are providing for that shift. You should only choose services the Participant is authorized for.

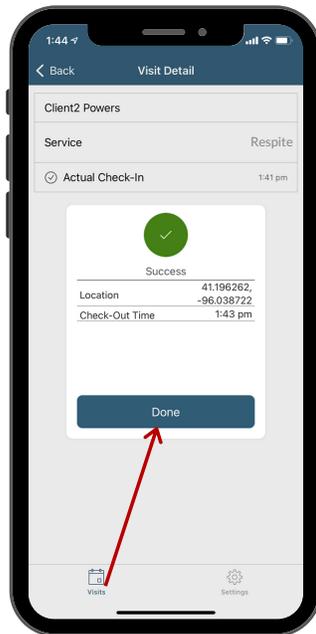


4. Click on "**Submit Check-In**" and click "**OK**" on the confirmation page.

Employees- Clocking Out



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

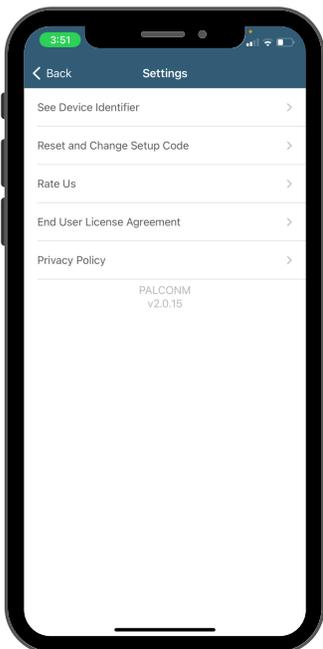


2. Check-Out success screen will display, click "OK"

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 for up to 7 days 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.

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

Rate Us: Provides feedback regarding the application through the app store.

End User License Agreement: The Fiserv/AuthentiCare terms and conditions for using the application.

Privacy Policy: Provides access to the polices set by Fiserv/AuthentiCare related to data and your privacy.

QR Codes *(Mi Via and Supports Waiver Only)*

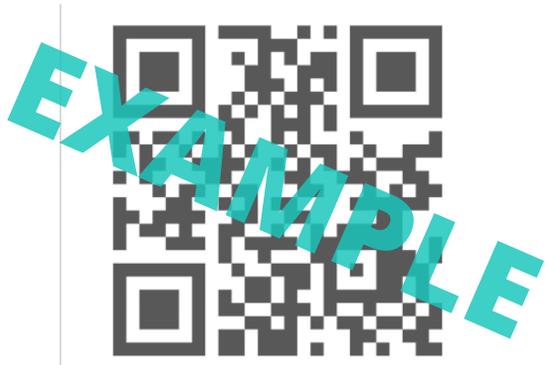
If a worker is temporarily using a smartphone that is not theirs OR shares a smart phone with other workers, they will need to scan a QR code upon login to enter their time. When possible, it is recommended that each worker use their own device or telephony is used to avoid the need for QR codes.

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 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 a **QR code**.

Obtain QR Code

1. If a QR code is needed, the Employer will need to contact the FISERV helpdesk and request one at each shift. FISERV will send the QR code by email to the employer upon request. FISERV helpdesk can be reached here: 1-800-441-4667 (6:00 AM – 6:00 PM MST, Monday - Friday)



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 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 for this are provided on the website.

Does the Mobile App work with limited or no cellular service?

The mobile application will work without cellular service and can upload information when service is restored or connected to WiFi. Information can be stored up to seven days in the app before being uploaded.

Do I have to use the Mobile App? Can I keep using the call-in option if I prefer that?

The mobile app is simply another option for capturing EVV that will be available in Phase II with Palco. If you/your workers are currently using the call-in option and you are happy with it, nothing needs to change.

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

You can attend one of the many trainings Palco is offering live or watch a recording. You can also contact the Consolidated Customer Service Center (CCSC) team for support.

Other Questions?

Contact the Consolidated Customer Service Center (CCSC) at 1-800-283-4465 and press "5" for assistance.

Hours are 7am to 6:30pm MST, Monday through Friday.

Please visit the Palco website for forms and resources!

<https://palcofirst.com/new-mexico/>

Send any enrollment paperwork to Conduent:

Fax: 866.302.6787

Email: docprocessing@conduent.com

Mailing Address: PO Box 27460, Albuquerque, NM 87125

