



Electronic Visit Verification Tablets – Frequently Asked Questions

1. How can I order tablets?

Provider agencies can begin ordering from the Mobility Exchange portal at www.mobilityexchange.us. The managed care organizations (MCOs) will approve orders before they are finalized with Mobility Exchange.

2. Can I order a tablet for my supervisory visit(s)?

Supervisory visits are not billable to the MCOs. Therefore, agencies cannot order tablets for supervisory visits.

3. How do I get my user name and password for the Mobility Exchange portal?

Usernames and passwords will be provided by Mobility Exchange based on the email address provided on the tablet request form. If caregivers have not received their login credentials, they may contact the help line at 888-716-9528.

4. When will we receive our tablets after they are ordered in the portal?

Tablets will be shipped within five to seven business days after MCO approval.

5. How will they be shipped?

Agencies must have a valid United States Postal Service (USPS) address. Tablets will not be shipped to Post Office Boxes. If you have an extenuating circumstance that you will need your tablet sooner, please reach out to the appropriate MCO.

6. What is the battery life of my tablet?

The tablet will last approximately two days if left on, but the device will last longer if powered down between uses.

7. Do you have any policies that can help us manage our staff and the tablets?

It is highly recommended that you have a tablet policy in place to set proper expectations with your caregivers. This will ensure they are fully aware of their responsibilities with their assigned tablet. For a sample policy, please contact Toni Bills at Verizon Wireless at toni.bills@verizonwireless.com. You can review the sample and make modifications to meet your agency's needs.

8. How do I get a worker ID for the AuthentiCare® application?

Please reference Section 11.8 in the AuthentiCare User Manual.

9. How do I change a username if the tablets changes to someone else?

An AuthentiCare administrator would need to create or reset the username/password if necessary. You can also reference section 11.8 in the AuthentiCare User Manual.

10. Can I track the tablets I have ordered from each MCO?

Yes, there is a reporting functionality on the Mobility Exchange Portal you can use to sort how many tablets you have and from which MCO they are provided. Log into mobilityexchange.us with your username and password and go to "Order History."

11. What if one of our caregivers serves members from more than one MCO?

Please request the tablet from the MCO whose member has the most hours allocated.

12. What do I do if the tablet will not turn on?

Please ensure tablet is fully charged. If problems persist please contact Mobility Exchange at 888-716-9528 or by email at mconm@mobilityexchange.net.

13. What do I do if a caregiver reports a device is lost or stolen?

If a device is reported as lost or stolen, please send an email to mconm@mobilityexchange.net with the user information and device ID. Mobility Exchange will immediately suspend the device and ship out a replacement.

14. What do I do if the caregiver finds the device that was reported lost or stolen?

If the stolen/lost device is found, please send an email to mconm@mobilityexchange.net with user information and device ID. Mobility Exchange will reactivate the original device and you will receive instruction on how to ship back the replacement device (if applicable).

15. Will I get the MCO tablet order form back before or with the delivery of tablets?

The MCO tablet order form will be emailed back to the provider prior to the new shipment. This information will also be available on the Mobility Exchange Portal.

16. I need to have extras on hand, what is the process for ordering them?

You will order extra device(s) on the MCO tablet order form or the portal and mark the caregiver name as "extra."

17. What if I do not have a Wi-Fi access to upload my data?

If you do not have Wi-Fi access, caregivers will need to go into an area with Wi-Fi or a Verizon Wireless cellular service area every seven days to upload check in and check out data from both their tablet and/or smartphone. This will also ensure that the caregivers schedule will be downloaded to the device for the following week. Please ensure device is charged and powered on.

18. Who do I contact for Tablet hardware related issues?

- a. Phone number: 888-716-9528
- b. Email: mconm@mobilityexchange.net

Example tablet issue:

- 1) Tablet will not “power on.”
- 2) AuthentiCare application is not showing on the tablet.

19. How do I contact AuthentiCare for application support?

- a. Phone number: 1-800-441-4667
- b. Email: Authenticare.support@firstdata.com

Example application issue:

- 1) Error at log-in page
- 2) Client list not showing

20. How do I get more information?

If you have any questions or concerns regarding this notification, please reach out to your provider representative from any of the MCOs you are contracted with.

- **Blue Cross Blue Shield:** Taia D'Coda (505)816-2428 or taia_j_dcoda@bcbsnm.com
- **Molina Healthcare:** Leeann Kaminski (505) 348-0352 or Leeann.Kaminski@MolinaHealthCare.Com
- **Presbyterian Health Plan:** Orlando Gonzalez (505) 923-6205 ogonzalez3@phs.org
- **United Healthcare:**
Cynthia Cordova (505)449-4328 or cynthia_a_cordova-rivera@uhc.com; Counties: Bernalillo, Taos, Rio Arriba, Los Alamos, Santa Fe, Valencia, Torrance, Socorro
Jacque Daniels (505) 632-4282 or jdani33@uhc.com; Counties: Bernalillo, San Juan, Sandoval, McKinley, Cibola, Catron (North of Reserve)
Christina Salgado (575) 589-1984 or christina_a_salgado@uhc.com; Counties: Catron Chavez (South of Reserve), Grant, Hidalgo, Luna, Dona Ana, Chavez, Eddy, Lea, Lincoln, Otero, Sierra
Jason Sweeney (505)449-4324 or jason_m_sweeney@uhc.com; Counties: Curry, Roosevelt, San Miguel, Colfax, Mora, Quay, Guadalupe, Union, Harding, DeBaca