AUTHENTICARE MOBILE APP - KSWORK

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**

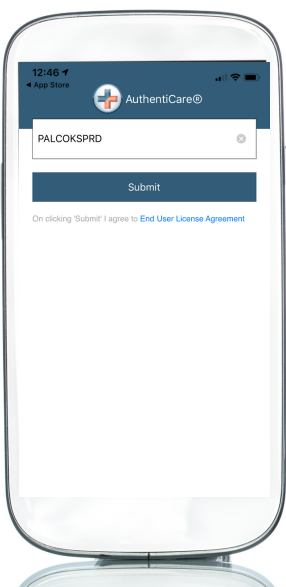**Step 3:** In the search bar, type **"Authenticare"**

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.

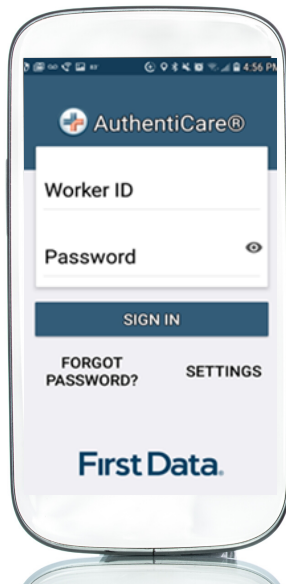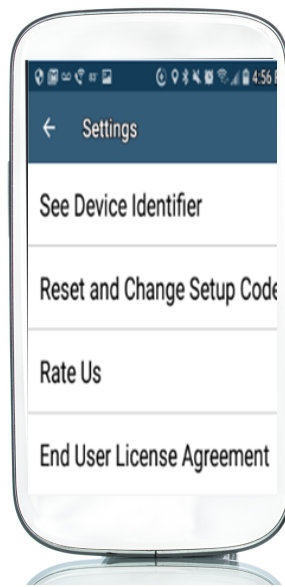
Initial Set UP

Once downloaded, enter the **Setup Code** provided to you by Palco
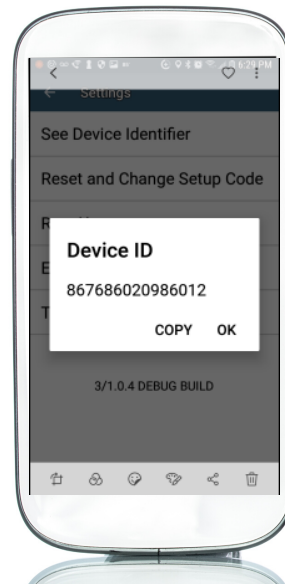
Setup code for the KSWORK Program is **PALCOKSPRD**

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.
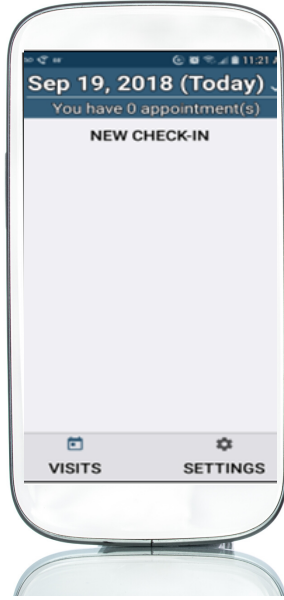
You must provide your name, employer name and device ID to Palco for set up and to receive your temporary password. See Page 4 for how to contact us.
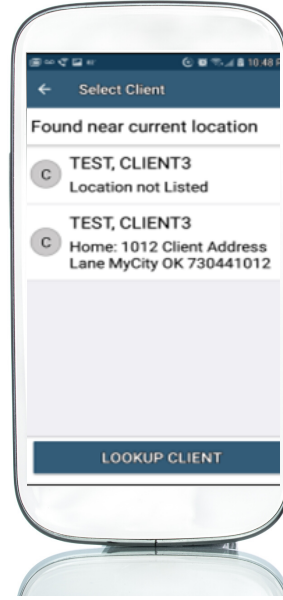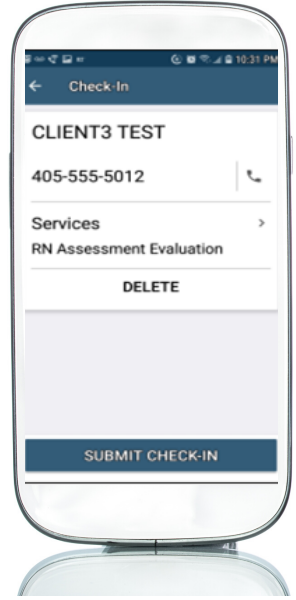
Login to Authenticare

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

Employees- Clocking In

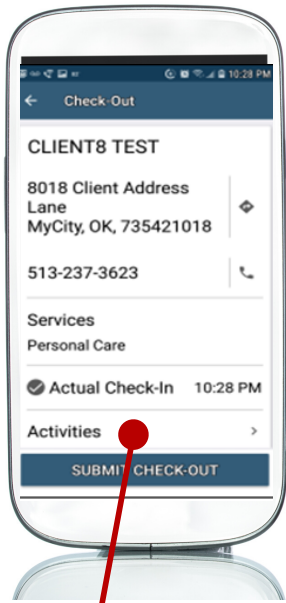1. Click on "**New Check-In**"

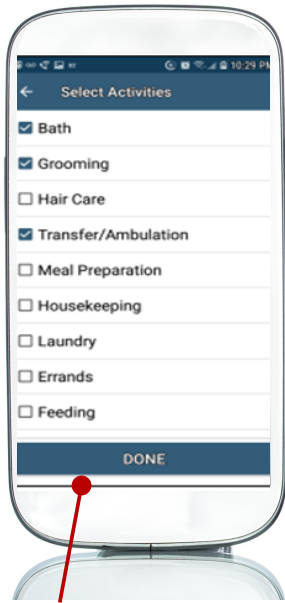2. Choose the client from the list of clients. If the client is not found, click "**Lookup Client**" and follow the steps.

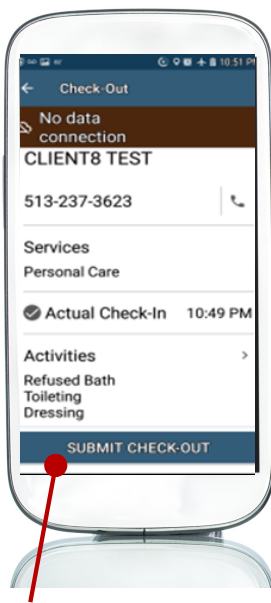3. Click on "**Submit Check-In**" and click "**OK**"
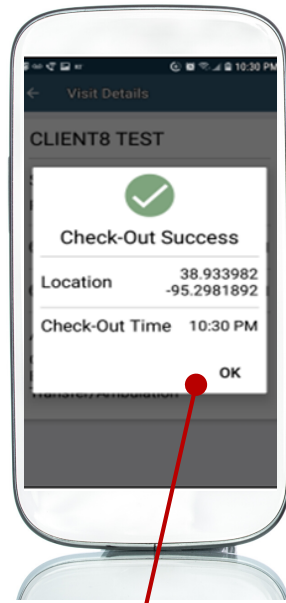
Employees- Clocking Out

1. At the end of the shift, login to the app again and tap "**Activities**"

2. Select the check box next to the activities you completed during the shift followed by "**Done**"

3. Review that all of the information entered is accurate and then click "**Submit Check-Out**"

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

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 **Connect for EVV User Guide** located on our website for instructions.

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.

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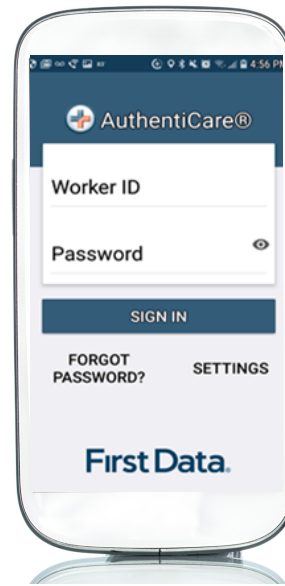
To reset your password, click on **"Forgot Password?"** from the main login screen and follow the steps to reset and set a new password.

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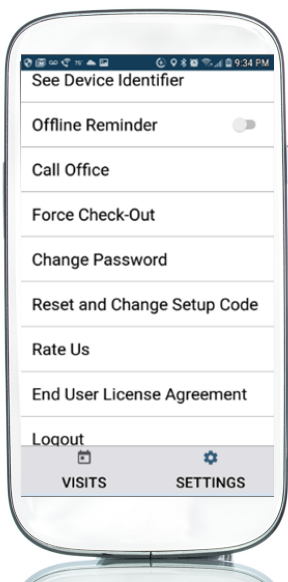
See device identifier: displays the Device ID specific to that device which must be entered on the Worker record or in some case the Provider record instead.

Offline Reminder: Allows you to turn on/off a notification in the event that you loose 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.

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

General Questions

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

The Connect for EVV User Guide outlines the instructions to make a manual entry or for how adjustment to time entered. This should only be used as a special exception and not as a regular practice.

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

Yes! In fact, it is a requirement. When registering with Palco the careworker should indicate the same mobile device ID for all participants they work for and only register one device.

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 or contact our customer service team for support. Contact us or visit our website for more information.

Other Questions? Contact Palco!

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