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AuthentiCare EVV New Mexico Centennial Care Home Health Training

AGENDA

- Objectives
- AuthentiCare Overview
- Accessing AuthentiCare
- Navigation & Search
- Provider Entity Settings Page
- Client Entity Settings Page
- Search & Save Clients
- Home Health Services

- Authorizations
- Claim Management
- Reports
- Workers
- Scheduling
- Mobile Application
- Interactive Voice Response
- Q&A

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TRAINING OBJECTIVES

At the end of this presentation, you will know how to:

- Log into AuthentiCare and navigate the web portal
- Manage and Add Workers
- Search and View Claims
- Manually Create Claims
- Generate reports
- Search and Save Clients using DOB and Medicaid ID
- Understand the Home Health Service Codes
- How to check in and out on the Mobile Application
- How to use the IVR system

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AUTHENTICARE OVERVIEW

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ELECTRONIC VISIT VERIFICATION (EVV) OVERVIEW

AUTHENTICARE

The AuthentiCare Electronic Visit Verification (EVV) solution supports web-based, mobile device, and landline electronic timesheet verification, reporting and billing. The solution is used by Workers, Provider Agencies, State Agencies, and Managed-care Organizations, in compliance with the 21st Century Cures Act.

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TERMINOLOGY

Client

Service Recipient

Provider

Agency Provider

Visit

Each Episode of Service Delivery

Worker

Personal Care Assistant or Home Health Service Worker

Claim

Documented Visit

Service

Procedure provided for the Client

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ACCESS FOR EACH ROLE

Provider Administrator

- Designate User(s) as an Administrator role or other role within their agency
- Manage Worker information
- Schedule Workers' visits to Clients' homes (optional)
- Add claims for services where the use of the IVR or mobile device was not feasible
- Modify a claim that was incorrectly entered by the Worker using the IVR or mobile device
- Review and confirm claims for billing prior to their submission for payment
- View reports of real-time information to assist in record keeping and management

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ACCESSING AUTHENTICARE

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AUTHENTICARE CREDENTIALS

Provider Administrators

In order to gain registration to AuthentiCare, you will need to provide the following:

- Contact Name
- Email Address
- Provider ID

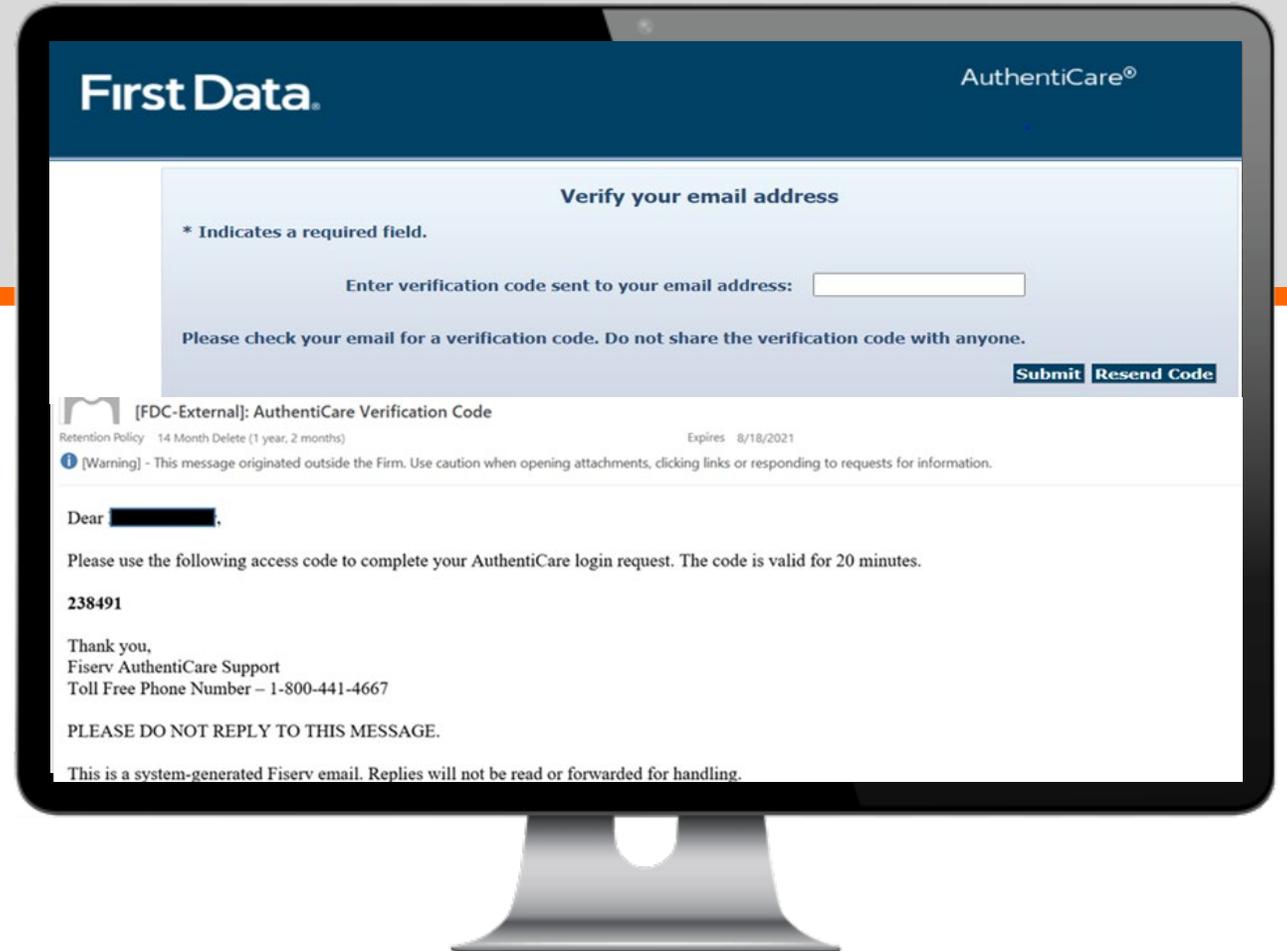Your AuthentiCare credentials will be created by AuthentiCare Support.

1. A ticket will be opened, and an INC number will be created.

2. AuthentiCare Support Tier 2 will create credentials and send to the contact's name and email provided.

3. TWO emails will be sent once credentials have been created. One with the username and the other with the temporary password to log into AuthentiCare.

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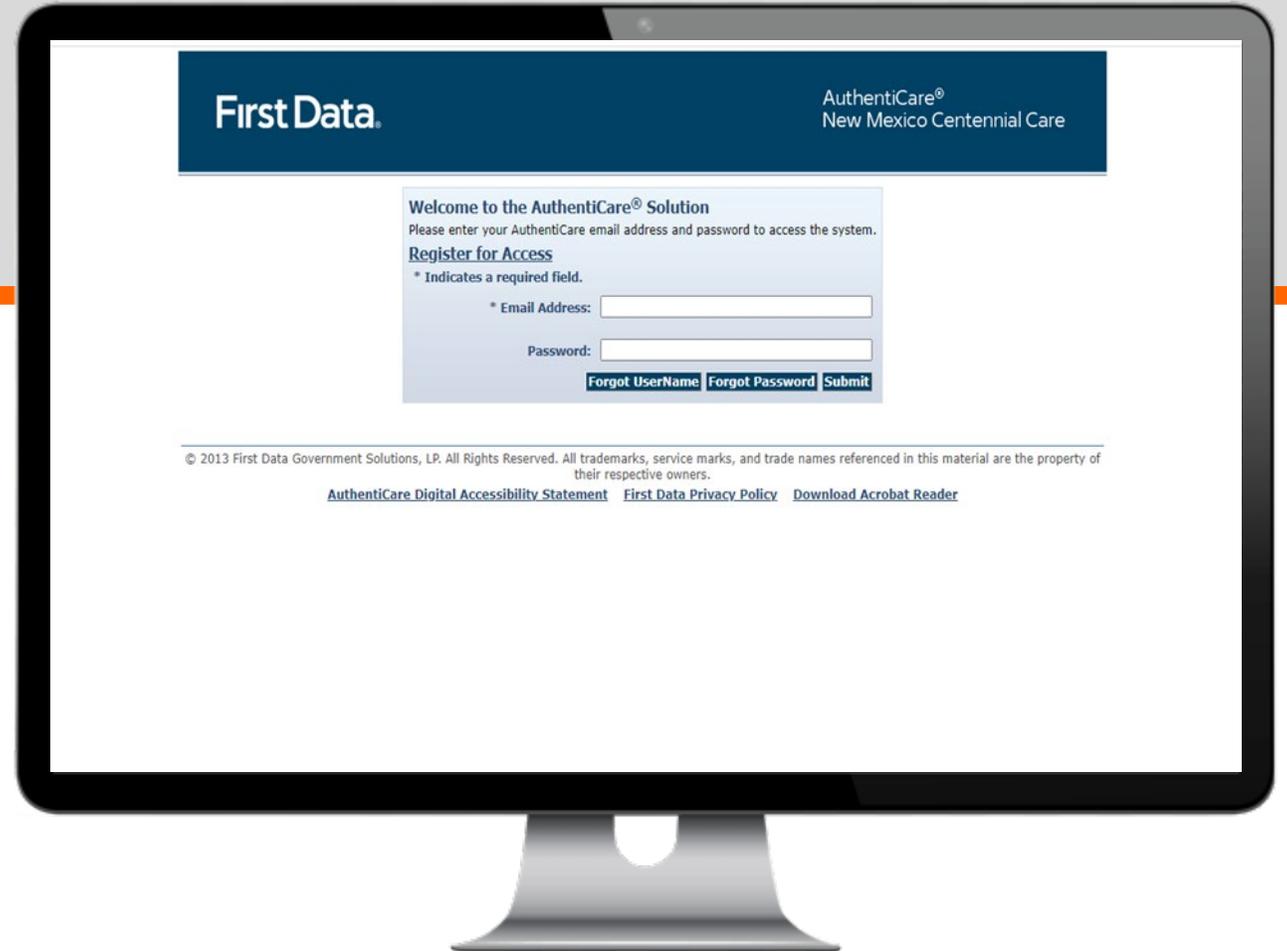
MULTI-FACTOR AUTHENTICATION (MFA)

You will receive an email from noreply@pingidentity.com with an access code

- The code is valid for 20 minutes. After that, a new code will need to be requested.

- You will only be required to complete multi-factor authentication during initial registration/login.

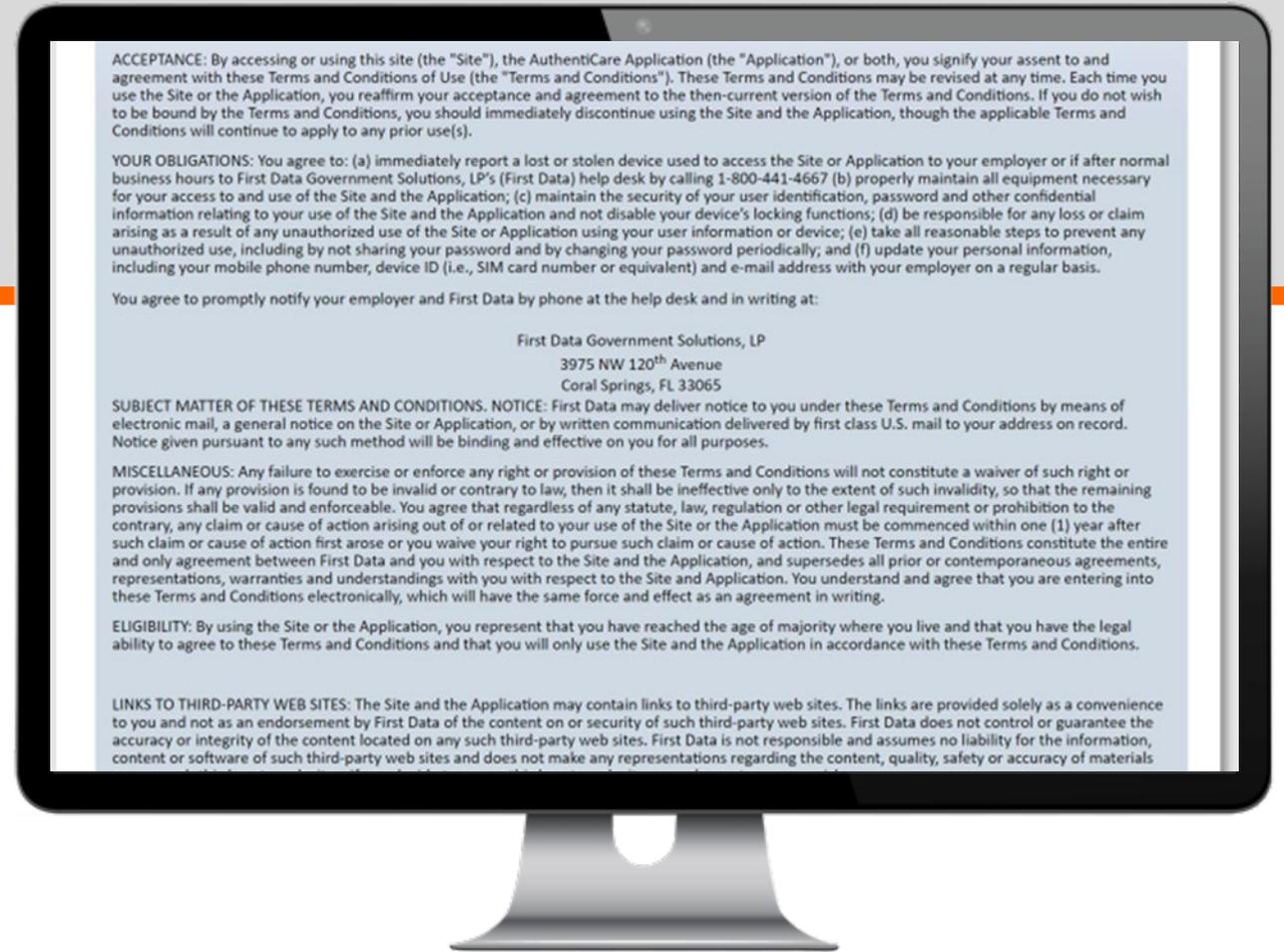- Be sure to check Junk or SPAM folders before selecting *Resend Code*

First Data.

AuthentiCare®

Verify your email address

* Indicates a required field.

Enter verification code sent to your email address: [_____]

Please check your email for a verification code. Do not share the verification code with anyone.

Submit   Resend Code

[FDC-External]: AuthentiCare Verification Code

Retention Policy   14 Month Delete (1 year, 2 months)   Expires   8/18/2021

[Warning] - This message originated outside the Firm. Use caution when opening attachments, clicking links or responding to requests for information.

Dear ████,

Please use the following access code to complete your AuthentiCare login request. The code is valid for 20 minutes.

238491

Thank you,
Fiserv AuthentiCare Support
Toll Free Phone Number – 1-800-441-4667

PLEASE DO NOT REPLY TO THIS MESSAGE.

This is a system-generated Fiserv email. Replies will not be read or forwarded for handling.

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USER AGREEMENT

The next step in the initial log in process is to read and accept the User Agreement.

Use the scroll bar on the right to navigate to the bottom of the agreement and click either the **Accept** or **Deny** button

You're ready to use the system!

ACCEPTANCE: By accessing or using this site (the "Site"), the AuthentiCare Application (the "Application"), or both, you signify your assent to and agreement with these Terms and Conditions of Use (the "Terms and Conditions"). These Terms and Conditions may be revised at any time. Each time you use the Site or the Application, you reaffirm your acceptance and agreement to the then-current version of the Terms and Conditions. If you do not wish to be bound by the Terms and Conditions, you should immediately discontinue using the Site and the Application, though the applicable Terms and Conditions will continue to apply to any prior use(s).

YOUR OBLIGATIONS: You agree to: (a) immediately report a lost or stolen device used to access the Site or Application to your employer or if after normal business hours to First Data Government Solutions, LP's (First Data) help desk by calling 1-800-441-4667 (b) properly maintain all equipment necessary for your access to and use of the Site and the Application; (c) maintain the security of your user identification, password and other confidential information relating to your use of the Site and the Application and not disable your device's locking functions; (d) be responsible for any loss or claim arising as a result of any unauthorized use of the Site or Application using your user information or device; (e) take all reasonable steps to prevent any unauthorized use, including by not sharing your password and by changing your password periodically; and (f) update your personal information, including your mobile phone number, device ID (i.e., SIM card number or equivalent) and e-mail address with your employer on a regular basis.

You agree to promptly notify your employer and First Data by phone at the help desk and in writing at:

First Data Government Solutions, LP
3975 NW 120th Avenue
Coral Springs, FL 33065

SUBJECT MATTER OF THESE TERMS AND CONDITIONS. NOTICE: First Data may deliver notice to you under these Terms and Conditions by means of electronic mail, a general notice on the Site or Application, or by written communication delivered by first class U.S. mail to your address on record. Notice given pursuant to any such method will be binding and effective on you for all purposes.

MISCELLANEOUS: Any failure to exercise or enforce any right or provision of these Terms and Conditions will not constitute a waiver of such right or provision. If any provision is found to be invalid or contrary to law, then it shall be ineffective only to the extent of such invalidity, so that the remaining provisions shall be valid and enforceable. You agree that regardless of any statute, law, regulation or other legal requirement or prohibition to the contrary, any claim or cause of action arising out of or related to your use of the Site or the Application must be commenced within one (1) year after such claim or cause of action first arose or you waive your right to pursue such claim or cause of action. These Terms and Conditions constitute the entire and only agreement between First Data and you with respect to the Site and the Application, and supersedes all prior or contemporaneous agreements, representations, warranties and understandings with you with respect to the Site and Application. You understand and agree that you are entering into these Terms and Conditions electronically, which will have the same force and effect as an agreement in writing.

ELIGIBILITY: By using the Site or the Application, you represent that you have reached the age of majority where you live and that you have the legal ability to agree to these Terms and Conditions and that you will only use the Site and the Application in accordance with these Terms and Conditions.

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NAVIGATION & SEARCH

HOME PAGE

The AuthentiCare Home Page provides access to all functions

Main content sections:

Entities

Services and Authorizations

Claims

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MENU BAR

Home | Create | Reports | Scheduling | Dashboards | Visits | Administration | My Account | Custom Links | Logout

Menu Option	Function
Create	Allows creation of new Claim, new Client, or new Worker
Reports	Link to Reports page
Scheduling	Schedule events
Dashboards	Display Status of Claims
Administration	File Upload
Visits	View Late and Missed Visits
My Account	Link to change password
Custom Links	Link to resources
Logout	Exit application

SEARCHING ENTITIES

- Select the **Entity Type**

- Enter the **Search** criteria for the Entity

- Click **Go!**

- A **Blank search** will pull all entities.

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PROVIDER ENTITY SETTINGS PAGE

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PROVIDER ENTITY SETTINGS PAGE

The Provider Entity Settings page provides information regarding your agency:
- The services the provider is enrolled to provide,
- The provider's Workers, address and phone information, holidays, and work hours.

This information is data scoped (restricted) to match the rights of the user who is logged in.

Provider Administrators can only see information specific to their agency.

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VIEWING PROVIDER ENTITY SETTINGS PAGE

Entities

Add New > Client Worker

Entity Type >

Search >

Go!

From the home page, click on "Go" to initiate a general search.

The Entity Search Results page will appear.

Entity Search Results

ID	Name	User Type	Information	Delete Selected
655555555	Vilas Heydi Mike NMCC Care LLC	Provider		

< Prev 1 2 Next >

Click on the Provider ID and the Provider Entity Settings page will appear.

Provider Entity Settings

* Indicates a required field.

ID: 655555555
PIN: ******
First Name:
Middle Name:
Last Name:
* Company Name: Vilas Heydi Mike NMCC Care LLC
SSN:
FID: *****5555
Gender:
Birth Date:
Email:
Begin Date:
End Date:
Language:
Status: Active
* Entity Qualifier: Business
Extra Claim Review: ☑
Mileage: ☐
NPI: 1999955555

* Provider Services:
Skilled Nursing RN
Skilled Nursing LPN
Physical Therapy Visit
Physical Therapy Assistant
Occupational Therapy Visit
Occupational Therapy Assistant
Home Health Aide
Speech Language Therapy Visit
Social Worker Visit
Respite
Respite LPN
Respite RN

Entity Addresses/Phones

Add Address

Address Type: Other Delete
* Address Description: B
* Address Line 1: 800 N TELSHOR BLVD
Address Line 2: STE ABQ 910
* City: ALBUQUERQUE
* State: NM   * Zip: 87101

Address Type: Other Delete
* Address Description: P
* Address Line 1: 700 N TELSHOR BLVD
Address Line 2: STE B
* City: LAS CRUCES
* State: NM   * Zip: 880068251

Address Type: Other Delete
* Address Description: W
* Address Line 1: 900 N TELSHOR BLVD
Address Line 2: STE T 801
* City: TAOS
* State: NM   * Zip: 875711825

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ADDING NEGOTIATED RATES FOR EACH SERVICE BY MCO

Select the MCO you have a Negotiated Service Rate with.

- 42101522: Blue Cross and Blue Shield of New Mexico
- 000M1814: Presbyterian Health Services
- 68069: Western Sky Community Care

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ADDING NEGOTIATED RATES FOR EACH SERVICE BY MCO

Once the MCO(s) have been selected in the Optional Attribute Data Collection on the Provider Entity Page, you will need to head back to the Home Page and select the radio button "Service" and click on **Go!**

The Services will appear. Select each Service via the **Service ID** and add the Negotiated rate in the text box.

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CLIENT ENTITY SETTINGS PAGE

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CLIENT ENTITY SETTINGS PAGE

This page provides Client information required for claims processing, scheduling, and using the IVR or mobile device.

Provider Administrator user can:

- View important demographic information

- Add or edit Client Address and telephone information

- Add an External Client ID unique to the provider agency

Client information cannot be edited in the Web Portal

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VIEWING CLIENTS

Entities

Add New >   **Client**
             Worker

Entity Type >   [Client ▼]
                 Client
                 Worker
                 Representative

Search >

From the home page, click on the drop-down menu and select "Client"

The Entity Search Results page will appear.

Entity Search Results

ID	Name	User Type	Information	Delete Selected
3545527231	BhopalBCBS, Pune A	Client	🔒	☐
3445527231	BhopalPHS, Pune B	Client	🔒	☐
3444547231	BhopalWSCC, Pune	Client	🔒	☐
3455527231	MumbaiBCBS, Bell	Client	🔒	☐
3444577231	MumbaiWSCC, Bell Z	Client	🔒	☐
3444444231	MumbaiWSCCALL9, Bell	Client	🔒	☐
3444527231	MumbiaPHS, Bell C	Client	🔒	☐

Client Entity Settings

* Indicates a required field.

* **ID:**	3545527231
PIN:	*****
* **First Name:**	Pune
Middle Name:	A
* **Last Name:**	BhopalBCBS
Company Name:	
SSN:	
FID:	
Gender:	Male
* **Birth Date:**	01/23/1960
Email Address:	
Begin Date:	
End Date:	
Language:	English
Status:	Active
High Risk:	Yes
Approve EVV Exception:	
Setting End Date:	12/31/2028
Setting Of Care:	
Setting Start Date:	01/01/2023
Payer Assignment:	BCBSNM

Case Manager:
Effective Date:

Representative:
Effective Date:

External ClientID: [   ]

[Save/Create Another] [Save] [Cancel] [Delete]

Entity Addresses/Phones

Address and phone number updates made in AuthentiCare are not communicated to external systems. To change the address or phone number on record, contact the MCO or Conduent member services.Address and phone number updates made in AuthentiCare are not communicated to external systems. To change the address or phone number on record, contact the MCO or Conduent member services.

[Add Address]

Address Type: Home [Delete]

* **Address Line 1:** 10 Queensland Rd
Address Line 2:
* **City:** Clovis
* **State:** NM * **Zip:** 88101
Longitude: -96.20644875
Latitude: 41.17731850
Disable Learn Mode: ☐
[ViewMap]

[Add Phone]

Phone Type   **Phone Number**
[Home ▼]   (999) 555-0001   [Delete]

ID Card Number:
Status:

The Client Entity Settings page will appear.

Address, Phone and External Client ID are the only editable sections within the page.

SEARCH AND SAVE CLIENTS (SDCB AGENCY PROVIDERS ONLY)

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Home Health and PCS Clients will be loaded into AuthentiCare by the MCOs.

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SEARCH CLIENT INFORMATION

From the Home Page, start by searching "**Entity Type**" in the *Entities* section. Click on "**Client**"

The *Client Entity Settings* page will appear. The only fields available will be **ID** and **Birth Date**.
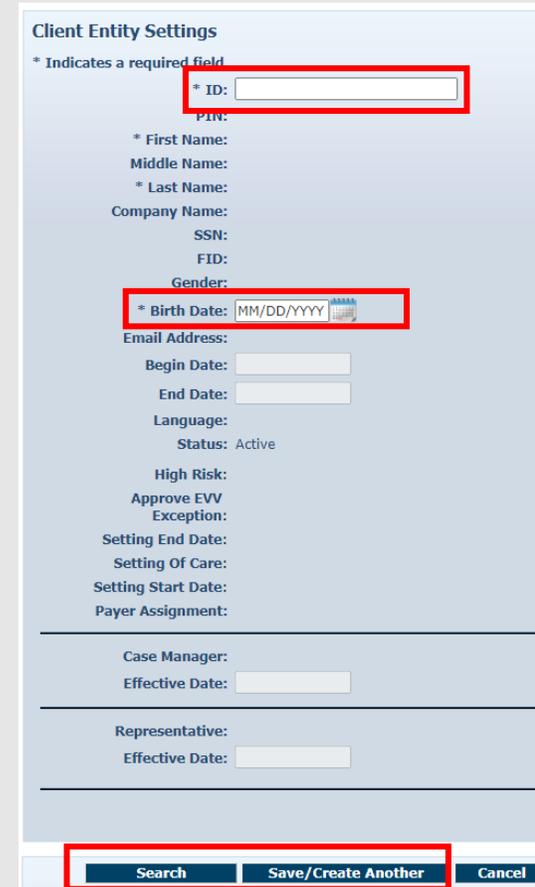
Enter either the Client's **Medicaid ID** or **Birth Date**.

Click on "**Search**" once all information has been added

If you are saving multiple clients, click "**Save/Create Another**"

SAVE CLIENT INFORMATION

If the Medicaid ID and Date of Birth match, the **Client Entity Settings** page will auto-populate the Client's information and a message at the top of the screen will appear.

After verifying the information, click on "**Save**" to finish.

HOME HEALTH SERVICES

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HOME HEALTH SERVICE CODES

Revenue Code	Procedure Code	Service Name	Service ID	Activity Code* (IVR & Web Portal)	Same Day Unit Restriction
0421	G0151	Physical Therapy Visit	G0151	N/A	6 units
0421	G0157	Physical Therapy Assistant	G0157	N/A	6 units
0441	G0153	Speech Language Therapy Visit	G0153	N/A	6 units
0431	G0152	Occupational Therapy Visit	G0152	N/A	6 units
0431	G0158	Occupational Therapy Assistant	G0158	N/A	6 units
0571	G0156	Home Health Aide	G0156	N/A	8 units
0551	G0300	Skilled Nursing LPN	G0300	21- LPN observation/assessment of patient 22- Skilled Nursing LPN – Training	8 units
0551	G0299	Skilled Nursing RN	G0299	23- RN (only) management of POC 24- RN observation/assessment of patient 25- Skilled Nursing RN – Training	8 units
0561	G0155	Social Worker Visit	G0155	N/A	6 units

*OPTIONAL

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PERSONAL CARE SERVICE CODES

These three (3) **new** Personal Care Service Codes are applicable to Providers providing PCS Services.

Procedure Code	Service ID	Service Name
99509	99509U1	Respite
T1003	T1003U1	Respite LPN
T1002	T1002U1	Respite RN

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AUTHORIZATIONS

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AUTHORIZATIONS OVERVIEW

- Only Provider Administrators with roles allowing search and view of Authorizations will be able to utilize this function in AuthentiCare.

- All authorizations are loaded into AuthentiCare by Centennial Care MCOs. Providers **CANNOT** add new authorizations or edit an existing authorizations.

- **Authorizations DO NOT apply to SDCB Agency Providers**

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SEARCHING & VIEWING AUTHORIZATIONS

Services and Authorizations

Search Type:
- ○ Service
- ● Authorization

Service: _____

Authorization ID: _____

Service Type: [_____ ▼]

Authorization Start: [MM/DD/YYYY]

Authorization End: [MM/DD/YYYY]

Client: _____

Provider: _____

Worker: _____

Payer: _____

Service Period: _____

Procedure Code: _____

[Go!] [Clear]

Authorizations

Event Actions	ID	Service ID	Client	Provider	Worker	Payer	Service Period	Effective Dates	Information
Units Remaining: 36000	F55555555501	SDCB - Self Directed Personal Care (SDCB99509)	Client1, TCoETest A (3111111101)		Worker1, TCoETest (185214)	BCBSNM (42101522)	Annual	06/01/2020 - 12/30/2099	🔒
Units Remaining: 36000	F55555555502	SDCB - Self-Directed Personal Care Exception (SDCB99509E)	Client1, TCoETest A (3111111101)		Worker1, TCoETest (185214)	BCBSNM (42101522)	Annual	06/01/2020 - 12/30/2099	🔒
Units Remaining: 36000	F55555555503	SDCB - Respite LPN (SDCBT1005LPN)	Client2, TCoETest B (3111111102)		Worker2, TCoETest (161216)	Pres HP (000M1814)	Annual	06/01/2020 - 12/30/2099	🔒

The search results display all authorizations which match the search criteria entered on the Home page.

Click on the **ID** hyperlink in the **ID** column to view the authorization.

Authorization Settings

* Indicates a required field.

Service Information

Service ID: S5125   Service Type: Time Based

Name: EPSDT Personal Care   Procedure Code: S5125

Description: EPSDT Personal Care

ID: 41012

Client: SCALABRINO, FRANK 🔍

Provider: FMS NMCC PROVIDER1 🔍

Worker:

Effective Date Start: 02/01/2022

Effective Date End: 05/31/2023

Service Period: Weekly

Authorization Number:

Diagnosis Qualifier:

Diagnosis Code:

_____

* Total Units: 4000

* Rate: 5.1450

Payer Assignment:

[Cancel]

Click the **Authorization** radio button in the Services and Authorizations section of the *Home* page.

Enter search criteria in any of the fields, if desired and click **Go**!

The **Authorization Settings** page displays.

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ATTENDING PROVIDER

Attending Provider information is mandatory for all Home Health Claims only. The information will be captured in the Attending Provider field in AuthentiCare on Authorizations.

Attending Provider First Name

Attending Provider Last Name
Attending Provider National Provider Identifier (NPI) Number

The Authorization Settings for Attending Provider is not editable. For any updates, contact the MCO the Agency is contracted with.

CLAIM MANAGEMENT

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EVV CLAIM CREATION

Mobile Application

Claims

ACR Web Portal

Client's Landline or Mobile Phone
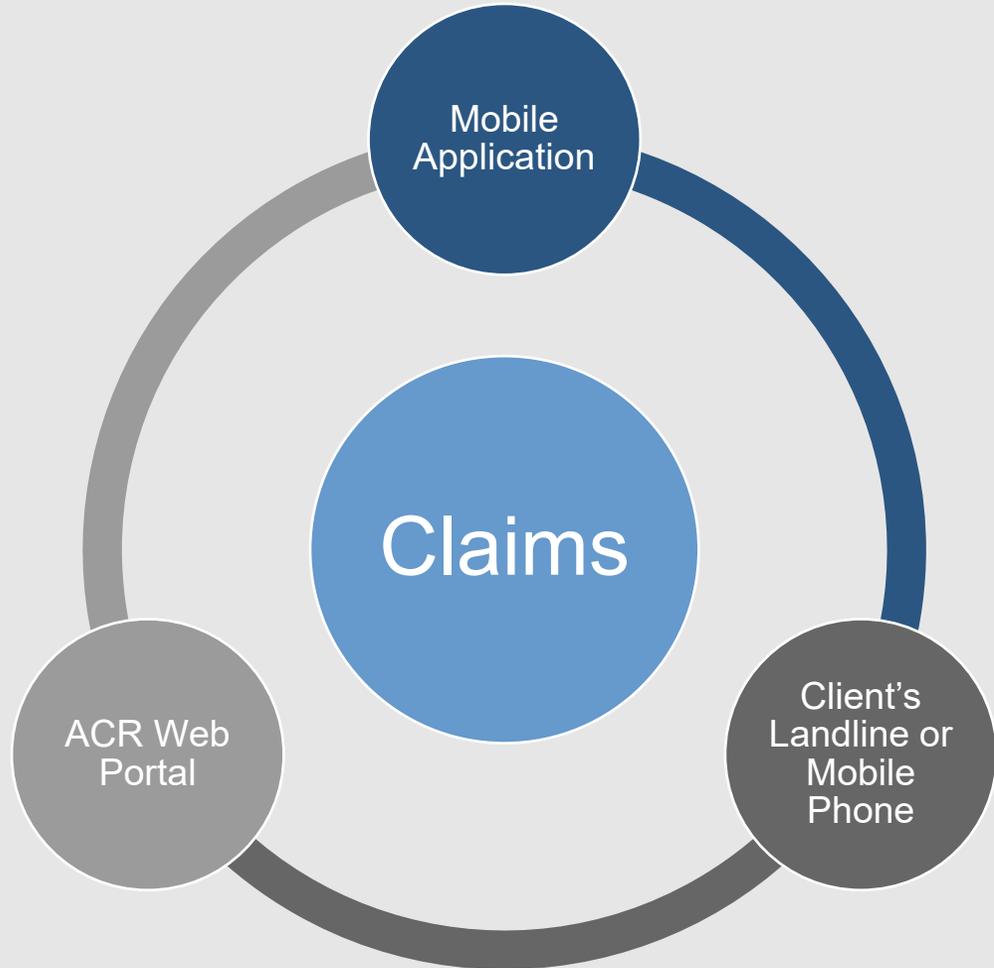
EVV claim Transaction

A complete, verified claim consisting of all required data elements needed to verify service delivery

Worker must use one of two approved EVV methods to check-in/out:

  EVV mobile method

  Client's landline or cell phone on file

Agency can manually manage EVV claims on the web

- If worker was not able to check-in OR check-out.
  - The Agency would have to manually enter the check-in or check-out via the web.

Agency can manually create EVV claims on the web

- Worker couldn't create the claim

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SEARCHING CLAIMS

1. Manually create a new Claim by selecting "Add New > Claim"

2. Search for Claims by either Claim ID or the Claim Start and End Date.

3. Confirm Billing
   - View: see which claims are ready to be confirmed for billing
   - Bulk: confirm all claims at once

4. Multiple filters are available for your search

Length of claim Start/End Date cannot exceed 31 days

Inactive claims will be included in Search Results if checkbox is checked

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SEARCHING CLAIMS

Claims Results Settings Page

Claim Result

Claims are displayed in ascending alphabetical order by client name

Maximum results = 300 claims

Claim headers allow sorting

Claim Identifiers

ID: unique ID identifying claim

Client ID: client ID

Client Name: client Name

Status: List various exceptions

Claim Date Rage: Date of service

Information icon displays additional claim details

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VIEWING CLAIMS

Billed Claim View

Claim Data

- Client
- Provider
- Worker
- Payer Assignment
- Service
- Date/Time
- Service Locations
- Status with exceptions

Note Data

- Required for Claim Maintenance

Audit Data

- System Generated Time Stamp

Billing Info

- Claim ID
- Filed On
- Total claims
- Total Calculated Amount
- Total Authorized Amount
- Total Units
- Total Hours
- Inactive claim

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CREATING WEB CLAIMS

From the Home Page, click on "Create" on the menu bar and from the drop-down menu, click on "New Claim" OR in the Claims section click on "Add New > Claim (Standard).

Insert all required information and a Note for claim creation.
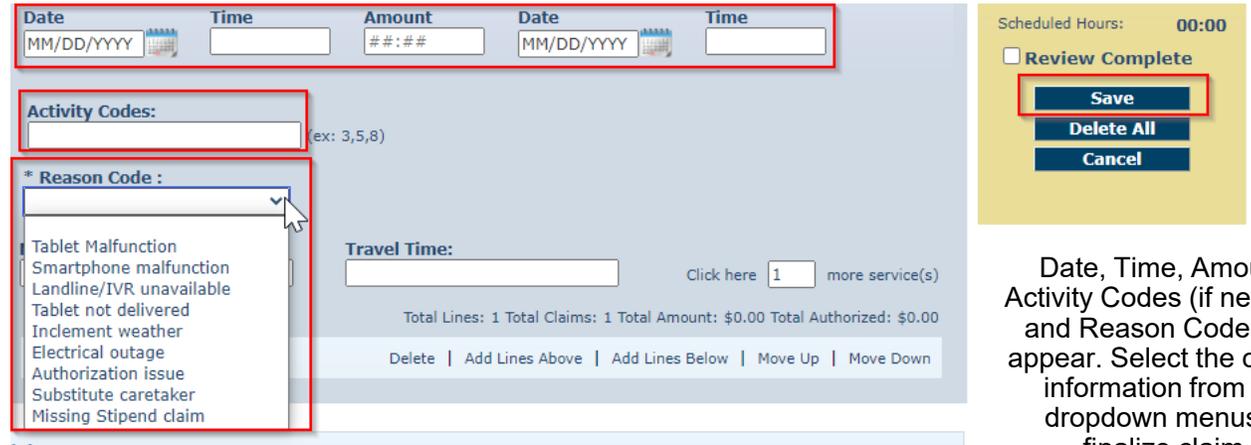
Date, Time, Amount, Activity Codes (if needed), and Reason Codes will appear. Select the correct information from the dropdown menus to finalize claim.
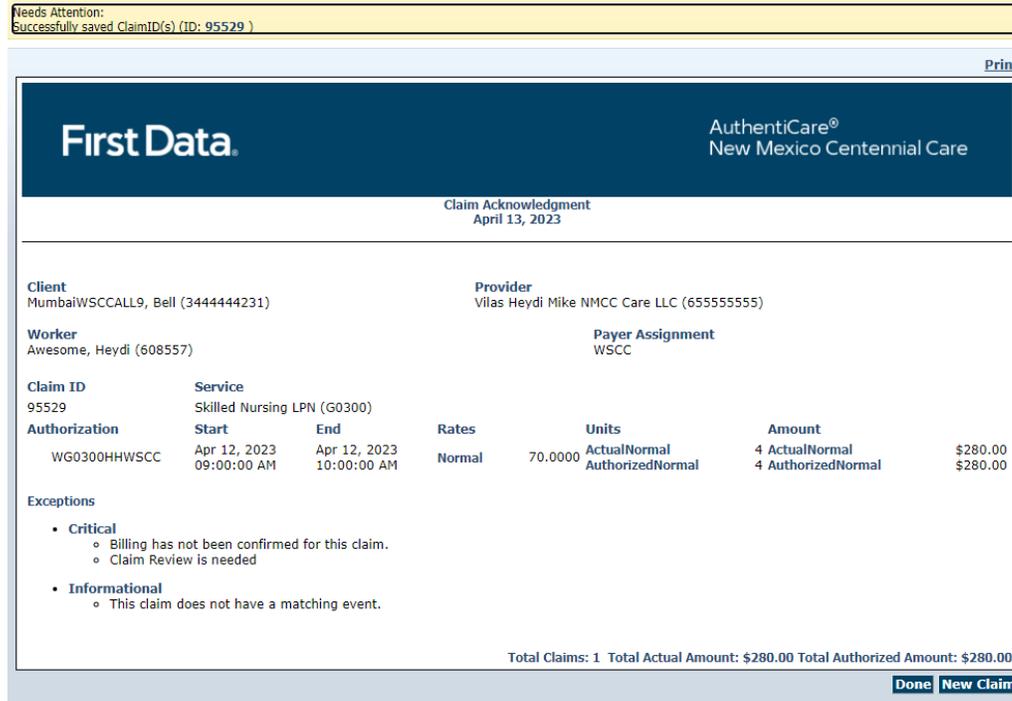
Click "Save" when done.

Successful Claim Creation will appear.

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CLEARING EXCEPTIONS

In most situations, claims are created by Workers calling through the IVR or checking in and out on the mobile application from the Client's home. Workers may forget to check in or check out when arriving at or leaving a Client's home. They may choose the wrong service in error and fail to correct it while on the phone. In such situations, the provider can edit the claim by completing or correcting it.

Edit the information about the claim as necessary. Click **Save** to save your changes.

OR

Click **Cancel** to cancel your changes and return to the *Claims* page.

PAYER REVIEW

- All claims created via the Web Portal will require payer review

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MAXIMUM UNITS PER DAY

The maximum number of Units that are allowed to be billed for a Client per day for a given Service will be restricted in AuthentiCare. If multiple Claims for a Client for the same Service on the same day exist, this restriction would consider the maximum number of Units that are allowed cumulatively.

REPORTS

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REPORTS OVERVIEW

- AuthentiCare offers several standard reports that can be created as is or customized as templates

- Reports can be run instantly or scheduled for the frequency that suits business needs, 24/7

- Information is current as of the time the report is requested by the user.

- A wide variety of filtering and sorting options are provided.

- The user may choose to display the report in PDF, Excel, CSV or XML format.

Create Reports

Authorizations
AuthentiCare Service Authorizations

Authorization History
AuthentiCare Service Authorization History

Billing Invoice
Billing Invoice Report

Calendar
Scheduled AuthentiCare Calendar Events

Claim Data Listing
Claim Data Listing Report

Claim Details
AuthentiCare Claim Details

Claim History
AuthentiCare Claim History

Eligible Client Data Listing
Eligible Client Data Listing Report

Exception
Exception Report

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Creating Reports

1. Select Report

Create Reports

Authorizations
AuthentiCare Service Authorizations
Authorization History
AuthentiCare Service Authorization History
Billing Invoice
Billing Invoice Report
Calendar
Scheduled AuthentiCare Calendar Events
Claim Data Listing
Claim Data Listing Report
Claim Details
AuthentiCare Claim Details
Claim History
AuthentiCare Claim History
Client Transition
AuthentiCare Client Transition Report
Eligible Client Data Listing
Eligible Client Data Listing Report
Exception
Exception Report
Late and Missed Visits
Late and Missed Visits for Scheduled AuthentiCare Events
Overlapped Claim By Client
Overlapped Claim By Client Report
Overlapped Claim By Worker
Overlapped Claim By Worker Report
Provider Activity
Provider Activity Report
Remittance Advice
Remittance Advice Report
Remittance Data Listing
Remittance Data Listing Report
Time and Attendance
Time and Attendance Report
Unauthorized Location
Unauthorized Location Report
Unauthorized Phone Number
Unauthorized Phone Number Report

2. Enter Report Criteria (different for each Type of Report)
Save as template for future use or Run Report for one time creation

Claim Details Report
* Indicates a required field.

* Report Name: Claim Details Report
Description:
* Claim Type:
* Claim Dates:
Payer:
Client:
Provider:
Worker:
Case Manager:
Service:
* Group By:
Sort 1:
Sort 2:
Sort 3:
☐ Summary Only
ReportType(s): ☑ PDF ☐ Excel ☐ CSV ☐ XML

Save As Template | **Run Report** | **Cancel**

3. Save Reports as Templates/ View Results

Report Templates [Delete Selected Templates]

☐ **Claim Details Report**

Create Reports

View Reports [Refresh] [Delete Selected Reports]

☐ **Name** | **Submit Time** | **Status**
☐ Claim Details Report | 5/12/2022 10:03 AM | Queued

4. Schedule Report
Daily, weekly and monthly schedules are supported

Schedule: Claim Data Listing Report

Schedule Type:
Start Date: 8/4/2022   Time: 01 00 AM MT
End Date: 8/4/2023
Monthly: ○ Day of the Month 1   ○ The First Monday
Recurring Weekday: ☐ Sunday ☐ Monday ☐ Tuesday ☐ Wednesday
☐ Thursday ☐ Friday ☐ Saturday
Disabled: ☐
Email: ☐ Send Email when report completes
Email Addresses (semicolon delimited list):

Update **Cancel**

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DASHBOARDS

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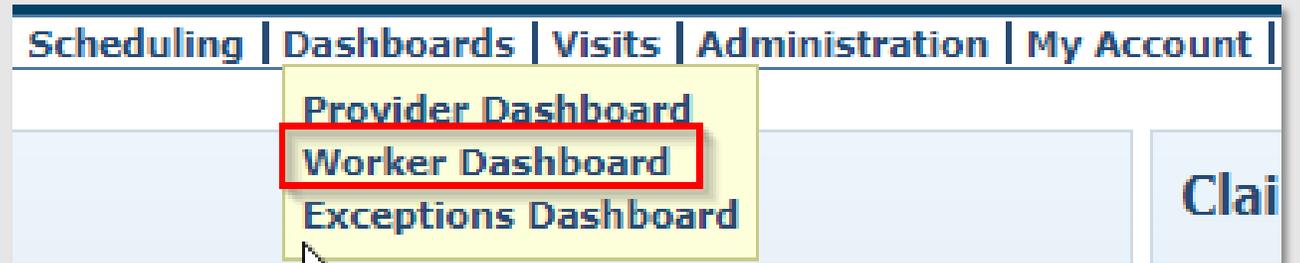**fiserv.**

PROVIDER DASHBOARD

- Real time dashboard displays status of claims

- Categorizes claims for ease of clearing exceptions

- Tip: If on this screen for an extended period, refresh browser to pull the latest data

To view the Provider Dashboard, place your cursor on **Dashboards** in the Main Menu and click **Provider Dashboard**

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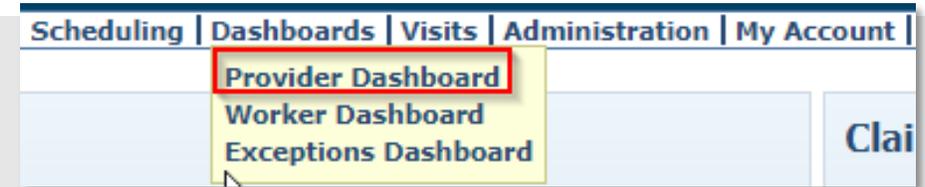
WORKER DASHBOARD

- Real time dashboard displays scheduled visits

- To view the Worker Dashboard, place your cursor on **Dashboards** in the Main Menu and click **Worker Dashboard**
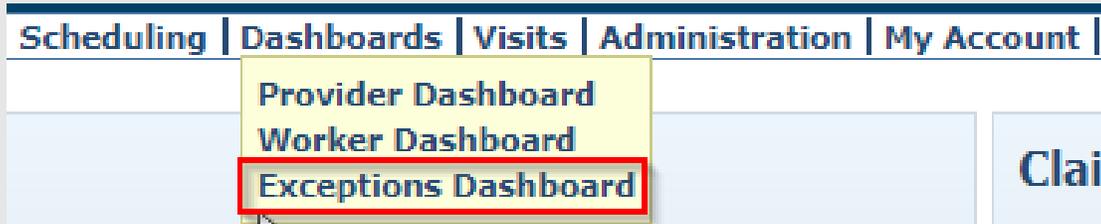

| Scheduling | Dashboards | Visits | Administration | My Account |

Provider Dashboard
Worker Dashboard
Exceptions Dashboard

Clai

Vilas Heydi Mike NMCC Care LLC
Provider No.: 655555555

November 15, 2023
8:37 AM

Today's Scheduled Workers	Worker ID	Scheduled Check-In Time	Actual Check-In Time	Client Name	Client ID	Status
Awesome, Heydi	608557	03:00 PM		MumbaiWSCCALL9, Bell	3444444231	⬤ Scheduled Not Due
Awesome, Heydi	608557	09:00 AM		MumbaiWSCCALL9, Bell	3444444231	⬤ Scheduled Not Due

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EXCEPTIONS DASHBOARD

- Provides information about critical exceptions that need to be cleared in order to bill

- Clicking "**List**" takes you directly to the claim(s) that contain that specific critical exception

Scheduling	Dashboards	Visits	Administration	My Account

Provider Dashboard
Worker Dashboard
Exceptions Dashboard

Clai

Vilas Heydi Mike NMCC Care LLC — November 15, 2023

Provider No.: 655555555 — 8:43 AM

* Claim Dates: Current Month — Refresh

	Exception	Count	
🔴	No Authorization	0	List
🔴	Authorized For Different Service	0	List
🔴	Outside Of Authorized Period	0	List
🔴	Authorized Units Exhausted On	0	List
🔴	Authorized Units Exhausted Before	0	List
🔴	Incomplete Claims Outside Check Out Window	0	List
🔴	Incomplete Claims Within Check Out Window	0	List
🔴	Eligibility Exceptions	0	List
🔴	Duplicate Exceptions	0	List
🔴	Unenrolled Provider Service Exception	0	List
🔴	Claim Review Needed	0	List
🔴	Payer Review Required	0	List
🔴	Payer Denied	0	List
🔴	Other	0	List

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SCHEDULING

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VIEWING CALENDAR

Event Scheduling   Create New Event Generate Report

Search Schedules
Date: Client: Provider:
MM/DD/YYYY   Vilas Heydi Mike NMCC Care LLC

Worker: Service:

                         Search Clear

Enter the **Client, Worker, and Service** and select **Search.**

Any scheduled event will show in the calendar view.

Event Scheduling   Create New Event Generate Report

Search Schedules
Date: Client: Provider:
04/14/2023   BhopalBCBS, Pune A   Vilas Heydi Mike NMCC Care LLC

Worker: Service:
Awesome, Heydi   Physical Therapy Visit
                         Search Clear

Calendar View: Monthly | Weekly | Daily
Use TAB key to move across Days, continue with TAB key to navigate to events

	Friday, April 14
8 ⁰⁰	
9 ⁰⁰	Physical Therapy Visit Worker: Awesome, Heydi Client: BhopalBCBS, Pune A
10 ⁰⁰	
11 ⁰⁰	
12 ᵖᵐ	
1 ⁰⁰	
2 ⁰⁰	

SCHEDULE EVENT

Select Client to Schedule Event

* Indicates a required field.

* Client: [   ] 🔍

Continue   Cancel

Enter the **Client ID** or **Last Name** and select the lookup tool.

The Client will appear.

Select Client to Schedule Event

* Indicates a required field.

* Client: BhopalBCBS, Pune A

Continue   Cancel

Select **Continue**

Scheduled Event

* Indicates a required field.

Event: * Date   * Start Time   * End Time   * Duration
         MM/DD/YYYY

☐ Recurring Event

Client: MumbaiBCBS, Bell
Client Phone Number: 999-555-0002
Provider: Vilas Heydi Mike NMCC Care LLC
Primary Worker: [   ] 🔍

Backup Worker: [   ] 🔍

* Service: [   ] 🔍

* Address: Home
                     14456 College Dr
                     Apt # 23
                     Farmington, NM 87401
Source: WEB

Save   Cancel

Once all the information has been added, select "Save."

The **Event Acknowledgement** page will show. To finish, select "Accept."

Enter the following items:
Date
Start & End Time
Primary Worker
Service

Event Acknowledgment

Authorization BG0151HHBCBS

Start
Apr 14, 2023 9:00 AM

End
Apr 14, 2023 10:00 AM

Recurrence
None

Client   Provider   Primary Worker   Backup Worker
BhopalBCBS, Pune A (3545527231) Vilas Heydi Mike NMCC Care LLC (655555555) Awesome, Heydi (608557)   None

                                Service
                                Physical Therapy Visit (G0151)

Discard Accept Change

WORKERS

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WORKER OVERVIEW

Workers provide services to clients and use one of two approved methods to check-in when service delivery begins, and check-out when service delivery ends.

Interactive Voice Response (IVR)

AuthentiCare Mobile

Workers do not have access to the AuthentiCare web portal.

Provider Administrators must add *Worker Information* to AuthentiCare

SEARCHING WORKERS

- Select the **Entity Type: Worker** from the drop-down menu

- Click **Go!**

The Entity Search Results will only show Worker profiles as a result.

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ADDING WORKERS

Entities

Add New > Client
          Worker

Entity Type >
Search >

1. From the Home Page, click on **Worker** from the Add New menu options OR Click on "Create- New Worker" from the Menu Bar.
2. Fill out the **Worker Entity Settings** page with all required field information.
3. Make sure to add:
   - Worker's Address
   - Worker's Phone number
   - Worker Services
4. Mobile usage can be enabled here if the Worker will be doing check-in and check-out.

It is important to add the Worker's phone number in the "Entity Addresses/Phones"

BE CERTAIN TO SEND THE WORKER THEIR AUTHENTICARE LOGIN CREDENTIALS!

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MOBILE APPLICATION

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ADDING WORKER INFORMATION FOR MOBILE

- Mobile settings default to the selections that allow the Worker to utilize the application. Do not change these.
- Enter a temporary password
- Check the **Worker Must Change Password** box
- Enter the Worker's **mobile phone number**
- Add the **Device ID** the Worker provided
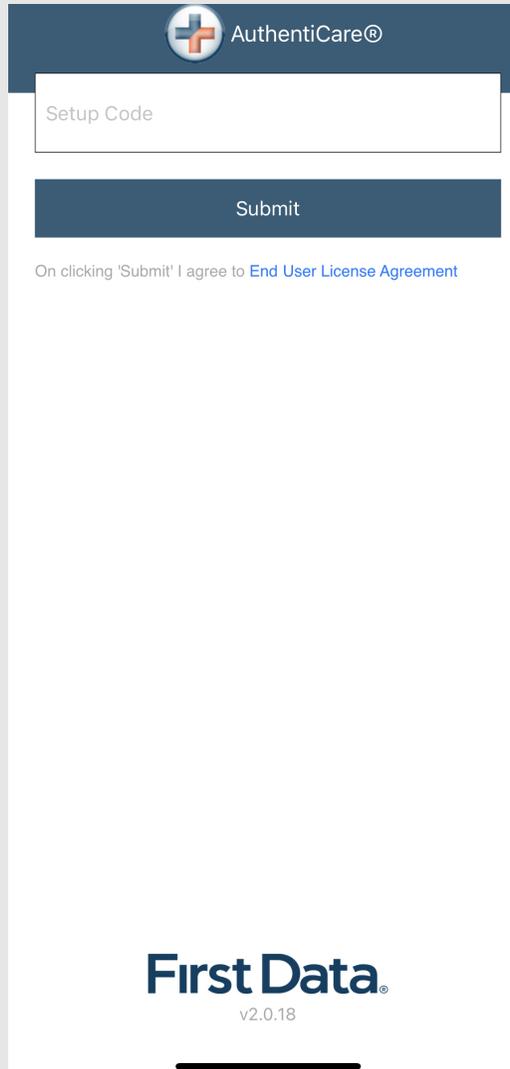- Click **Save**

- After saving, the Worker's profile updates immediately

- You may now send the Worker the mobile setup code, worker ID and password

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SETTING UP MOBILE APPLICATION

AuthentiCare®

Setup Code

Submit

On clicking 'Submit' I agree to End User License Agreement

First Data®

v2.0.18

All users must submit the **SETUP CODE** prior to using the Application.

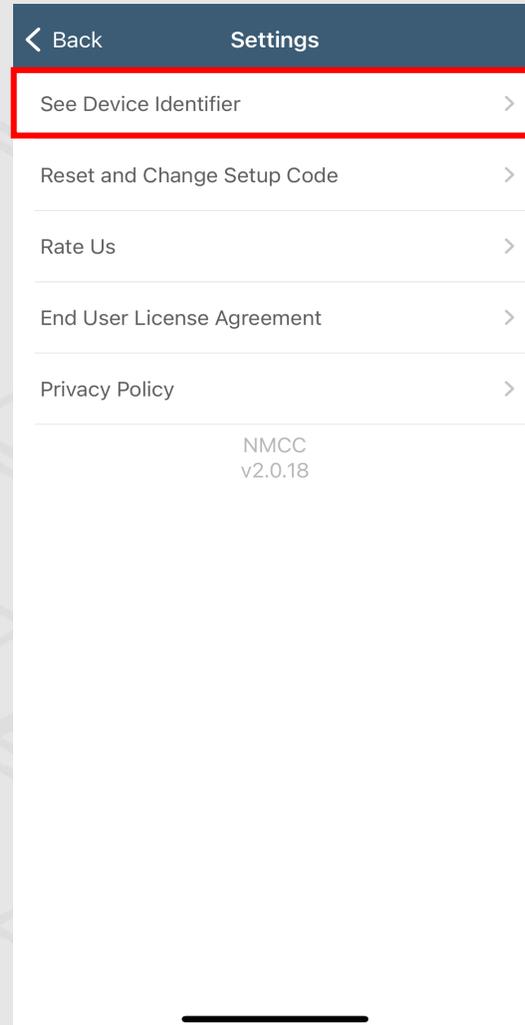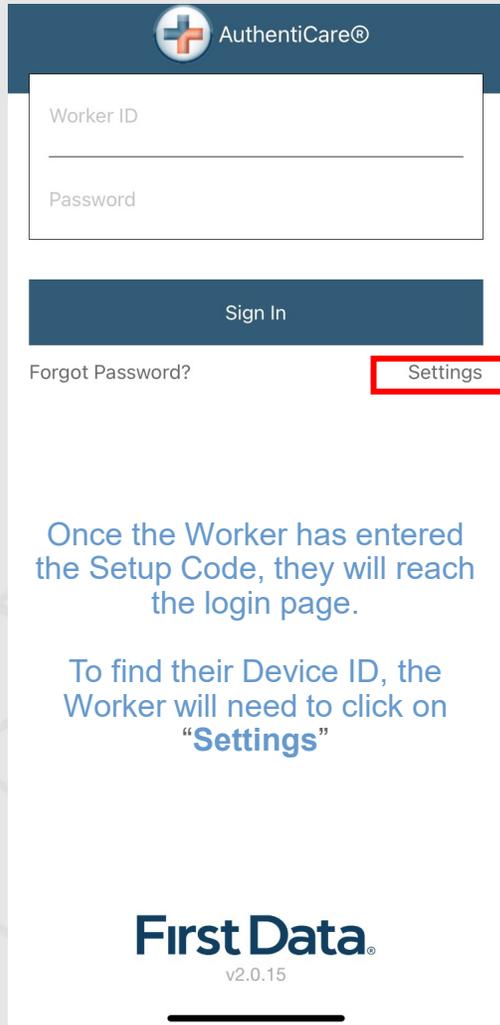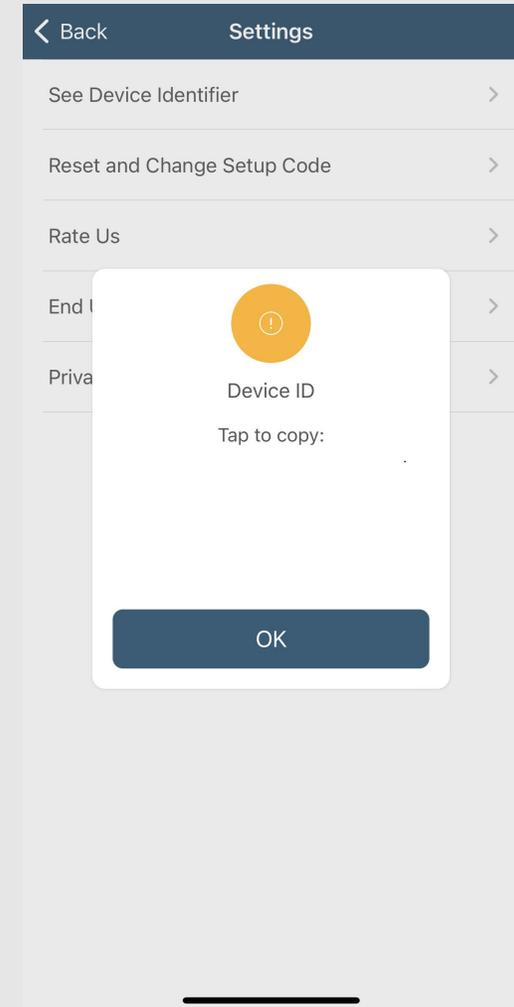The Setup Code is specific to the jurisdiction the Worker will be providing services in.

SETUP CODE:
NMCCPRD

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DEVICE IDENTIFIER

AuthentiCare®

Worker ID

Password

Sign In

Forgot Password?   Settings

First Data
v2.0.15

Once the Worker has entered
the Setup Code, they will reach
the login page.

To find their Device ID, the
Worker will need to click on
"**Settings**"

< Back   Settings

See Device Identifier   >

Reset and Change Setup Code   >

Rate Us   >

End User License Agreement   >

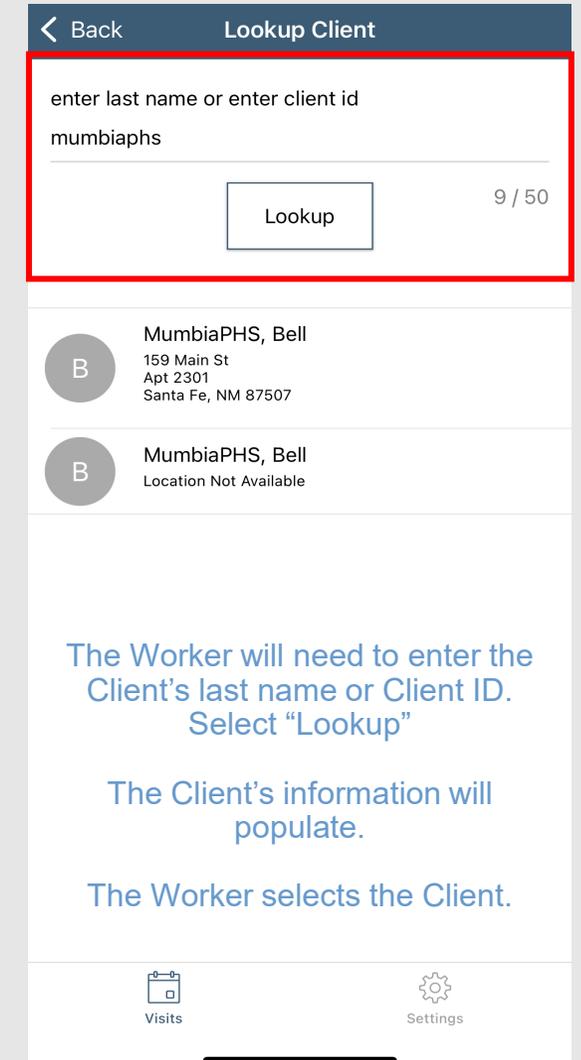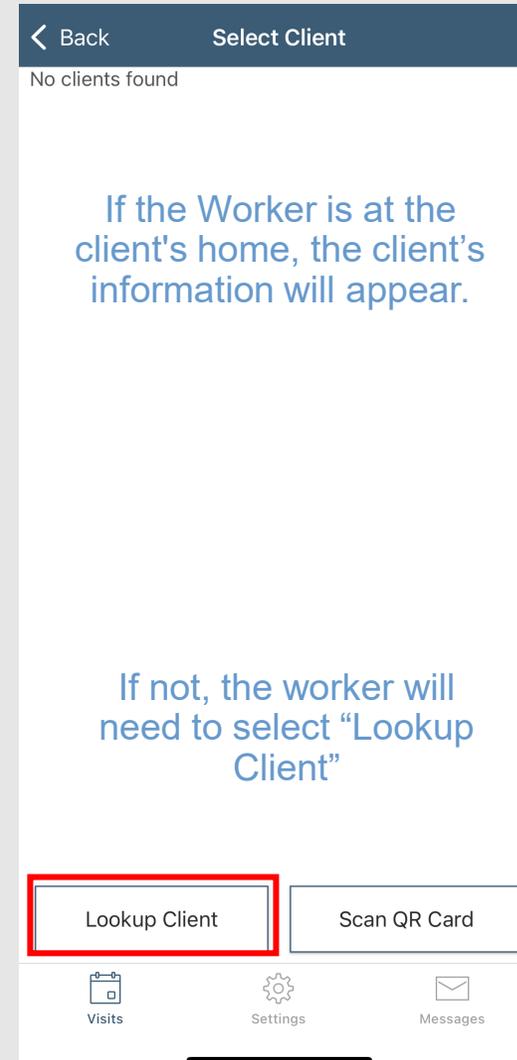Privacy Policy   >

NMCC
v2.0.18

At the top of the Settings page,
they will find "**See Device
Identifier**"

The mobile's Device ID will
show in a pop-up. The Worker
will need to provide the ID to the
Provider Administrator to
finalize their Mobile Device
Registration.

< Back   Settings

See Device Identifier   >

Reset and Change Setup Code   >

Rate Us   >

End   >

Priva   >

Device ID

Tap to copy:

.

OK

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CHECKING IN

The Worker will enter their six (6) digit Worker ID and Password

Click "Sign In"

To start a Check-In, Worker must select "New Check-In"

THIS IS THE HOME PAGE

If the Worker is at the client's home, the client's information will appear.

If not, the worker will need to select "Lookup Client"

The Worker will need to enter the Client's last name or Client ID. Select "Lookup"

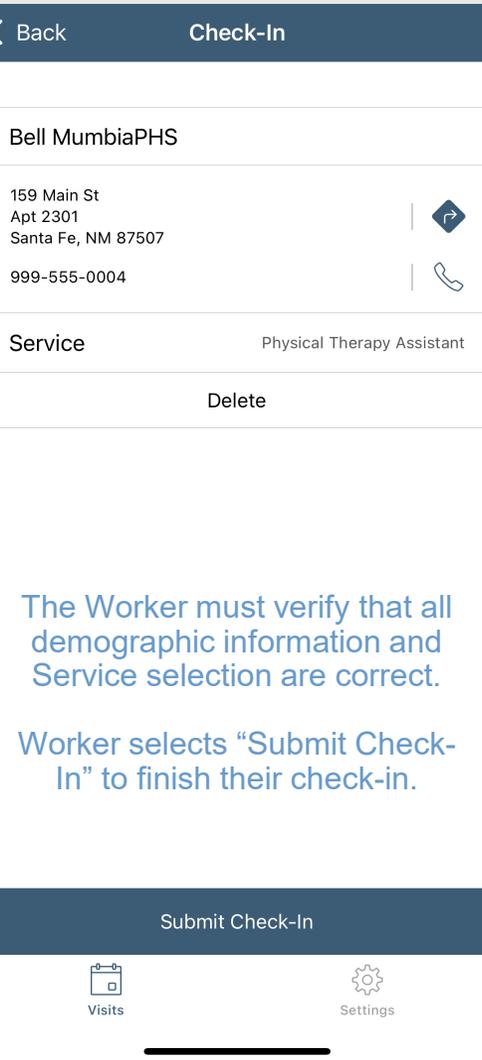The Client's information will populate.

The Worker selects the Client.

CHECKING IN CONTINUED
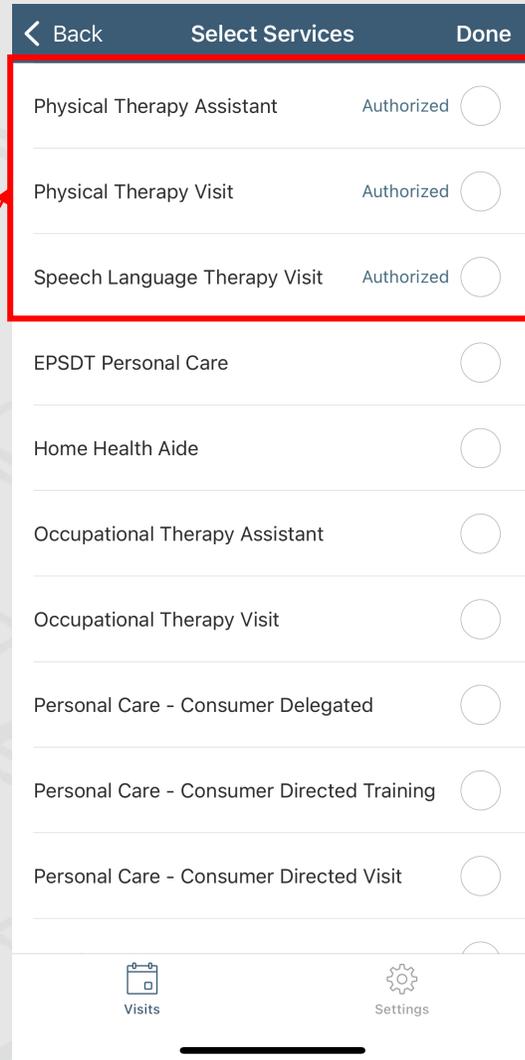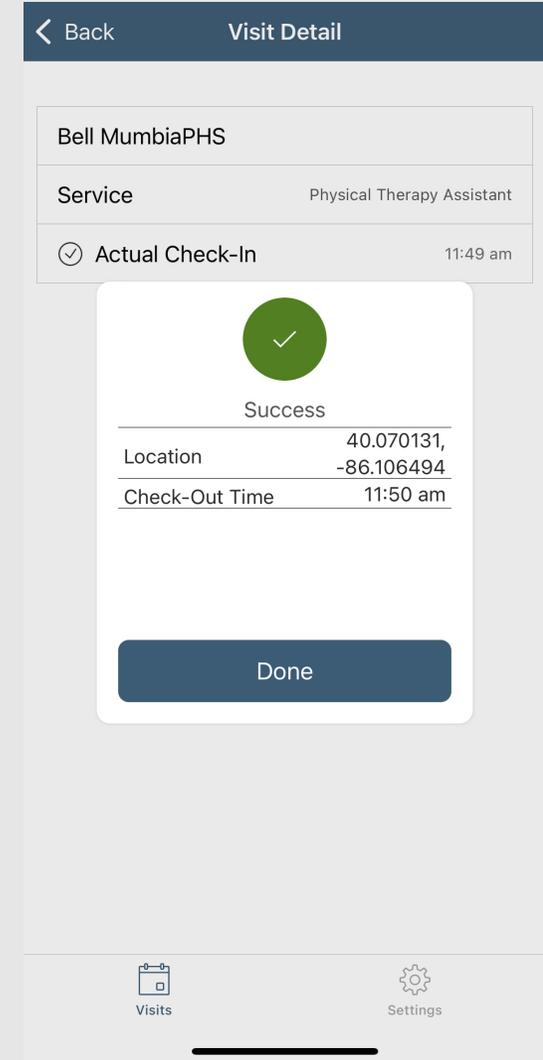

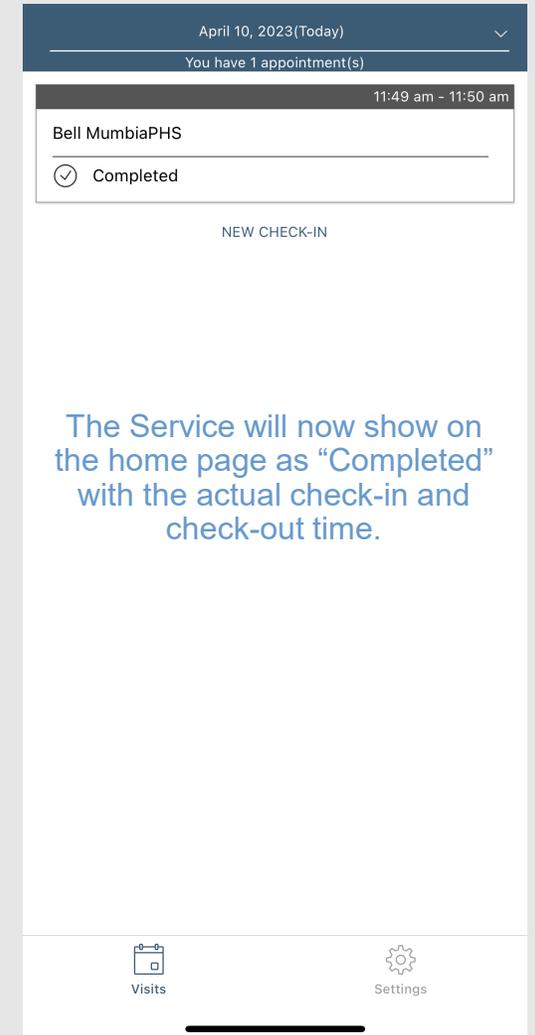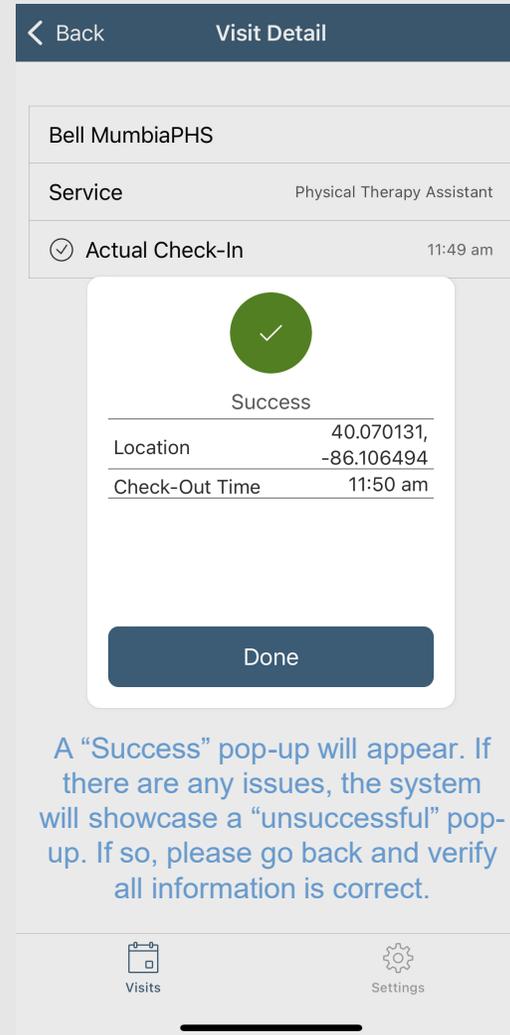The Worker selects the Service they will be providing the Client.

The Worker must verify that all demographic information and Service selection are correct.

Worker selects "Submit Check-In" to finish their check-in.

A "Success" pop-up will appear. If there are any issues, the system will showcase a "unsuccessful" pop-up. If so, please go back and verify all information is correct.

CHECKING OUT

To begin a check-out, select the "In Progress" event

The Worker must verify that all demographic information, and Service are correct.

Worker selects "Submit Check-Out" to finish their check-out.

A "Success" pop-up will appear. If there are any issues, the system will showcase a "unsuccessful" pop-up. If so, please go back and verify all information is correct.

The Service will now show on the home page as "Completed" with the actual check-in and check-out time.

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ACTIVITY SELECTION (IF NEEDED)

Screen 1 (Check-Out):

‹ Back   Check-Out

Bell MumbaiWSCCALL9

5698 George Gallup Rd
123
Gallup, NM 87322

999-555-0005

Service — Skilled Nursing LPN

Activities — Select ›

◯ Actual Check-In — 3:20 pm

Submit Check-Out

Select the "Activities" provided during the service

Screen 2 (Activities):

‹ Back   Activities   Done

LPN observation/assessment of patient ◯

Skilled Nursing LPN - Training ◯

Visits   Settings

Screen 3 (Check-Out):

‹ Back   Check-Out

Bell MumbaiWSCCALL9

5698 George Gallup Rd
123
Gallup, NM 87322

999-555-0005

Service — Skilled Nursing LPN

Activities — LPN observation/assessment of patient

◯ Actual Check-In — 3:20 pm

Submit Check-Out

Visits   Settings

Once the Activity has been selected, click on "Submit Check-Out"

Screen 4:

April 13, 2023(Today)

You have 2 appointment(s)

4:00 pm - 5:00 pm

Bell MumbaiWSCCALL9
5698 George Gallup Rd...
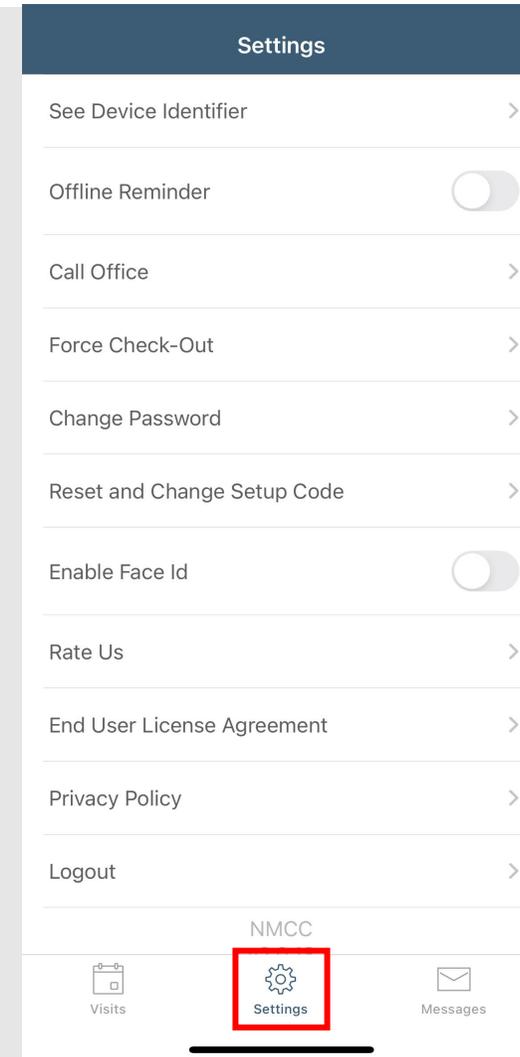999-555-0005

3:20 pm - 3:21 pm

Bell MumbaiWSCCALL9
◯ Completed

DON'T SEE YOUR SCHEDULED APPOINTMENT ?

Visits   Settings

MOBILE DEVICE FEATURES

The Calendar feature allows Workers to view past Service Appointments.
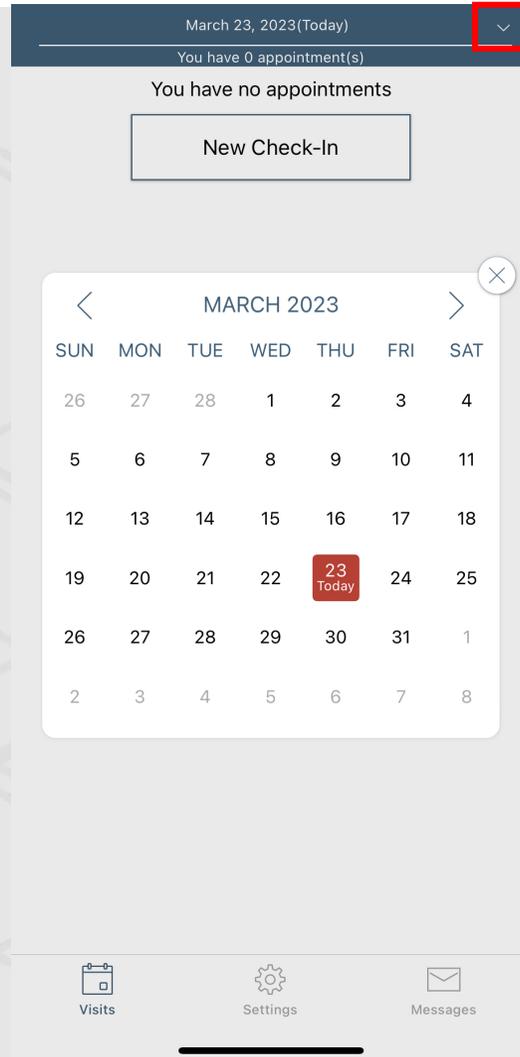
The Settings page provides functionality assistance for the application.

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INTERACTIVE VOICE RESPONSE (IVR)

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ABOUT IVR

- The Interactive Voice Response (IVR) allows workers to record services provided for the client by calling in from the client's home phone landline or client's mobile phone when service begins and calling out from the client's home phone landline or client's mobile phone when service is completed.

- Each worker has a six-digit Worker ID number that identifies him/her as a worker for a specific provider location.

- The Worker ID is recorded in the IVR each time the worker makes a call.

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IVR CHECKING IN

1. Dial 800-944-4141 number and **enter the Worker ID** after the greeting

2. **Press 1** for check-in

3. Enter the **Client ID**

4. **Verify the Client's name by pressing 1** if what the IVR stated is correct, or 2 if it is not

5. **Listen for the service** that needs to be provided **and press the prompt associated** with that service

6. **The IVR will recite the details which were selected. Listen and verify that if it is correct** by selecting the appropriate prompts

7. The IVR will state the time of the **successful check-in**

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IVR CHECKING OUT

1. Dial 800-944-4141 number and **enter the Worker ID** after the greeting

2. **Press 2** for check-out

3. Enter the **Client ID**

4. **Verify the Client's name by pressing 1** if what the IVR stated is correct, or 2 if it is not

5. **The IVR will recite the details which were selected** during check-in and this check-out**.**

6. **Listen and verify that if it is correct** by selecting the appropriate prompts

7. The IVR will state the time of the **successful check-out**

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CONTACT INFORMATION

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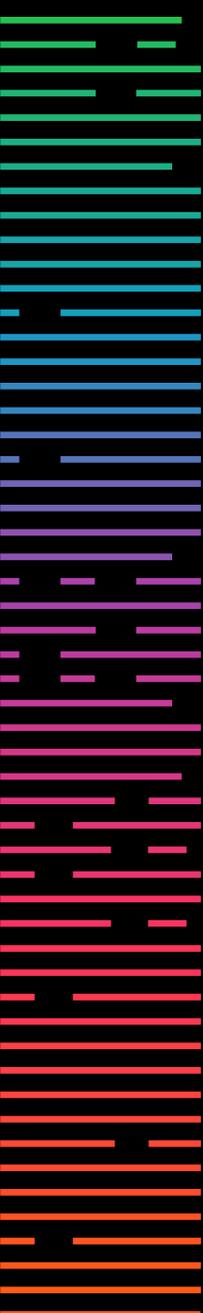**fiserv.**

CONTACT INFORMATION

Workers

Contact **Provider Administrators** for training and technical assistance.
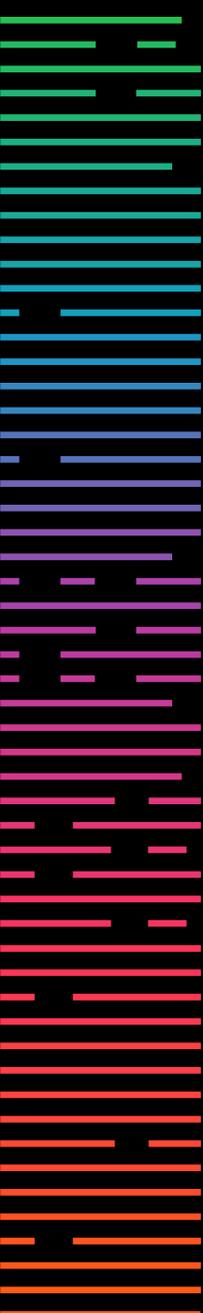
Provider Administrators

Training Questions:
Heydi Correa Encarnacion, MPH
heydi.correaencarnacion@fiserv.com

Training Requests & Technical Assistance:
1-800-441-4667, Option 6
authenticare.support@fiserv.com
6:00 AM – 6:00 PM MST, M-F

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Q&A

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Thank You!

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