AUTHENTICARE TELEPHONY- KS WORK

PALCO

Electronic Visit Verification (EVV) Telephony 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 Interactive Voice Recognition (IVR) or Telephony version of EVV which can be used via the participants landline home phone device. For more information on EVV visit our website at www.palcofirst.com

Clocking In

Step 1: Dial **1-800-933-4141** from the participants landline home phone device.

Step 2: Enter your **worker ID number** followed by the pound (**#**) sign when prompted.

Step 3: Press **1** for Check-in

Step 4: You will then hear the name of the client you are there to serve. If it is correct, press **1**. If AuthentiCare does not recognize the phone number you are calling from, you will be asked to enter the participant's ID number (Medicaid number) followed by the pound (#) sign.

Step 5: You will hear a list of services available for the client and be asked to choose the one you are there to perform by pressing the appropriate number on the phone key pad.

Step 6: AuthentiCare will then repeat back your name, your agency's name, the client's name, and the service to be provided. If this is all correct, press **1**. If the information is not correct press **2** and you will be able to correct the information before you finish the call.

Step 7: If the information is correct you will be told that the check-in was successful at (states the time). At this point you will be instructed to press **2** to end the call.

Clocking Out

Step 1: Dial 1-800-933-4141 from the participants landline home phone device.

Step 2: Enter your worker ID number followed by the pound (**#**) sign when prompted.

Step 3: Press **2** for Check-out

Step 4: If you failed to check in, the IVR will read the client back to you or, if it does not recognize the phone number you are calling from, you will be asked to enter the client's ID number (Medicaid number) followed by the pound (#) sign. You will also be asked to select a service.

Step 5: Some services will require the entry of activity codes. You will be prompted to enter the activity codes one at a time. After the entry of each code, press the pound (#) sign. AuthentiCare reads the activity code, asks you confirm it is correct and then asks you to enter another activity code if needed. Once you have entered all activity codes, press 8 to continue to the next step. (See next page for list of codes)

Step 6: AuthentiCare will repeat back your name, your agency's name, the client's name and the service you provided. If this is all correct, press **1**. If the information is not correct press **2** and you will be able to correct the information before you finish the call.

Step 7: If the information was correct you will be told that you have successfully filed your claims and the time and press **2** to end your call.

Activity Codes- KS WORK

ACTIVITY TYPE	CODE
Bathing/Grooming	10
Dressing/Undressing	11
Mobility	12
Accompanying to Medical Appointments	13
Management of Meds/Treatments	14
Prosthetic/Orthotic Assistance	15
Toileting	16
Transfer	17
Eating	18
Meal Planning/Preparation/Clean-up	19
Shopping and Errands	20
Laundry	21
Housekeeping	22
Exercise/Range of Motion Activities	23
Assistance in the Community	24
Money Management	25
Lawn Care / Snow Removal	26
Supported Employment	27
Overnight Supports	28

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.

Frequently Asked Questions

What do I do if I forget my EVV worker ID or my participants ID number?

The ID number you will use for EVV is the same six digit Palco ID number you were given at enrollment. If you forget it, you can contact Palco customer service and they can provide you this information- 1-866-710-0456. You can also login to Connect to get it.

What do I do if I forget to clock in or out?

Edits and adjustments to shifts can be made in the Connect application. Please review the Connect for EVV user guide for instructions.

Can I use the participants cell phone to call in?

No. The IVR/Telephony system can only be used via the participants landline device. If the worker has a smart phone, you may use EVV via the Authenicare Mobile Application. Visit our website or contact our customer service team for more information.

Other Questions? Contact Palco!

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