

Authenticare Mobile App - West Virginia



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

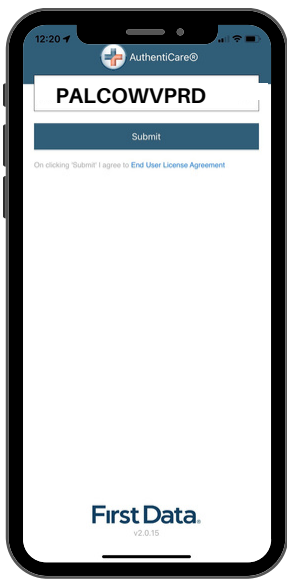
Download the Application

Download the Authenticare App

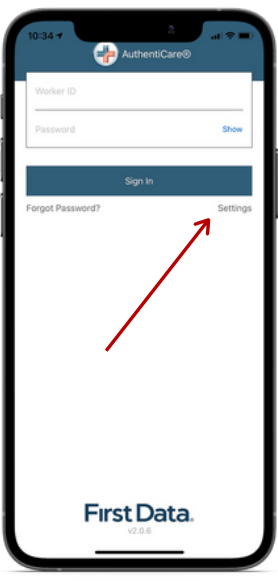
- Step 1: Go to the App Store on your mobile device.
 - Step 2: Tap on Search
 - Step 3: In the search bar, type "Authenticare"
 - Step 4: Download the app- "Authenticare 2.0".
 - Step 5: Complete the download and tap to open.
- Tap **Allow** to access this device's location and Tap **Allow** to make and manage phone calls.



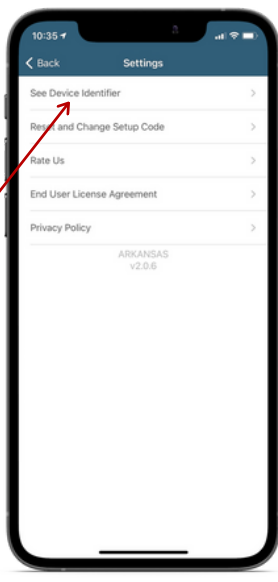
Initial Set UP



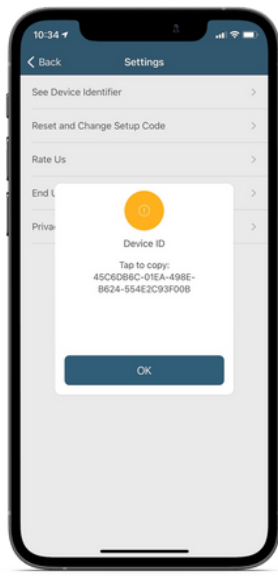
Once downloaded, enter the **Setup Code** provided to you by Palco.
Setup code for the WV Program is **PALCOWVPRD**



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



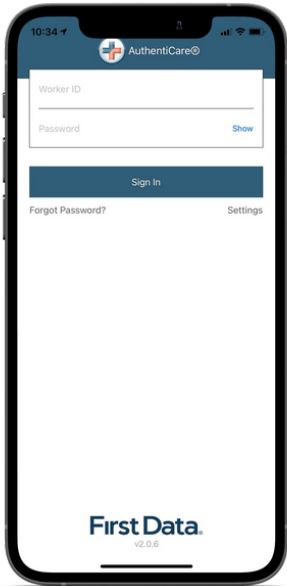
Click **See Device Identifier** from the menu options



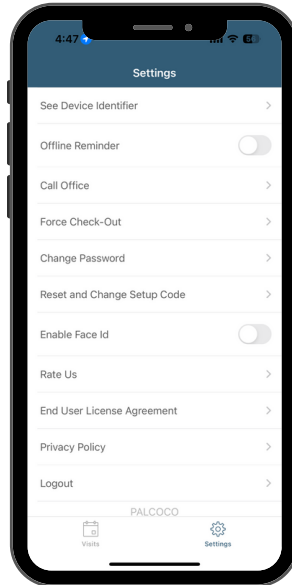
Write down your **Device ID** as shown on the screen and provide to Palco via the **EVV Registration Form** for setup.

You must provide your name, employer name and device ID to Palco for set up via the EVV Registration Form to receive your temporary password.

Login to Authenticare



Menu and Features



See device identifier: displays the Device ID specific to that device which must be entered on the Worker record or in some case the Provider record instead.

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

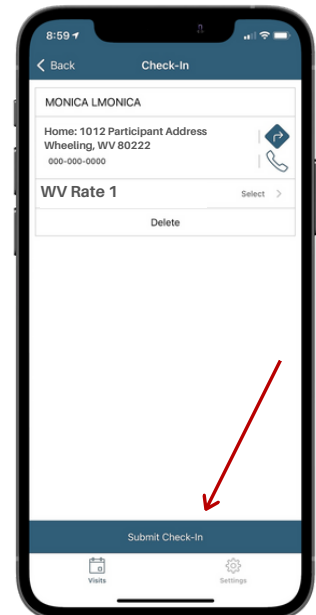
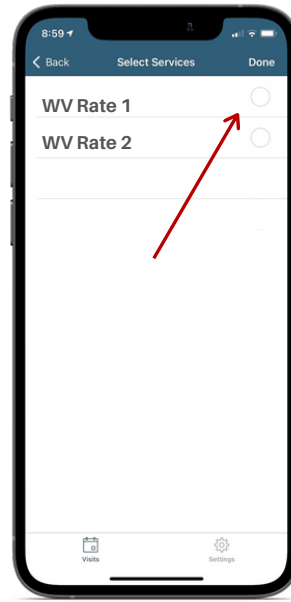
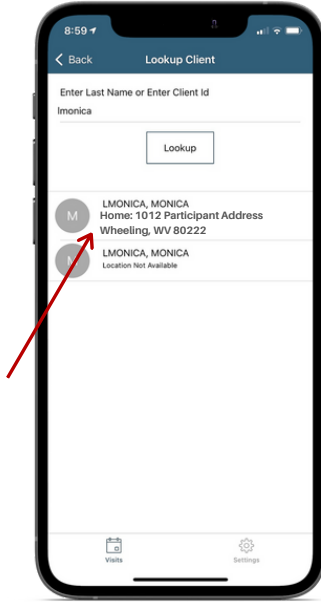
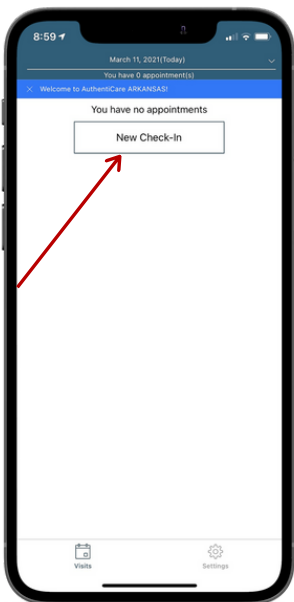
Force Check-Out: This can be used in the event that the worker forgot to clock in and needs to record a shift for edit later via the Connect app.

Login using the Authenticare Worker ID and Password provided via email by Palco. The first time you login will be with a temporary password and you will be prompted to set your own. If you cannot remember your password, click "Forgot Password"

Change Password: Navigate here to update or change your password.

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

Employees- Clocking In



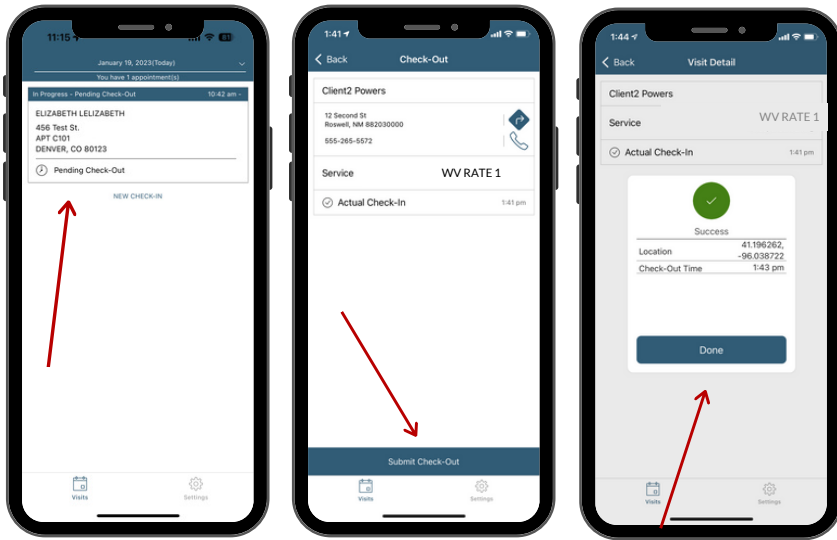
1. Click on **"New Check-In"**

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

3. Click on **"Service"** and select the service you are providing for that shift.

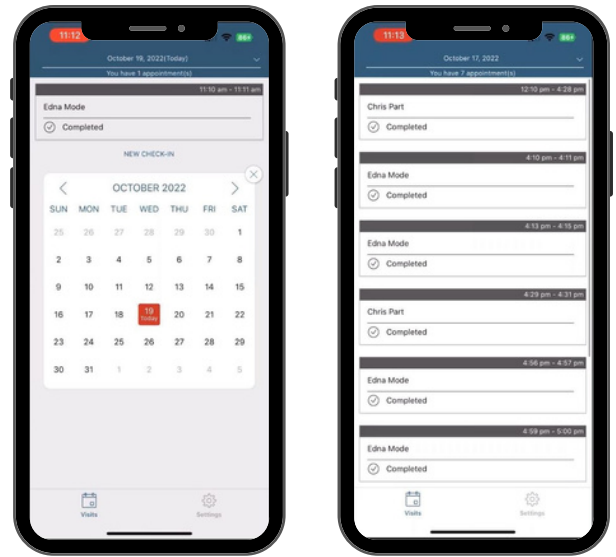
4. Once all the details are complete, click **"Submit Check-in."**

Employees- Clocking Out



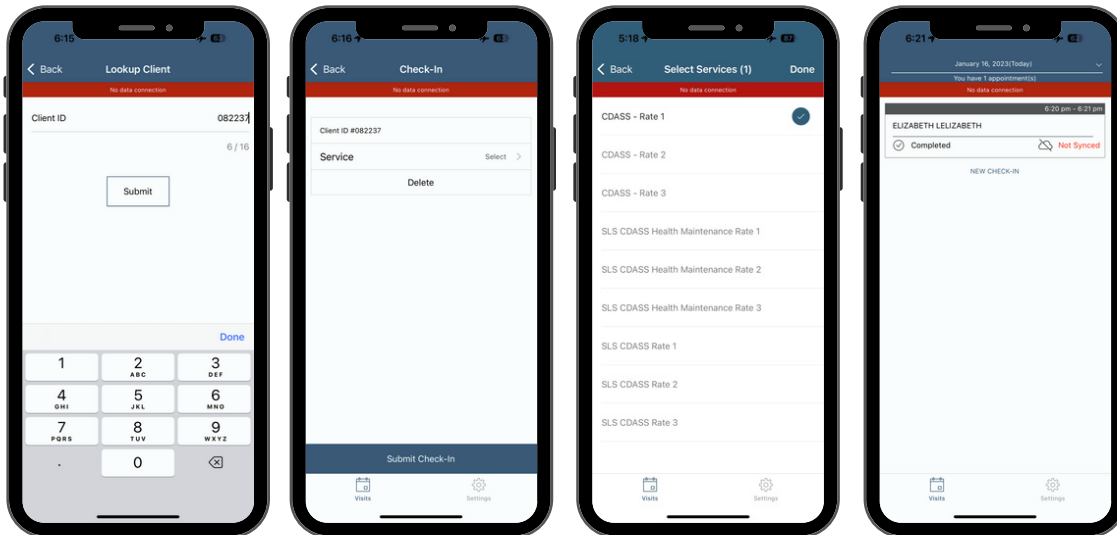
1. At the end of the shift, login to the app again and select the visit indicated as "pending check-out."
2. Click "submit check out" at the bottom of the screen.
3. The check-out success screen will appear. Click "ok" to clear.

Calendar Tool



The calendar tool can be used to verify a check in/out was completed and view any past completed shifts. If a shift is missing, use Connect to record that. To open, click the down arrow in the top right corner. To exit the calendar, click the "X" in the top right corner of the calendar.

Frontier Mode (for limited service areas)



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. This is called **Frontier Mode**. It is indicated by the red bar at the top of the screen that says "No Data Connection." To use this mode, you will create a "New Check-In" and you must type in the Client ID. You must also select the correct service from a list of services. This list may include unauthorized services so it is important to pay close attention and be sure to select an authorized service to avoid any EVV data errors. When a shift is completed in Frontier Mode, it will appear as "Not Synced." This message will go away when the devices enters a location with internet service. These shifts are stored for seven days and must connect to the internet in those seven days.

Approving and Submitting Time

All employers and employees must be registered in Palco's online time portal called, **Connect**. During Enrollment, you will be issued credentials that you will use to log in. You will need to check your email for this information. At the end of every pay period, the worker must login to review the recorded EVV time and submit it to the employer. The employer will review and submit the final approval of the time in order for workers to be paid. Please review our Time Entry User Guide located on our website for instructions.

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 monthly trainings Palco offers by visiting our website and clicking the registration link under the EVV section. You can also contact our customer service team for assistance. Contact us or visit our website for more information.

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

The Time Entry User Guide outlines the instructions to make a manual entry or how to adjust time entered. This should only be used as a special exception and not as a regular practice. Shifts with exceptions/edits will be subject to auditing and review before payment.

What should I do if I have issues that I am unable to resolve with my FMS?

Before contacting Authenticare, it might be best to use the "Reset and Change Setup Code" option which is located in Settings menu of the app. When you click this, the app will delete all data and you will be forced to start from the beginning to reactivate your account. If you are still having issues, please contact Authenticare at 1-800-441-4667.



Other Questions? Contact Palco!

Phone: 1-866-710-0456

Fax: 501-821-0045

Email: customersupport@palcofirst.com

Mail: Palco, Inc.
P.O. Box 242930
Little Rock, AR 72223