



Dear Provider:

As you may know, the New Mexico Centennial Care MCOs will be rolling out the Electronic Visit Verification (EVV) system as mandated by the State of New Mexico Human Services Department Centennial Care program. Provided by First Data, the EVV system, AuthentiCare®, will track visits related to Community Benefits. We are pleased to participate in this initiative which will enable more accuracy in service tracking, reporting, and billing for in-home care providers.

The system will be operational on July 1, 2014.

The system

- Uses landlines and/or GPS enabled mobile devices to track visits
- Is web-based and paperless
- Allows the provider to review the claim before confirming it for submittal
- Generates claims automatically
- Gives providers the ability to create reports and report templates
- Provides real-time service information to providers and care coordinators
- Requires access to the internet (a high speed broadband internet connection is recommended)

Important to you, the Provider

- The system will assist you in reducing manual work and paper processes
- The system is neither purchased nor installed; you simply access it through the internet
- Training and training materials will be provided so individual(s) from your office can train others in your agency

Services required to be submitted through AuthentiCare New Mexico Centennial Care system

- Personal Care – Consumer Delegated
- Personal Care – Consumer Directed
- Personal Care – Consumer Directed Administrative Fee
- Personal Care – Consumer Directed Training
- Personal Care – Consumer Directed Advertisement Reimbursement
- Homemaker Respite



Expectations

We believe the use of the EVV system will allow us and our partners in the provider community to better serve our respective members and ensure they are receiving the services they need.

Training

Providers must send at least one person to a one-day training session, offered by First Data, to learn how to use the system and train other employees in the agency. There is no fee for this training. A schedule of training sessions will be made available, but will tentatively be set in May-June 2014 and will be held in Albuquerque, Farmington, Las Cruces and Roswell. We suggest that attendees include a representative from your billing department, and a staff member who is responsible for training those who would visit the home to provide the service. More information will be available as the training details are finalized.

Brief steps on how the system works

1. A service is authorized for a member
2. The agency employee arrives for a visit
3. The employee checks into the AuthentiCare system using
 - the member's land line or the employee's smart phone to call a toll-free phone number (additional options are available if there is no land line or smart phone)
 - their employee ID and enters the code for service(s)
4. Caller ID or geo-location is used to validate the location from which the call is placed
5. A database of pre-authorized services is referenced to verify that the service has been pre-authorized
6. The employee performs the service
7. The employee checks out using the same process
8. Claims will be available for the provider's review via the AuthentiCare website
9. After the provider's review, the provider may confirm the claim

Contact Information

You will find a Frequently Asked Questions sheet attached. If you need additional information or have questions regarding implementation of AuthentiCare New Mexico Centennial Care, contact your MCO's provider relations department.

We look forward to working with you and First Data on this new venture.