

## New Mexico Centennial Care AuthentiCare Electronic Visit Verification System FAQ

### What is AuthentiCare New Mexico Centennial Care?

It is an electronic visit verification (EVV) solution that:

- Collects time and attendance information for services provided via telephone check-ins.
- Electronically submits qualified claims for payment on behalf of providers
- Allows electronic access to information, claims status, reports, etc. via the Web
- Is required for billing Community Benefit Services under the State of New Mexico Human Services Department Medicaid Centennial Care program

### What information or registration is required by providers and their employees who deliver services in order to have the system available for use?

Prior to implementation, Centennial Care Managed Care Organizations (MCOs) will submit a list of providers to First Data. Those providers will then submit employee data to First Data in the form of an electronic spreadsheet that will be imported into the AuthentiCare system. We also refer to employees as workers. Providers will be given access to the AuthentiCare Web portal. Thereafter, providers can make edits, via the Web, to worker information previously supplied.

### What are the requirements for using the system?

1. *Check in/Check Out:* Workers must use at least one of two EVV methods:
  - a. A mobile application installed on a smartphone in the worker's possession
  - b. The telephone land line at the member's home  
(If neither method is available, there will be additional options, see page 3)
2. *View reports and check claims information online:* Providers utilize an internet connection to access the AuthentiCare website

### What is the cost to providers?

There is no cost to providers for using the AuthentiCare system that includes the electronic billing, Interactive Voice Response system (IVR), Web access to system and report generation.

However, it is the responsibility of the provider's workers to provide their own mobile devices, i.e., smartphones, and payment for associated costs. The use of a smartphone is not required, but is highly recommended as it is the simplest way to connect check-in and check-out.

**When will training be available?**

Training will be provided by First Data, the AuthentiCare vendor, in May and June of 2014 in four cities: Albuquerque, Farmington, Las Cruces, and Roswell. MCO representatives will be in attendance to answer business-specific questions. Providers are expected to utilize the "train-the-trainer" concept, where one group or facility can send a representative that can train other practice members. Note: For those providers that are contracted with multiple MCOs, it is only necessary to attend the training session closest and most convenient for the practice.

As a follow-up to the training sessions, a web-based training environment will be available for the IVR, Web access, and reports. This will allow trainers to enter their own data and scenarios and simulate the actual steps in the system.

**What are the benefits to the system?**

- Reduction in paper records and/or timesheets
- Scheduling component that providers can use to schedule workers who provide services
- Billing process for immediate electronic claims submittal
- Claims life cycle reporting method via the 835 remittance data that can be imported into the AuthentiCare New Mexico Centennial Care system
- Method to view and monitor the worker's activities in real time
- Method to create automated and ad-hoc reporting capabilities

**How can providers prepare for the AuthentiCare New Mexico Centennial Care implementation?**

- Participate in the training program and plan to have at least one employee responsible to teach the rest of your staff and workers
- Communicate to your staff and workers about the system
- Assess your internal processes as the system is implemented. You may find you can reduce some workloads and streamline other processes
- After training ensure that your workers and office staff are ready and able to use the system
- If applicable, download the AuthentiCare app for your or your staff's smartphone

**What's the preferred method and options of check-in/check-out for EVV?**

The preferred method is to use the smartphone app. It is easy to use and does not require use of the member's phone line. The alternate method is to use the member's landline.

**If the smartphone app is used, what if there is no cell phone coverage available?**

The member will be given a Quick Response (QR) card with a bar code. The worker will scan the member's QR card barcode with their smartphone. Check-in and check-out information will be processed once the smartphone re-enters cell phone tower range.

**What if no EVV method is available?**

The following can be done to log the service: The worker will call the supervisor, give them the information of when the service started, what the service was, and what time the service ended. The provider will enter the information on the AuthentiCare website.

**Will AuthentiCare New Mexico Centennial Care integrate with our current time tracking system?**

No, the AuthentiCare system is not intended to integrate with agency back-end time tracking/payroll systems.

**Has a system like this been used before?**

Yes. The AuthentiCare system is being used in Kansas, Oklahoma and South Carolina. Provider feedback included that the system assisted them in reducing paperwork and identifying those workers who needed improvement in work processes.

**Will there be a help desk available after the implementation date?**

Yes, First Data will host an AuthentiCare New Mexico Centennial Care help desk to assist you with technical support and answers to questions. Support will be available 24 hours a day, seven days a week.