



AuthentiCare® New Mexico Turquoise Care Provider Agency Training

Training Topics



- ✓ Getting started, logging in and navigating AuthentiCare®
- ✓ Registering Users
- ✓ Adding Workers and Reviewing Client Information
- ✓ Authorizations
- ✓ Creating and Searching Claims
- ✓ Confirming Claims for Billing
- ✓ Mobile Application and Interactive Voice Response System
- ✓ Reports



Getting Started

What is EVV and AuthentiCare®?



EVV = Electronic Visit Verification

- A method used to verify home healthcare visits.
- Based on the 21st Century Cures Act, EVV is necessary to receive full Federal Medical Assistance/Medicaid funding for qualifying programs/services.
- EVV records the following elements:
 - (1) Service provided
 - (2) Date of service
 - (3) Individual providing service
 - (4) Individual receiving service
 - (5) Location of service
 - (6) Time service delivery begins/ends

AuthentiCare®

- Provides electronic scheduling, tracking, reporting, and billing of EVV Claims.
- Help states comply to EVV regulations to ensure funding for programs/services.

Process Flow

Step 1

If applicable,
service is
authorized



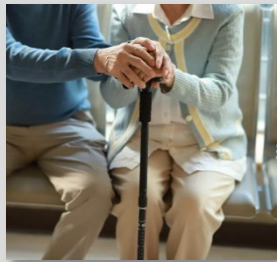
Step 2

Worker
checks in



Step 3

Service is
provided



Step 4

Worker
checks out



Step 5

Claim is
generated



Step 6

Provider
must clear
exceptions
and confirm
Claims for
billing



Step 7

Provider is
paid



How to Log in

1 Type **www.authenticare.com/nmcc** into your browser.

2 The *Login* page will appear. Enter your **email address** and **password** and click **Submit**.

Welcome to AuthentiCare

Please enter your AuthentiCare email address and password to access the system.

* Email Address:

* Password:

Submit

How to Log in

3

Create your user profile by typing in your **name**, **phone number**, **email address**, **username** and **security questions**. Type in the moving characters.

Click **Save**.



Note: Security questions secure account information and allow users to reset their passwords.

4

Type in the verification code sent to your **email address**. The email is sent from `noreply@pingidentity.com`.

5

Read the user agreement. Click **Accept** on the bottom of the page to access the web portal.

The screenshot shows a 'Create User Profile' form with the following fields and options:

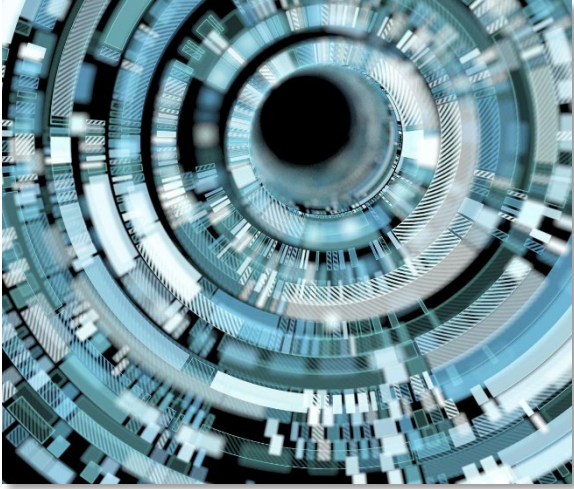
- * Indicates a required field.
- * First Name:
- Middle Name:
- * Last Name:
- * Mobile phone number:
- * Email Address:
- * Username:
- * Security Questions: Three dropdown menus, each followed by a text input field.
- A CAPTCHA image showing the letters 'ZC12' with a 'Type the moving characters' input field below it.
- Buttons for 'Save' and 'Cancel' at the bottom right.

The screenshot shows a 'Verify your email address' form with the following elements:

- * 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.
- Buttons for 'Submit' and 'Resend Code' at the bottom right.

Accept **Deny**

Multi-Factor Authentication



What is Multi-Factor Authentication?

Multi-factor authentication (MFA) helps keep your AuthentiCare® account secure by requiring an extra step when you log in.

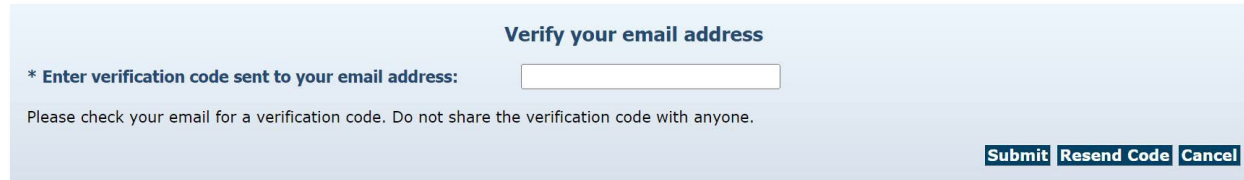


Important Notes About MFA:

- If you get logged out of AuthentiCare® automatically because the session times out, you'll only need to complete MFA after 4 hours have passed since the last time MFA was completed.
- If you log out of AuthentiCare® by clicking **Logout** in the upper right-hand corner of the screen, MFA is required the next time you log in.
- If you have more than one AuthentiCare® account, a unique email address must be listed within each account on your User Profile.

Multi-Factor Authentication Steps

1. Login to AuthentiCare by entering your email address and password and click **Submit**.
2. The *Verify Your Email Address* page populates.



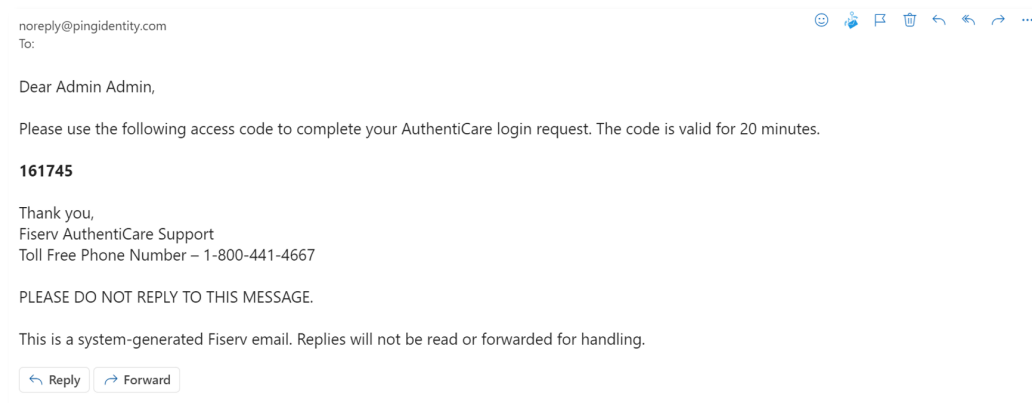
Verify your email address

* 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** **Cancel**

3. Check your email address for an email from noreply@pingidentity.com to find the verification code. The email address that will receive this email is listed on your AuthentiCare® *User Profile*.



4. Enter the verification code and click **Submit**.

Password Policy



- **Passwords must:**
 - Be at least 9 characters in length
 - Cannot use the same previous 8 passwords
 - Be changed every 60 days
 - Contain at least one of each of the following:
 - Lower case letter
 - Upper case letter
 - Number
 - Special characters are @#\$%^&?!+=()
- **Example:** P@ssw0rd#



Notes:

- Do **not** share your password.
- Users are locked out after 3 incorrect login attempts.
- Agency administrators can unlock accounts.

Home Page

The *Home* page provides access to all functions.

Main content sections:

1. Menu/Toolbar
2. User ID
3. Entities
4. Services and Authorizations
5. Claims

The screenshot displays the Home Page interface with five numbered callouts:

- 1**: Menu/Toolbar (Home | Create | Reports | Scheduling | Dashboards | Visits | My Account | Custom Links | Logout)
- 2**: User ID (Logged in as)
- 3**: Entities section (Add New > [Client](#), [Worker](#), [Representative](#); Entity Type > [dropdown]; Search > [input] **Go!**)
- 4**: Services and Authorizations section (Search Type: Service, Authorization; Service: [input]; Authorization ID: [input]; Service Type: [dropdown]; Authorization Start: MM/DD/YYYY [calendar]; Authorization End: MM/DD/YYYY [calendar]; Client: [input]; Provider: [input]; Worker: [input]; Payer: [input]; Service Period: [input]; Procedure Code: [input] **Go! Clear**)
- 5**: Claims section (Add New > [Claim \(Standard\)](#); Search Type: Claim, Confirm Billing - View, Confirm Billing - Bulk; Claim ID: [input] **Go! Clear**; Claim Status: [dropdown]; Claim Start: MM/DD/YYYY [calendar]; Claim End: MM/DD/YYYY [calendar]; Service: [input]; Authorization ID: [input]; Client: [input]; Provider: [input]; Worker: [input]; Representative: [input]; Payer: [input]; Procedure Code: [input]; User Option: [dropdown]; Include Inactive Claims? **Go! Clear**)

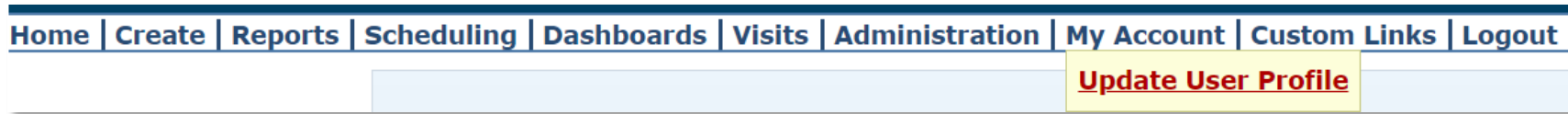
Main Menu Toolbar

[Home](#) | [Create](#) | [Reports](#) | [Scheduling](#) | [Dashboards](#) | [Visits](#) | [Administration](#) | [My Account](#) | [Custom Links](#) | [Logout](#)

Menu Option	Function
Home	Link to home page
Create	Allows creation of new entities
Reports	Link to report page
Scheduling	Allows creation of schedules and view of calendar
Dashboards	Access to three dashboards which display status of Claims, exceptions and the day's schedule
Visits	Shows late and missed visits
Administration	Allows upload of external files and access to the file layout designer
My Account	Link to change password
Custom Links	Link to resources
Logout	Exits the application

Update Email for Multi-Factor Authentication

1. Hover over *My Account* and click **Update User Profile**.



2. Click **Edit** in the upper right-hand corner.



Update User Profile

* Indicates a required field.

Edit

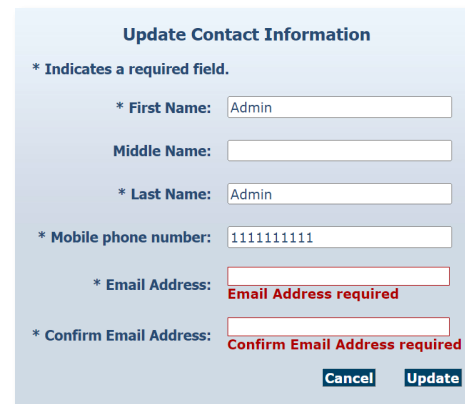
* First Name: Admin

Middle Name:

* Last Name: Admin

* Mobile phone number: 1111111111

3. Update the email address fields and click **Update**.



Update Contact Information

* Indicates a required field.

* First Name: Admin

Middle Name:

* Last Name: Admin

* Mobile phone number: 1111111111

* Email Address: **Email Address required**

* Confirm Email Address: **Confirm Email Address required**

Cancel **Update**

Updating User Profile and Changing Password

1 Hover over **My Account** and click **Update User Profile**.

2 Click corresponding **Edit/Change Password** button for the information that needs to be updated.

ng | Administration | My Account | Custom Links | Logout

Update User Profile

* Indicates a required field.

Edit

* First Name:

Middle Name:

* Last Name:

* Mobile phone number:

* Email Address:

Change Password

* Username:

* Password:

* Confirm Password:

*Security Questions: **Edit**

In what city did you meet your spouse/significant other?

In what city or town did your mother and father meet?

What was your first pet's name?

Checking Provider Information

Entities

Add New > [Client Worker](#)

Entity Type >

Search >

Go!

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
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

* Provider Services: Respite LPN
Respite RN

Entity Addresses/Phones

Add Address

Address Type: Other

* 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

* 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

* Address Description: W

* Address Line 1: 900 N TELSHOR BLVD
Address Line 2: STE T 801
* City: TAOS
* State: NM * Zip: 875711825

1. Go to the *Entities* section on the *Home* page.
2. Please click the drop-down menu for *Entity type*, choose **Provider**, and then click **Go!**
3. Review the *Provider Entity Settings* page information for accuracy.



Note: Email address listed will receive alerts for late or missed visits.



Registering and Disabling Users

Registering Users



Who are Users?

Users are administrators who can make updates and changes to the AuthentiCare® web portal.



Important Notes About Users:

- New users need to be trained on AuthentiCare® before getting access to the portal.
- Do not create login information for Workers.

Register Users

1. On the *Provider Entity Settings* page, go to the *Registered Users* section.
2. Click **Add User**.
3. On the *Register* page, type in the **Email Address, Password, and Confirm Password** for the new user.
4. Select the **User Role** for the user.
5. Click **Register**.

Registered Users

Adding a user saves any changes to this page and navigates to a new page.

Add User

User Name	Role	Registered On	Ed
harishpuat2@nmcc.com	NM_Administrator	04/15/2024	

Register

Use your assigned ID and PIN plus your e-mail address and a password you choose to register for access to the website.

* Email Address:

* Password:

* Confirm Password:

* User Roles:

NM_AdminAssistant
NM_Administrator
NM_ClaimsMgt1
NM_ClaimsMgt2
NM_HumanResources
NM_IntakeReferral
NM_Payroll/Billing
NM_Payroll/Billing/HumanResources

Rights:

Add Claims
Edit Claims
View Claims
Delete Claims
Edit Clients
View Clients
Add Workers
Edit Workers
View Workers

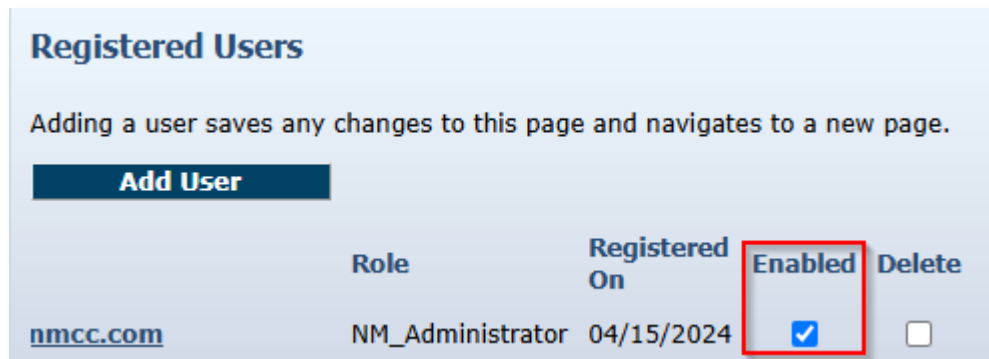
Register **Cancel**

Disable Users

Why Disable Users?

If or when a user leaves an organization, they must be disabled as an AuthentiCare® user to protect your agency's information and data.

Do not delete a user. If an admin is deleted, they will not be able to register with AuthentiCare® again with the same email address.



Registered Users

Adding a user saves any changes to this page and navigates to a new page.

[Add User](#)

Role	Registered On	Enabled	Delete
nmcc.com	NM_Administrator	04/15/2024 <input checked="" type="checkbox"/>	<input type="checkbox"/>

1. On the *Provider Entity Settings* page, go to the *Registered Users* section.
2. Inactivate the user account by unchecking the **Enabled** checkbox.
3. Click **Save** on the bottom of the page.



Note:

- Username, role, registration date and status are displayed in the *Registered Users* section.

Adding Negotiated Rates for Each Service by MCO

Provider Entity Settings

* Indicates a required field.

ID: 65555555
 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
 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
 * Provider Respite LPN
 Services: Respite RN

Entity Addresses/Phones

Add Address

Address Type: Other

* 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

* Address Description: P

* Address Line 1: 700 N TELSHOR BLVD
 Address Line 2: STE B
 * City: LAS CRUCES
 * State: NM * Zip: 880068251

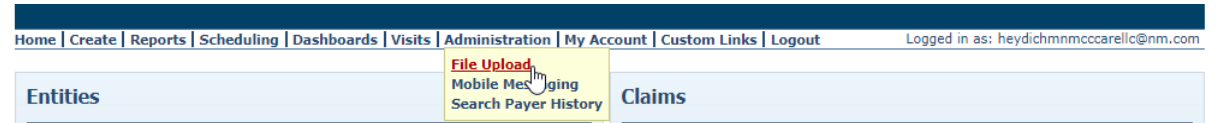
Optional Attribute Data Collection

* Address	000M1808	Service	Optional	Enabled:	<input checked="" type="radio"/> Yes <input type="radio"/> No
	000M1814	Service	Optional	Enabled:	<input checked="" type="radio"/> Yes <input type="radio"/> No
	42101522	Service	Optional	Enabled:	<input checked="" type="radio"/> Yes <input type="radio"/> No
	68069	Service	Optional	Enabled:	<input type="radio"/> Yes <input checked="" type="radio"/> No
	87726	Service	Optional	Enabled:	<input checked="" type="radio"/> Yes <input type="radio"/> No
	EarlyVisitThreshold	Client	Optional	Enabled:	<input type="radio"/> Yes <input checked="" type="radio"/> No
	ExternalClientID	Client	Optional	Enabled:	<input checked="" type="radio"/> Yes <input type="radio"/> No
	LateVisitThreshold	Client	Optional	Enabled:	<input type="radio"/> Yes <input checked="" type="radio"/> No
	MissedVisitThreshold	Client	Optional	Enabled:	<input type="radio"/> Yes <input checked="" type="radio"/> No
	NoTechZone	Client	Optional	Enabled:	<input checked="" type="radio"/> Yes <input type="radio"/> No

- On the *Provider Entity Settings* page, go to the *Optional Attribute Data Collection* section.
- Select the **MCO** you have a Negotiated Service Rate with:
 - 000M1808: Molina HealthCare of New Mexico
 - 000M1814: Presbyterian Health Services
 - 42101522: Blue Cross and Blue Shield of New Mexico
 - 87726: United HealthCare of New Mexico
- Click **Save** on the bottom of the page.

File Upload

- You can upload the 835 files they receive from the applicable MCO into AuthentiCare New Mexico Turquoise Care whenever they want to do so, 24/7.
- AuthentiCare will accept the 835 file with an “.edi” extension, as a zip file having a “.zip” extension or with an “.rsp” extension.
- Once uploaded, the 835 file will be queued in the background for the remittance data to be imported. You will be notified by email when the processing is complete.
- If the file is successfully processed, you will be able to run the remittance reports to see the data processed from the 835 files.
- If the file is unsuccessful, the reason will be provided in the email along with contact information for Customer Support for assistance in resolving the issue.



To begin the upload process, hover over the **Administration** tab on the tool bar and click on the **File Upload** tab when it appears.

Do not close your browser or move away from this page until you get a confirmation message that the file has been successfully uploaded.

File Upload

* Indicates a required field.

* File Type:

* Select File: **No file chosen**

Please upload one file at a time. Select a file with an appropriate extension. For 835 upload, Zip files (.zip) containing more than one of those files are also allowed.

* Email Address:

Enter your email address above to receive notification when your file is processed. You can enter multiple email addresses separated by commas. (e.g. joe@anymail.com,lisa@anymail.com,tim@anymail.com)

For 835 upload, If email indicates success you should be able to see remittance data in the remittance advice and remittance data listing reports.

If email indicates failure, please contact the helpdesk at clientsupport@firstdata.com or call 800-441-4667 option 6.

File Upload History

Chose file to upload and click on **“Attach It”**
A 90-day rolling history will be displayed that shows details about the files uploaded



Clients

Client Overview



Who are Clients?

Clients are the individuals who are receiving Medicaid services.



Important Notes About Clients:

- Clients are associated with provider agencies through authorizations or the association function in AuthentiCare®.
- 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

Viewing Clients

- From the **Home** page, click on the drop-down menu and select “**Client**”
- The *Entity Search Results* page will appear.
- Click on the **Client’s ID** and the *Client Entity Settings* Page will appear.
- Address, Phone and External Client ID are the only editable sections within the page.

Entities

Add New > [Client](#)
[Worker](#)

Entity Type >

Search > [Client](#)
[Worker](#)
[Representative](#)

Entity Search Results

ID	Name	User Type	Information	Delete Selected
3545527231	BhopalBCBS, Pune A	Client		<input type="checkbox"/>
3445527231	BhopalPHS, Pune B	Client		<input type="checkbox"/>
3444547231	BhopalWSCC, Pune	Client		<input type="checkbox"/>
3455527231	MumbaiBCBS, Bell	Client		<input type="checkbox"/>
3444577231	MumbaiWSCC, Bell Z	Client		<input type="checkbox"/>
3444444231	MumbaiWSCCALL9, Bell	Client		<input type="checkbox"/>
3444527231	MumbiaPHS, Bell C	Client		<input type="checkbox"/>

Client Entity Settings

* Indicates a required field.

* ID:

PIN: *****

* First Name: Pune
 Middle Name: A
 * Last Name: BhopalBCBS

Company Name:
 SSN:
 FID:
 Gender: Male

* Birth Date:

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:

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 [Delete](#)

[Save/Create Another](#) [Save](#) [Cancel](#) [Delete](#)

ID Card Number:

Status:



Creating Workers

Workers Overview



Who are Workers?

Workers deliver services to Clients.



Important Notes About Workers:

- Workers *do not* have access to the Web Portal.
- Provider agencies must create Worker profiles before a successful check in or check out.
- Workers must use one of the approved methods to check in when service delivery begins, and check out when service delivery ends:
 - ✓ Mobile Application
 - ✓ Interactive Voice Response (IVR) System

Steps to Create a Worker

1. In the *Entities* section of the *Home* page next to *Add New*, click **Worker**.
2. The *Worker Entity Settings* page will display.
3. Enter the first, last name, SSN, Gender, DOB, Begin Date, Language, Status (Active), Select Worker services, select **Yes** for Mobile Enabled, create a password, mobile phone number, device ID and office phone.
4. Click **Search**.
5. Click **Save**.
6. After clicking **Save**, the AuthentiCare® Worker ID will generate in the **ID** field at the top of the page. The AuthentiCare® Worker ID is necessary for the Worker to check-in and check-out.

The screenshot displays the 'Worker Entity Settings' form, which is divided into several sections:

- Worker Entity Settings:** This section contains fields for ID, PIN, First Name, Middle Name, Last Name, Company Name, SSN, FID, Gender, Birth Date, Email Address, Begin Date, End Date, Language, Status (set to 'Active'), Mobile App Mode (set to 'Standard'), and Self Directed Worker (checkbox). A dropdown menu for 'Worker Services' is open, showing options like 'ABD Respite', 'ABD Respite Medical / Behavioral', 'ABD PDMS Respite', and 'ABD CDS-Family Support/Respite'. There are also radio buttons for 'Mobile Enabled' (set to 'No') and 'Mobile Locked' (set to 'No'). A 'Generate QR Code' button is present. At the bottom of this section are fields for 'Worker Must Change Password' (checkbox), 'Mobile phone number', 'Device ID', and 'Office Phone'.
- Entity Addresses/Phones:** This section has two buttons: 'Add Address' and 'Add Phone'.
- Holidays / Days Off:** This section includes a table for adding holidays with columns for 'From Date' and 'To Date', and buttons for 'Add' and 'Remove'.
- Work Hours:** This section allows selecting business hours for each day of the week. It has a table with columns for 'Start Time' and 'End Time'. For each day (Sun-Sat), there are radio buttons for 'Default', 'Off', and 'Custom'. The 'Default' option is selected for all days.

At the bottom of the form, there is an 'Add Provider' button and a list of providers, currently showing 'Staphon Training' with a 'Delete' button next to it. At the very bottom, there are 'Save' and 'Cancel' buttons.



**Services &
Authorizations**

Personal Care Service (PCS) Codes

Procedure Code	Service ID	Service Name	Activity Codes	Procedure Code	Service Identifier	Service Name
T1019	T1019	Personal Care –Consumer Delegated	1 Hygiene and Grooming 2 Individual Bowel and Bladder 3 Meal Preparation and Assistance 4 Eating 5 Household Services and Support Services 6 Supportive Mobility Assistance 7 Hauling and Heating Water	G9012	G9012	Consumer Directed Advertisement Reimbursement
99509	99509	Personal Care – Consumer Directed		99509	99509U1	Respite
S5110	S5110	Personal Care – Consumer Directed Training		T1003	T1003U1	Respite LPN
X9999	X9999	Supervisory Home Visit		T1002	T1002U1	Respite RN
S5125	S5125	EPSDT Personal Care	10 Hygiene / Grooming 11 Toileting 12 Meal Preparation 13 Eating 14 Support Services 15 Mobility Locomotion 16 Transfers 17 Dressing 18 Minor Maintenance of DME 19 Light Housekeeping 20 Assistance With Taking Medications	G9006	G9006U1	Stipend Service – 100%
G9006	G9006	Consumer Directed Administrative Fee		G9006	G9006U2	Stipend Service - 50%

Home Health Service (HH) Codes

Revenue Code (PHP)	Procedure Code (BCBS, MHC, UHC)	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

What are Authorizations?



What are Authorizations?

Show the number of units and the service a Client is allowed to receive.



Important Notes About Authorizations:

- 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 Turquoise Care MCOs.
- Providers CANNOT add new authorizations or edit an existing authorizations.
- Authorizations are used to associate Clients to providers in the Web Portal.

Search & View Authorizations

1

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!**

Services and Authorizations

Search Type: Service Authorization

Service:

Authorization ID:

Service Type:

Authorization Start:

Authorization End:

Client:

Provider:

Worker:

Payer:

Service Period:

Procedure Code:

Go! **Clear**

2

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.

Event Actions	ID	Service ID	Client	Provider	Worker	Payer	Service Period	Effective Dates	Information
Units Remaining: 36000	E555555501	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	E555555502	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	E555555503	SDCB - Respite LPN (SDCBT1005LPN)	Client2, TCoETest B (3111111102)		Worker2, TCoETest (161216)	Pres HP (000M1814)	Annual	06/01/2020 - 12/30/2099	

3

The *Authorization Settings* page displays.

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

Attending Provider (Home Health Services Only)

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.

1. Attending Provider First Name
2. Attending Provider Last Name
3. 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.

Authorization Settings
* Indicates a required field.

Service Information
Service ID: G0151 Service Type: Time Based
Name: Physical Therapy Visit Procedure Code: G0151
Description: Physical Therapy Visit

ID: BG0151HHBCBS2
Client: VANCEBFITDMS, HANNAHTDMS H
Provider: V1 Home Care LLC
Worker:

Effective Date Start: 02/01/2023
Effective Date End: 12/31/2028
Service Period: One Time

Authorization Number: G0151HHBCBS2
Diagnosis Qualifier: ABK
Diagnosis Code: R69

* Total Units: 1000
* Rate: 75.0000
Payer Assignment: BCBSNM

Attending Provider First Name: Jo Ann
Attending Provider Last Name: Jones
Attending Provider NPI: 1477506780

Void Save Cancel Delete



Managing Claims

Claim Overview


Claims


Add New > [Claim \(Standard\)](#)

Claim
Search Type: Confirm Billing - View
 Confirm Billing - Bulk

Claim ID: [Go!](#) [Clear](#)

Claim Status:

Claim Start: 

Claim End: 

Service:

Authorization ID:

Client:

Provider:

Worker:

Representative:

Payer:

Procedure Code:

User Option:

Include Inactive Claims?
[Go!](#) [Clear](#)

What are Claims?

Every service captured by a Mobile Device, the IVR (Interactive Voice Response System), or entered via the Web Portal.



Important Notes About Claims:

- Worker must use one of two approved EVV methods to check-in/out:
 - EVV mobile method
 - Client's landline or Mobile phone on file
- Each Claim has its own unique Claim ID.
- Claims can be created in the web portal by a Provider Agency as a back up option to the mobile device and IVR.

Claim Search Options

A. If you know the Claim ID, use the upper portion and enter the Claim ID in *Claim ID* field and click **Go!**

B. Enter the **Claim Start** and **Claim End** dates. The search maxes out at 31 days.

Use the lower portion with 1+ filters:

- Claim Status
- Service
- Authorization ID
- Client
- Provider
- Worker
- Payer
- Service Code



Important: Inactive Claims will only be included in search results if the checkbox is checked.

Claims

Add New > [Claim \(Standard\)](#)

Claim
Search Type: Confirm Billing - View
 Confirm Billing - Bulk

A Claim ID: **Go!** **Clear**

B Claim Status:

Claim Start:

Claim End:

Service:

Authorization ID:

Client:

Provider:

Worker:

Representative:

Payer:

Procedure Code:


Include Inactive Claims? **Go!** **Clear**

Claim Search Result

Claims

- Table headers allow sorting.
- Claim search results can display up to 300 claims.
- Click the Claim **ID** to display the *Claim Details* page.



Note: The information icon  displays additional Claim details.

Home | Reports | Scheduling | Administration | My Account | Custom Links | Logout Logged in as: heydi.correaencarnacion@nmuat.com

Claims

(total of 11 records)

ID	Status	Client ID	Client Name	Date Range	Information
94912	ConfirmBillingForClaim, EventMatching, InvalidClientEnrollment, MissingActivityCode	3000001174	CLIENT1174, TEST T	04/01/2022 - 04/01/2022	
94916	InfoExceptions	3000000007	CLIENT7, TEST T	03/22/2022 - 03/22/2022	
94917	InfoExceptions	3000000007	CLIENT7, TEST T	03/23/2022 - 03/23/2022	
94913	ConfirmBillingForClaim, EventMatching, MissingActivityCode	49457	Test, Client2	04/01/2022 - 04/01/2022	
94905	ConfirmBillingForClaim, EventMatching	49457	Test, Client2	03/24/2022 - 03/24/2022	

Creating a Manual Claim

1. Click **Add New > Claim (Standard)** on the *Home* page.

2. Fill in the blank fields in the *Standard Claim* page. Click **Save**. The fields include:

- Client
- Worker
- Service
- Date
- Time(s)
- Activity Codes
- Reason Code



Note: A reason code is necessary for manually created Claims.

1

Home | Create | Reports | Scheduling | Dashboards | Visits | Administration | My Account | Custom Links | Logout | Logged in as: heydites

New Claim

Entitled to Client
or Worker

Add New > **Claim (Standard)**

2

Standard Claim

* Client

* Worker

* Service

* Provider
TEST PROVIDER 12

Payer Assignment
Current Payer For Client

Date	Time	Amount	Date	Time
MM/DD/YYYY		###	MM/DD/YYYY	

Activity Codes: (ex: 3,5,8)

* Reason Code:
Tablet Malfunction
Smartphone malfunction
Landline/TVR unavailable
Tablet not delivered
Inclement weather
Electrical outage
Authorization issue
Substitute caretaker
Missing Stipend claim

Mileage:

Travel Time: Click here more service(s)

Total Lines: 1 Total Claims: 1 Total Amount: \$0.00 Total Authorized: \$0.00

Delete | Add Lines Above | Add Lines Below | Move Up | Move Down

Scheduled Hours: 00:00

Save
Delete All
Cancel

Note:

Editing a Claim

Claim correction allows provider agencies to edit the following fields of a Claim:

1. Client
2. Worker
3. Service
4. Date
5. Time
6. Activity Codes
7. Reason Code
8. Note Data



Note: Claims cannot be deleted; instead, select the **Inactive Claim** checkbox.

Claim Details

1 * Client

* Provider

2 * Worker

Payer Assignment
Current Payer For Client

3 * Service

Date	Time	4 Amount	Date	Time
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

5 **Activity Codes:** (ex: 3,5,8)

Click here more service(s)

Total Lines: 1 Total Claims: 1 Total Amount: \$18.12 Total Authorized: \$18.12

Critical Exceptions Delete | Add Lines Above | Add Lines Below | Move Up | Move Down

Note:

6

Note Data

Claim ID: 449
Filed On: Web

Printer Friendly
Show All Claims

Total Claims: 1
Total Calculated Amount: \$18.12
Total Authorized Amount: \$18.12
Total Units: 4
Total Hours: 01:00
Scheduled Units: 4
Scheduled Hours: 01:00

Billing Confirmed
 Inactive Claim

Save
Delete All
Cancel

Clearing Critical 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.

Claim Details

* Client BhopalPHS, Pune B	* Provider BhopalPHS, Pune B
* Worker BhopalPHS, Pune B	Payer Assignment Pres HP
* Service Physical Therapy Assistant	
Date: 04/07/2023 Time: 11:00 AM Amount: 00:31	Date: 04/07/2023 Time: 11:31 AM

Mileage: Travel Time: Click here more service(s)

Total Lines: 1 Total Claims: 1 Total Amount: \$100.00 Total Authorized: \$100.00

 **Critical Exceptions** Delete | Add Lines Above | Add Lines Below | Move Up | Move Down

BhopalPHS, Pune B

- Billing has not been confirmed for this claim.
- This claim does not have a matching event.
- This claim exceeds the maximum number of units per day that are allowed cumulatively.
- Payer Review Accepted

Note:

Note Data

No note data was found.

Claim ID: **95488**
Filed On: **Web**

Printer Friendly
Show All Claims

Total Claims: **1**
Total Calculated Amount: **\$100.00**
Total Authorized Amount: **\$100.00**
Total Units: **2**
Total Hours: **00:31**
Scheduled Units: **0**
Scheduled Hours: **00:00**

Review Complete
 Inactive Claim

Save
Delete All
Cancel

What are Exceptions?



What are critical exceptions?

- Critical exceptions prevent a Claim from being submitted for payment.
- Every Claim has a critical exception before confirm for billing.



What are informational exceptions?

- A notice of some problem associated with the visit creation which warrant further investigation.
- Informational exceptions do *not* prevent a Claim from being submitted for payment.

Claim Details

* Client

* Worker

* Service

Date Time

Amount

Date Time

Activity Codes:
41 (ex: 3,5,8)

* Reason Code :

Click here more service(s)

Total Lines: 1 Total Claims: 1 Total Amount: \$20.48 Total Authorized: \$20.48

⚠ Critical Exceptions | Add Lines Above | Add Lines Below | Move Up | Move Down

Claim Details

* Client

* Worker

* Service

Date Time

Amount

Date Time

Activity Codes:
41 (ex: 3,5,8)

* Reason Code :

Click here more service(s)

Total Lines: 1 Total Claims: 1 Total Amount: \$20.48 Total Authorized: \$20.48

⚠ Info Exceptions | | | |

Maximum Units Per Day (Home Health Services Only)

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.

Claim Acknowledgment
October 17, 2023

Client
CHARLESCTSQA, CARTER F (2005694021)

Provider
AMBERCARE HOME HEALTH (850419028)

Worker
Awesome, Heydi (815958)

Payer Assignment
BCBSNM

Claim ID	Service	Start	End	Rates	Units	Amount
95975	Physical Therapy Visit (G0151)					
BUG23250DPW-001		Oct 16, 2023 11:00:00 AM	Oct 16, 2023 12:00:00 PM	Normal	75.0000 ActualNormal AuthorizedNormal	4 ActualNormal 4 AuthorizedNormal \$300.00 \$300.00

Exceptions

- Critical**
 - Billing has not been confirmed for this claim.
 - Payer Review Required
 - This claim exceeds the maximum number of units per day that are allowed cumulatively.
- Informational**
 - This claim does not have a matching event.
 - EVV not used

Total Claims: 1 Total Actual Amount: \$300.00 Total Authorized Amount: \$300.00

[Done](#) [New Claim](#)

Claims Processing



What is claims processing and billing?

After a Claim has no other Critical Exceptions, the provider agency must confirm the Claim for billing in AuthentiCare®.



Important Notes About Claims:

- Providers must confirm claims for billing in AuthentiCare® before they export for payment. Once there are no other critical exceptions, claims can be confirmed for billing.
- Claims are exported Monday – Friday in the early morning for adjudication by the payer.
- Claims are paid on the contract payment schedule with each MCO.
- Check on the status of claims on the *Claim Data Listing* report.

Ways to Trigger Claims for Billing

Individually

Use: Want to bill a specific claim

Claim ID: 285238
Filed On: Web

Printer Friendly
Show All Claims

Total Claims: 1
Total Calculated Amount: \$40.95
Total Authorized Amount: \$40.95
Total Units: 9
Total Hours: 02:18

Billing Confirmed
 Inactive Claim

[Save](#)
[Cancel](#)

Confirm Billing – View

Use: Want to bill multiple claims

Claims

Add New > [Claim \(Standard\)](#)
Add New > [Claim \(Express\)](#)

Claim
Search Type: Confirm Billing - View
 Confirm Billing - Bulk

*Claim ID:

[Go!](#) [Clear](#)

Confirm Billing – Bulk

Use: Want to bill for all claims within a date range and/or there are a lot of claims to confirm for billing

Claims

Add New > [Claim \(Standard\)](#)
Add New > [Claim \(Express\)](#)

Claim
Search Type: Confirm Billing - View
 Confirm Billing - Bulk

*Claim Start: 01/01/2023

*Claim End: 01/30/2023

Filing Source:

Include Inactive Claims?

[Go!](#) [Clear](#)

Provider Dashboard

Use: Want to bill multiple claims

Provider Dashboard

VILTEK PCS AND HOME CARE SERVICES LLC
Provider No.: 533344444

Unsubmitted Claim Status

<input checked="" type="radio"/> Ready to Export	0	List
<input checked="" type="radio"/> Needs Confirmation	0	List
<input checked="" type="radio"/> Critical Exception	2	List

Confirming Individual Claims For Billing

Once a Claim has no critical exceptions, it can be confirmed for billing. Claims can individually be confirmed for billing by selecting the checkbox next to **Billing Confirmed** on the *Claims Details* page.

Claim Details

* Client	* Provider			
* Worker	Payer Assignment UHC NM			
* Service Personal Care - Consumer Delegated				
Date: 04/17/2024	Time: 10:25 AM	Amount: 00:02	Date: 04/17/2024	Time: 10:27 AM
Activity Codes: 2,4,8 (ex: 3,5,8)				
Check-in Latitude:41.247392 Check-in Longitude:-96.025680 Check-out Latitude:41.247323 Check-out Longitude:-96.025719 Check-in Coordinates Check-out Coordinates				
Mileage:	Travel Time:	Click here 1 more service(s)		
Total Lines: 1 Total Claims: 1 Total Amount: \$0.00 Total Authorized: \$0.00				
Critical Exceptions Delete Add Lines Above Add Lines Below Move Up Move Down				

Claim ID: **95246**
Filed On: **Mobile**

Printer Friendly
Show All Claims

Total Claims: **1**
Total Calculated Amount: **\$0.00**
Total Authorized Amount: **\$0.00**
Total Units: **0**
Total Hours: **00:02**
Scheduled Units: **0**
Scheduled Hours: **00:00**

Billing Confirmed
 Inactive Claim

Save
Delete All
Cancel

Confirming Claims in Bulk

1. Select the **Confirm Billing – View** option from the *Claims* section of the *Home* page and click **Go!**.
2. The *Confirm Billing* page displays all Claims that can be confirmed for billing. Click **Approve Billing for Claims (#)** or **Check All/Uncheck All**.
3. Once all Claims are selected, click **Confirm Billing** at the bottom of the screen.

Claims

Add New > [Claim \(Standard\)](#)

Search Type: Claim
 Confirm Billing - View
 Confirm Billing - Bulk

*Claim ID:

Go! **Clear**

First Data AuthentiCare®
New Mexico Turquoise Care

Confirm Billing
November 19, 2024

Check All/Uncheck All

Approve Billing for Claim (95246)

Client AceHooperlala, Confirming Claims in Bulk (0001) **Provider** VILTEK PCS AND HOME CARE SERVICES LLC (533344444) **Worker** PCSTester, Mike (764296)

Claim ID 95246 **Service** Personal Care - Consumer Delegated (T1019)

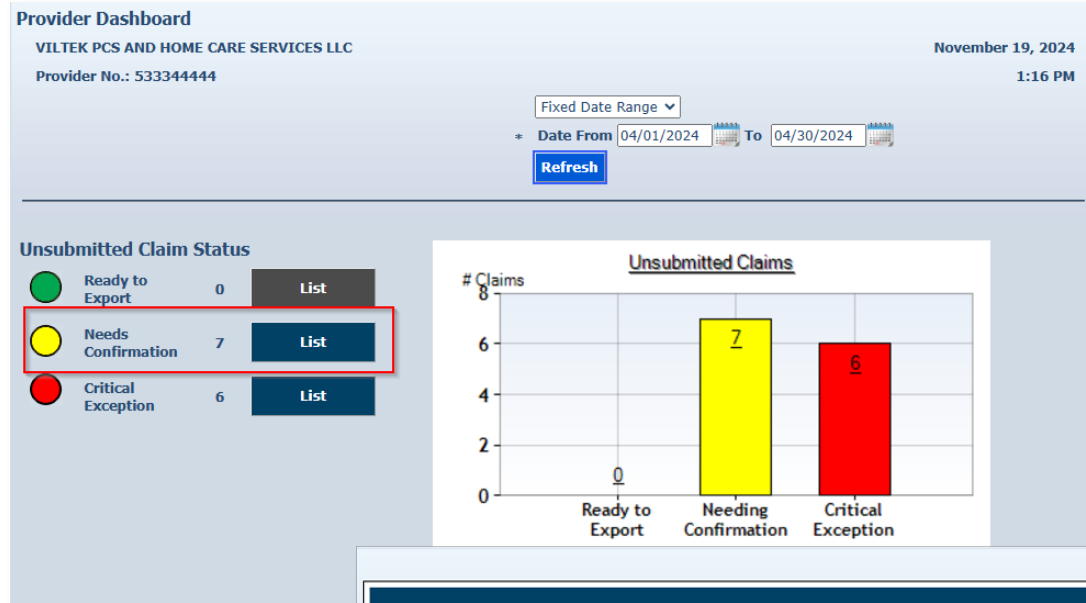
Authorization	Start	End	Rates	Units	Amount
UT1019UHC3272024	Apr 17, 2024 10:25:00 AM	Apr 17, 2024 10:27:00 AM	Normal	ActualNormal AuthorizedNormal	0 0

Exceptions

- **Critical**
 - Billing has not been confirmed for this claim.
- **Informational**
 - This claim does not have a matching event.

Confirming Claims – Provider Dashboard

1. Go to the *Provider Dashboard*.
2. Click **List** next to “Needs Confirmation” in the *Unsubmitted Claim Status* section.
3. On the *Confirm Billing* page, check the box next to each visit that needs to be approved.
4. Click **Confirm Billing** at the bottom once all the visits are selected to confirm for billing.



First Data. AuthentiCare®
New Mexico Turquoise Care

Confirm Billing
November 19, 2024

Check All/Uncheck All
 Approve Billing for Claim (95246)

Client AceHooperlala, Confirming Claims in Bulk(0001) Provider VILTEK PCS AND HOME CARE SERVICES LLC (533344444) Worker PCSTester, Mike (764296)

Claim ID 95246 Service Personal Care - Consumer Delegated (T1019)

Authorization	Start	End	Rates	Units	Amount
UT1019UHC3272024	Apr 17, 2024	Apr 17, 2024	Normal	ActualNormal 0 AuthorizedNormal0	ActualNormal 0 AuthorizedNormal0

Exceptions

- Critical
 - Billing has not been confirmed for this claim.
- Informational
 - This claim does not have a matching event.



Creating Schedules

Scheduling



What is Scheduling?

Schedules are created and used to manage where a Worker will be, at what time, at what place, and with whom. This is an optional functionality.



Important Notes About Scheduling

- A scheduled visit is called an event.
- Providers can schedule visits as one-time and recurring.

Creating a Schedule

1. Click **Schedule Event**.

2. Search for the **Client** for whom you would like to schedule an Event(s). Click **Continue**.

3. Fill in all the required fields. Click **Save**.

4. Review the schedule and click **Discard**, **Accept**, or **Change**.



Note: If the service of the schedule is unauthorized, an error message will display on the *Event Acknowledgement* page. Clicking **Accept** will save the schedule even with the error message.

1 Home | Create | Reports | Scheduling | Dashboards

View Calendar
Schedule Event

2 Select client to schedule event

* Indicates a required field.
* Client:

Continue Cancel

3 Scheduled Event

* Indicates a required field.

Event: * Date * Start Time * End Time * Duration

Recurring Event

Client: AceHooperfalaMHC, MalaikahalaMHC B
Client Phone Number: 999-555-0002
Provider: VILTEK PCS AND HOME CARE SERVICES LLC
Primary Worker:
Backup Worker:
* Service:
* Address: Home
68 School Lane
New Delhi, NM 79934
Source: WEB

Save Cancel

4 Event Acknowledgment

Authorization **Unauthorized**

Start: Nov 20, 2024 9:00 AM End: Nov 20, 2024 10:00 AM

Recurrence: None

Client: AceHooperfalaMHC, MalaikahalaMHC B Provider: VILTEK PCS AND HOME CARE SERVICES LLC Primary Worker: Backup Worker: None

Service: Home Health Aide (G0156)

Discard Accept Change

Viewing Schedules

The screenshot shows the Scheduling interface. At the top, a navigation menu includes 'Home', 'Create', 'Reports', 'Scheduling', and 'Dashboard'. A yellow callout box highlights the 'View Calendar' and 'Schedule Event' options under the 'Scheduling' menu, with a circled '1' next to it.

Below the navigation menu is the 'Event Scheduling' section. It features a search form with the following fields: 'Date' (with a calendar icon), 'Client' (dropdown), 'Provider' (dropdown, currently showing 'Test Provider'), 'Worker' (dropdown), and 'Service' (dropdown). There are 'Search' and 'Clear' buttons. A 'Time Zone' dropdown is set to 'CT'. A circled '2' is next to the search area.

At the bottom, the 'Calendar View' is shown, with tabs for 'Monthly', 'Weekly', and 'Daily'. A circled '3' is next to the calendar view. The calendar displays a grid for June 2021, with days of the week (Mon, Tue, Wed, Thu, Fri, Sat/Sun) and dates. The date June 4th is highlighted in blue.

Below the calendar view, there is a note: 'Use TAB key to move across days, continue with TAB key to navigate to events' and a checkbox for 'View Events (Mountain Time)'.

1. Hover over *Scheduling* and click **View Calendar**.

2. Filter your calendar by **Date**, **Client**, **Worker**, or **Service**. Click **Search**.

3. Once you click **Search**, the *Calendar View* will appear at the bottom of the screen. The calendar can either be a *Monthly*, *Weekly* or *Daily* calendar view.

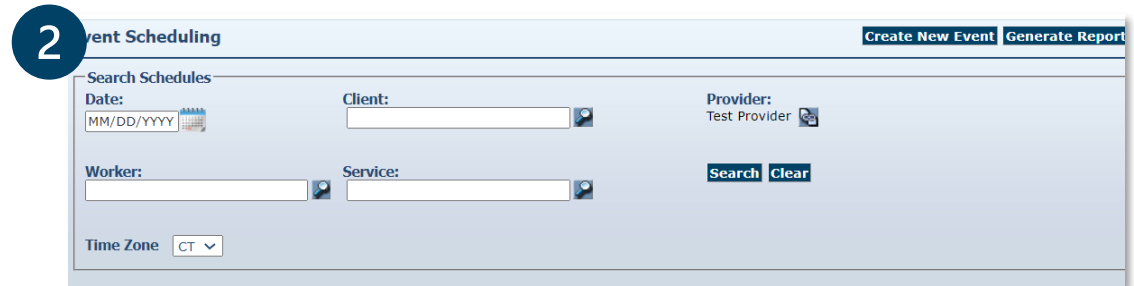
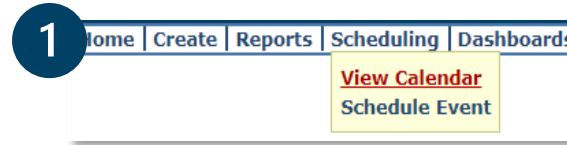
Editing Schedules

1. Hover over *Scheduling* and click **View Calendar**.

2. Filter your calendar by **Date**, **Client**, **Worker**, or **Service**. Click **Search**.

3. Once you click **Search**, the *Calendar View* will appear at the bottom of the screen.

Double click the event needing changes. When the *Scheduled Event* page comes up, adjust the information you would like to change and then click **Save**.





Dashboards

Dashboards Overview



What are Dashboards?

Visual tool that provides a consolidated view of data.



Important Notes Regarding Dashboards

- AuthentiCare provides three dashboards: Provider, Worker, and Exceptions.

Provider Dashboard- Unsubmitted Visit Status

1. Ready to export:

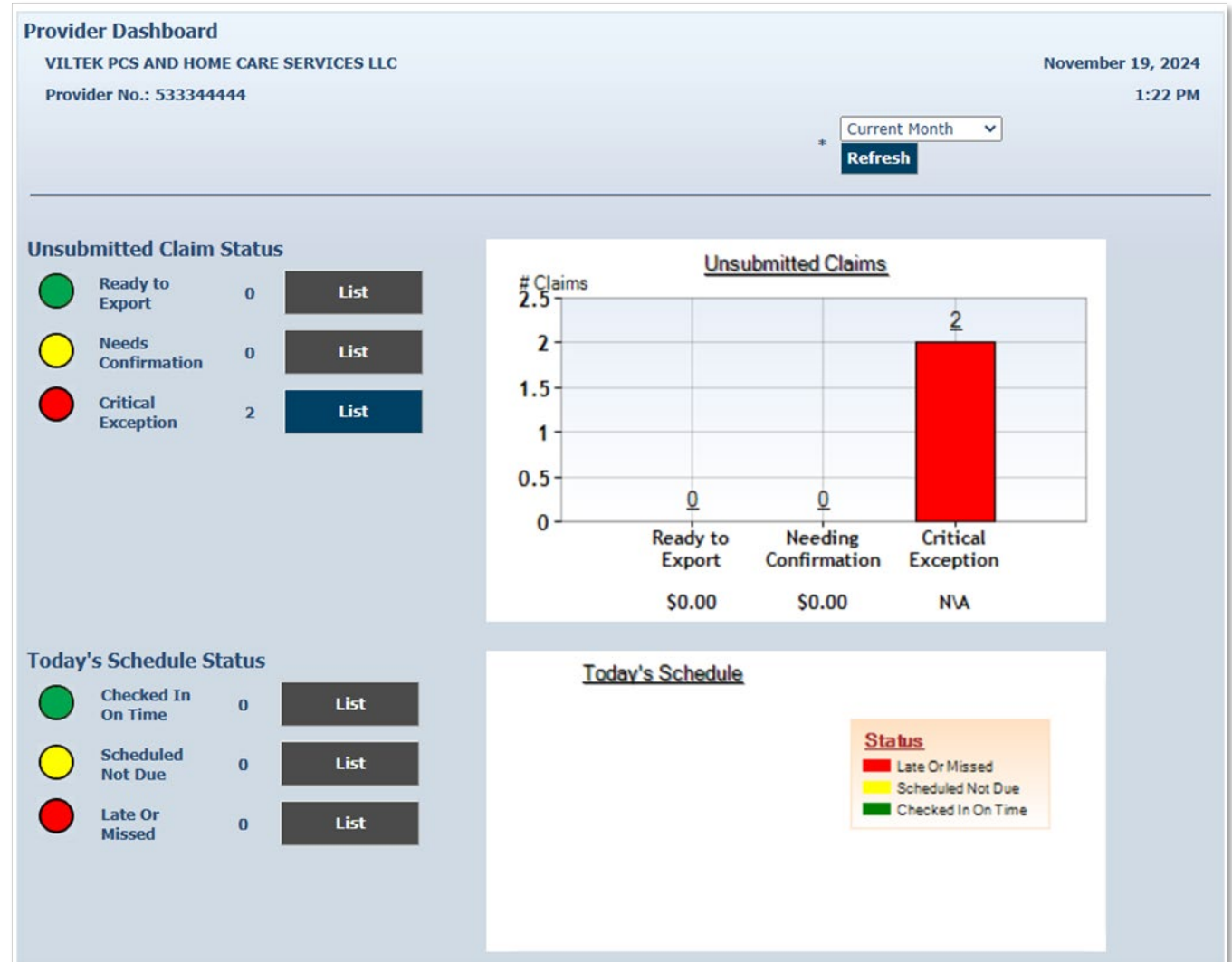
- Provides number of Claims that have been confirmed and are ready for export. These Claims may have informational exceptions, but they do have any critical exceptions.
- Waiting for routine system export.

2. Needs Confirmation:

- Represents the number of Claims that are ready to be confirmed for export. These Claims cannot be exported until confirmation.

3. Critical Exception:

- Represents the number of Claims with one or more critical exceptions.



Provider Dashboard- Today's Schedule Status

1. Checked-in on time:

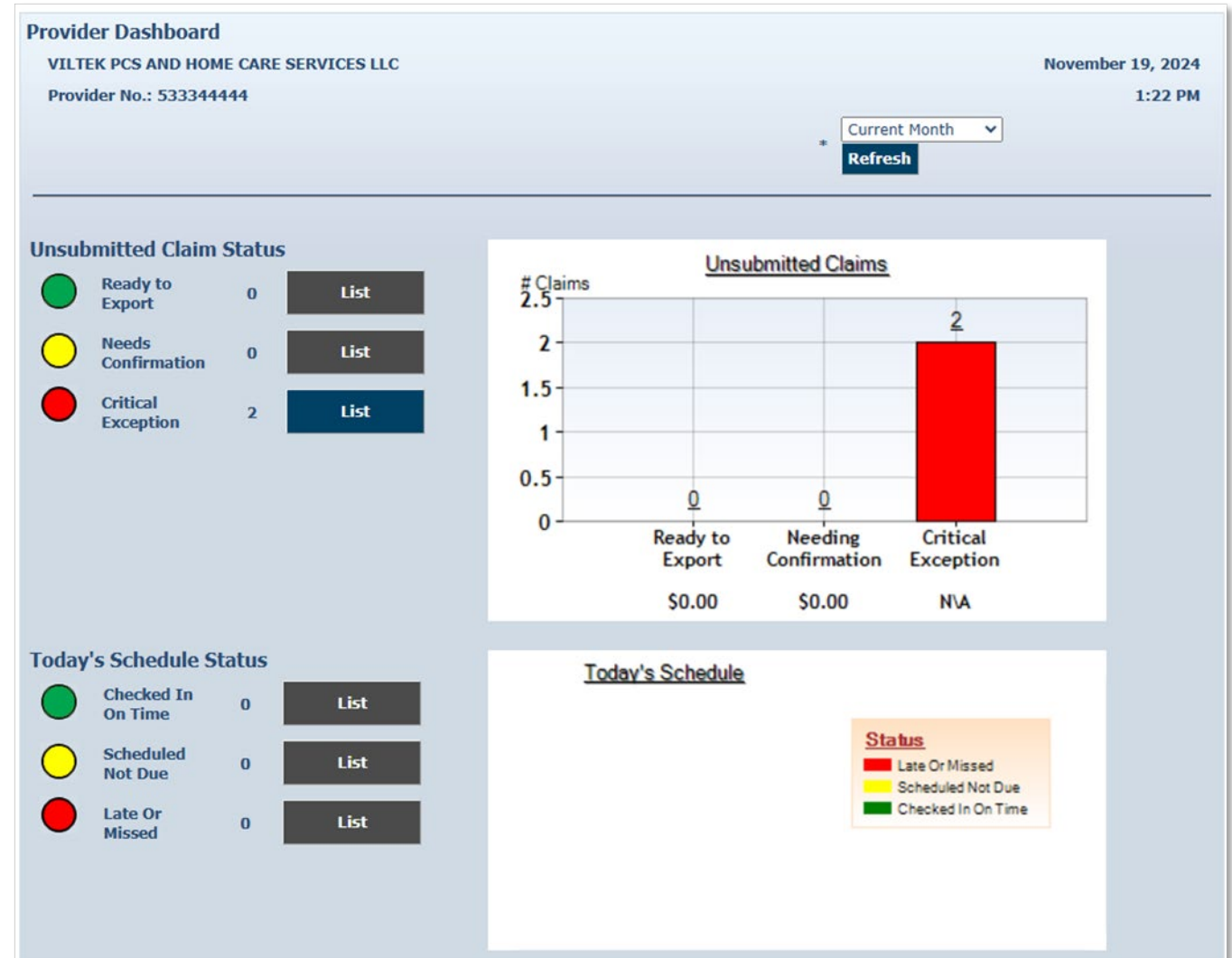
- Represents the number of events (Claims) where the Worker has checked-in on time.

2. Scheduled Not Due:

- Represents the number of events scheduled for later in the day.

3. Late or Missed:

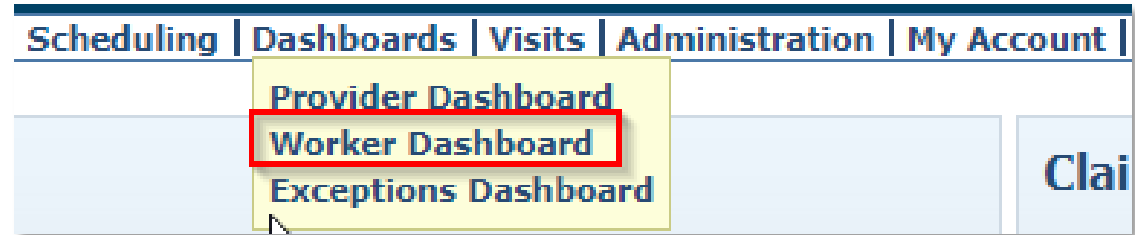
- Late: Worker checked-in later than 30 minutes after the scheduled start time of the event but before 11:59pm that calendar day
- Missed: Worker did not check-in by 11:59pm on the calendar day of the event.




Worker Dashboard

1. Worker Dashboard provides quick access to information about the current day's schedule.

2. If the provider does not utilize the scheduling functionality in AuthentiCare®, or if there are no scheduled events for the selected date, this dashboard will not appear.



Vilas Heydi Mike NMCC Care LLC					March 19, 2024	
Provider No.: 655555555					10:59 AM	
<u>Today's Scheduled Workers</u>	<u>Worker ID</u>	<u>Scheduled Check-In Time</u>	<u>Actual Check-In Time</u>	<u>Client Name</u>	<u>Client ID</u>	<u>Status</u>
<u>Awesome, Heydi</u>	<u>608557</u>	<u>03:00 PM</u>		<u>BhopalBCBS, Pune</u>	<u>3545527231</u>	 Scheduled Not Due

Exceptions Dashboard

1. The Exceptions Dashboard displays the number of Claims with critical exceptions, organized by the type of critical exception.

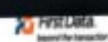
2. If there are no records, the **List** button remains gray. If there are items associated with the exception, the **List** button becomes blue and is clickable

VILTEK PCS AND HOME CARE SERVICES LLC
Provider No.: 533344444

November 19, 2024
1:24 PM

* Claim Dates: [Refresh](#)

	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



AuthentiCare® Visit Details

Visit: JOSE A (100138)

Total Number of Visits: 10

Total Amount: \$ 826.00

Provider: Test Provider (00019-01)

Total Number of Units: 222

Visit	Master	Service	Service Type	Visit Start	Visit End	Total Units	Auth Units	Total Amount	Auth Amount	Export Date	Exceptions	Payer Name
0007	Smith, Adam D (20200)	CPC PMS HMB CLASS & TCR (2020)	Treatment	10/1/2021 08:00 AM	10/1/2021 08:00 AM	10	0	37.00	0.00		C1,E1	Long Term Care FFS
0010	Smith, Adam D (20200)	PMS Community Abundant Services (2020) LIL 1,2 (S.TC) (01/20)	Treatment	10/1/2021 08:00 AM	10/1/2021 08:00 AM	8	8	30.00	30.00		V1,C1,E1	Long Term Care FFS
0018	Smith, Adam D (20200)	PMS Community Abundant Services (2020) LIL 1,2 (S.TC) (01/20)	Treatment	10/1/2021 08:00 AM	10/1/2021 08:00 AM	0	0	30.00	0.00		C1,C2,E1	Long Term Care FFS
0019	Smith, Adam D (20200)	PMS Community Abundant Services (2020) LIL 1,2 (S.TC) (01/20)	Treatment	10/5/2021 08:00 AM	10/5/2021 02:00 PM	32	32	120.00	120.00		V1,C1,E1	Long Term Care FFS
0014	Smith, Adam D (20200)	PMS Community Abundant Services (2020) LIL 1,2 (S.TC) (01/20)	Treatment	10/5/2021 08:00 AM	10/5/2021 02:00 PM	32	0	0.00	0.00		A1,C1,C2,E1	
0017	Smith, Adam D (20200)	PMS Community Abundant Services (2020) LIL 1,2 (S.TC) (01/20)	Treatment	10/5/2021 08:00 AM	10/5/2021 02:00 PM	32	32	120.00	120.00		C1,C2,E1	Long Term Care FFS
0010	Smith, Adam D (20200)	CPC PMS HMB TMSL & TCD (2019)	Treatment	10/7/2021 08:00 AM	10/7/2021 02:00 PM	32	32	120.00	120.00		V3,C1,E1	Long Term Care FFS
0010	Smith, Adam D (20200)	CPC PMS HMB TMSL & TCD (2019)	Treatment	10/8/2021 08:00 AM	10/8/2021 02:00 PM	32	32	120.00	120.00		V3,C1,E1	Long Term Care FFS
0011	Smith, Adam D (20200)	CPC PMS HMB TMSL & TCD (2019)	Treatment	10/8/2021 02:00 PM	10/8/2021 02:00 PM	4	4	15.00	15.00		V3,C1,E1	Long Term Care FFS
0012	Smith, Adam D (20200)	CPC PMS HMB TMSL & TCD (2019)	Treatment	10/13/2021 08:00 AM	10/13/2021 02:00 PM	32	0	0.00	0.00		A1,C1,E1	

Total Number of Visits: 10

Reports

Reports



What are reports?

Reports are used to summarize information from the web portal.



Important Notes About Reports:

- AuthentiCare® offers 20+ reports with various filtering and sorting options.
- Reports do not automatically refresh.
- Reports can be downloaded in the following formats: PDF, Excel, CSV, and XML.
- Reports can be created as templates.

Reports Page

- Click **Reports** on the Main Menu.
- There are three sections on the *Reports* page:
 - 1 **Report Templates** – Edit or run a report template.
 - 2 **Create Reports** – Create a report.
 - 3 **View Report** – View and download previously run reports.

The screenshot shows the Reports Page interface. At the top is a navigation bar with links: Home | Create | **Reports** | Scheduling | Dashboards | Visits | Administration | My Account | Custom Links | Logout. Below the navigation bar are three main sections:

- 1 Report Templates**: A section with a "[Delete Selected Templates]" link.
- 2 Create Reports**: A list of report categories and sub-reports, including:
 - [Authorizations](#)
Service Authorizations
 - [Authorization History](#)
Service Authorization History
 - [Billing Invoice](#)
Billing Invoice Report
 - [Calendar](#)
Scheduled AuthentiCare Calendar Events
 - [Claim Data Listing](#)
Claim Data Listing Report
 - [Claim Details](#)
Claim Details
 - [Claim History](#)
Claim History
 - [Eligible Client Data Listing](#)
Eligible Client Data Listing Report
 - [Exception](#)
Exception Report
 - [Late and Missed Visits](#)
Late and Missed Visits for Scheduled AuthentiCare Events
 - [Master Worker Hours](#)
Master Worker Hours Report
 - [Overlapped Claim By Client](#)
Overlapped Claim By Client Report
 - [Overlapped Claim By MasterWorker](#)
Overlapped Claim Master Worker 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
 - [Worker Activity](#)
Worker Activity Report
 - [Worker By Provider](#)
Worker By Provider Report
- 3 View Reports**: A table with columns for Name, Submit Time, and Status. It includes a "[Refresh]" link and a "[Delete Selected Reports]" link.

Creating Reports

1

Select Report

Select a report from the *Create Reports* section.

Create Reports

Authorizations

AuthentiCare Service Authorizations

Authorization Data Listing

Authorization Data Listing Report

Billing Invoice

Billing Invoice Report

Calendar

Scheduled AuthentiCare Calendar Events

2

Enter Report Criteria

Enter report criteria and click **Run Report**.

Authorizations Report
* Indicates a required field.

* Report Name:

Description:

Include Visit Details
 Summary Only
+ At least one of the date ranges must be selected.

+ Effective Dates:

+ Last Update Dates:

Authorization Status:

Payer:

Client:

Provider: Test Provider

Worker:

Service:

Sort 1:

Sort 2:

Sort 3:

ReportType(s): PDF Excel

3

View Reports

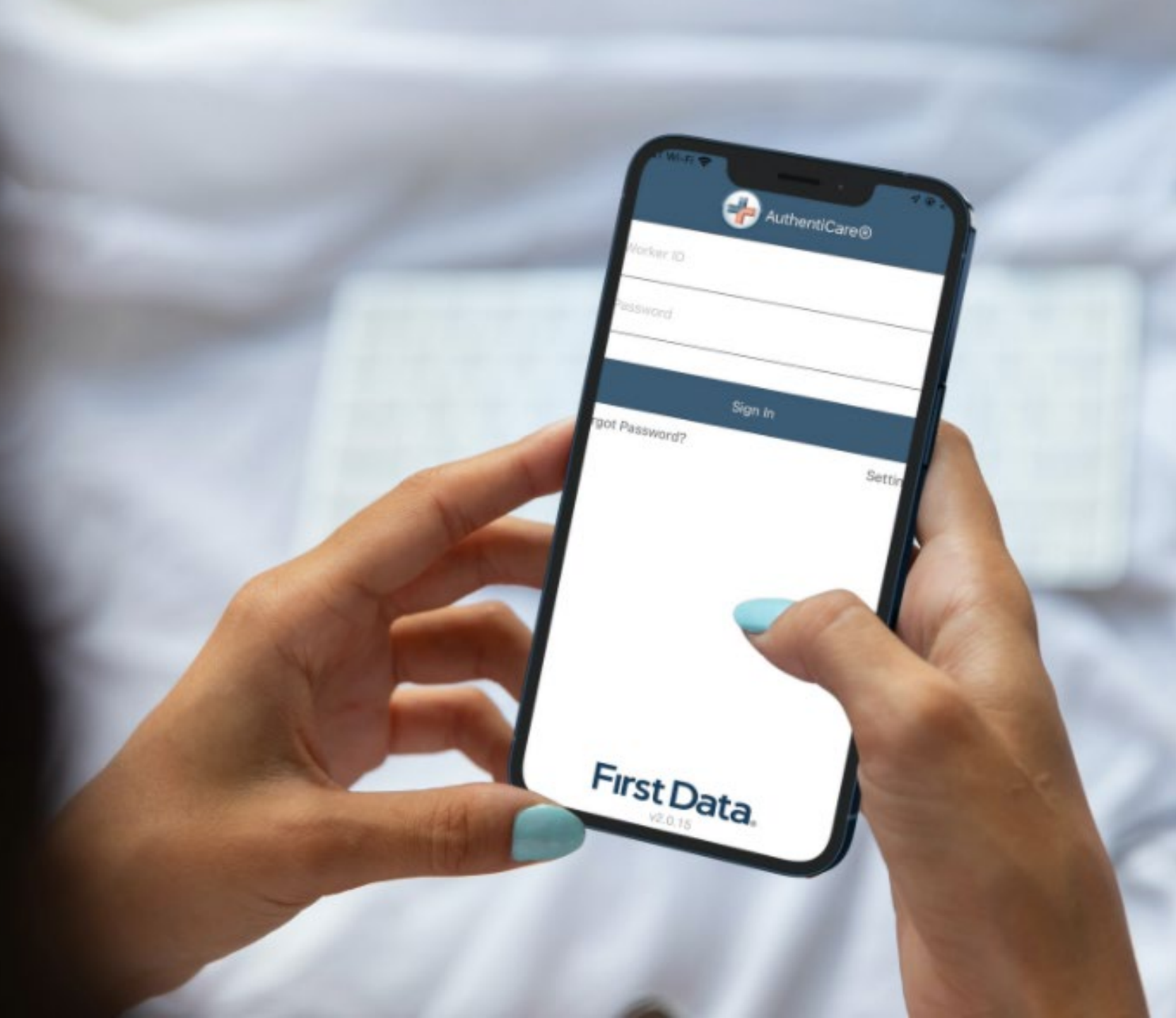
Download a report by clicking on the icon beneath the report name.

View Reports

<input type="checkbox"/>	Name	Submit Time	Status
<input type="checkbox"/>	Authorizations Report	7/8/2021 2:05 PM	Completed



Note: Reports in *View Reports* are only visible and can be downloaded 5 days from the *Submit Time*.



AuthentiCare 2.0 Mobile Application

First Data
v2.0.15

Provider Setup for Mobile Application Use

1

Search for your provider profile from the *Entities* section.

2

On the *Providers Entity Settings* page select **Yes** for **Mobile Enabled**.

3

Click **Save** at the bottom of the page.

Entities

Add New > [Worker Representative](#)

Entity Type >

Search >

Go!

* Mobile Enabled: Yes No

Messaging Enabled: Yes No

Number	Device Id	Assignment
<input type="text"/>		

Mobile phone number:

Device ID:

Assignment:

[Add](#) [Remove](#)

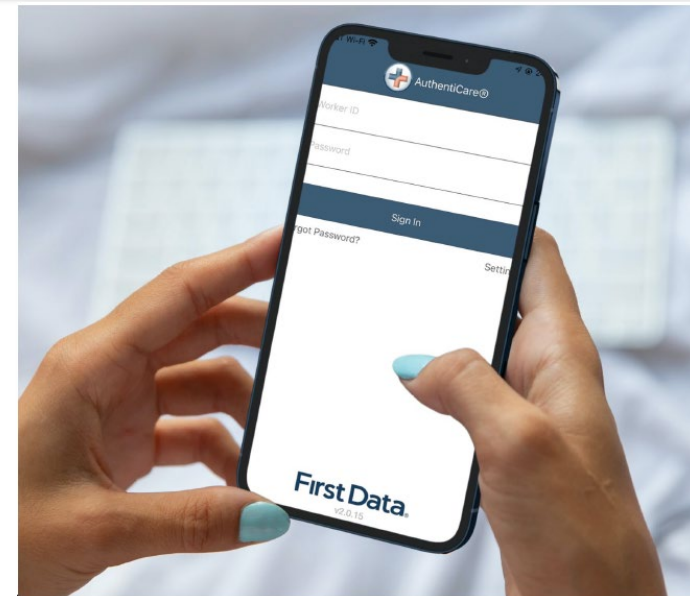
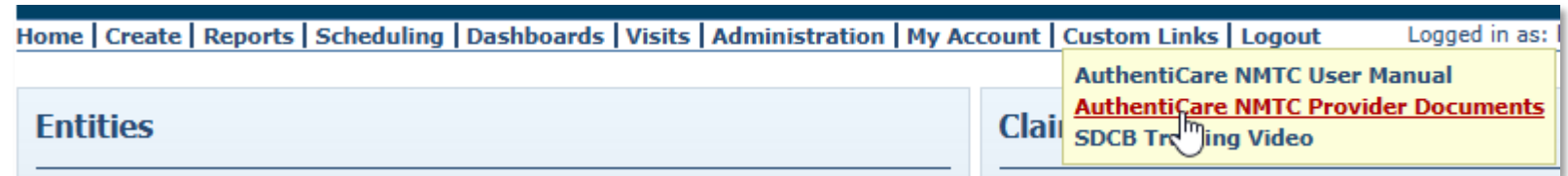
Getting Started with AuthentiCare 2.0

AuthentiCare® 2.0 is the mobile application and is available in Google Play or the Apple App Store.



Note: Step by step set up instructions are available in the Worker Manual.

Minimum Operating System Capability	
iOS	13.0 +
Android	6.0 +



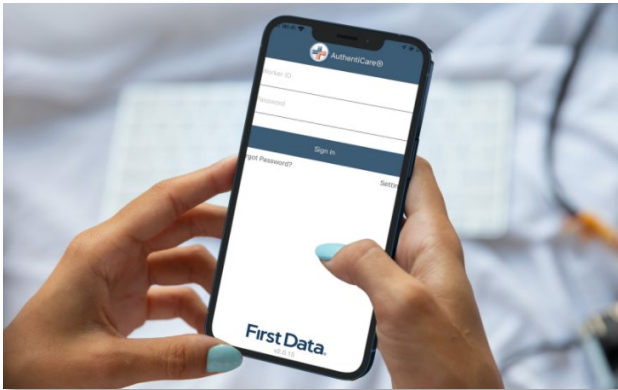
Worker Manual

AuthentiCare® New Mexico Turquoise Care

Getting Started with AuthentiCare 2.0

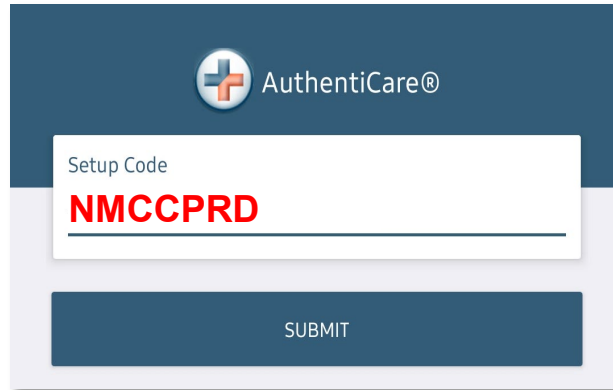
1

Download
AuthentiCare 2.0.



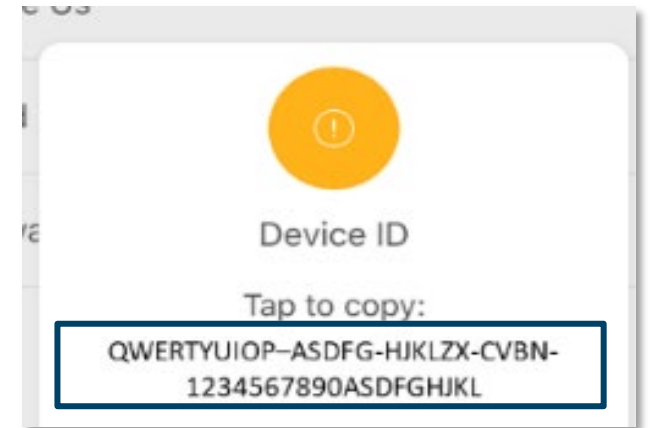
2

Enter the Setup Code.

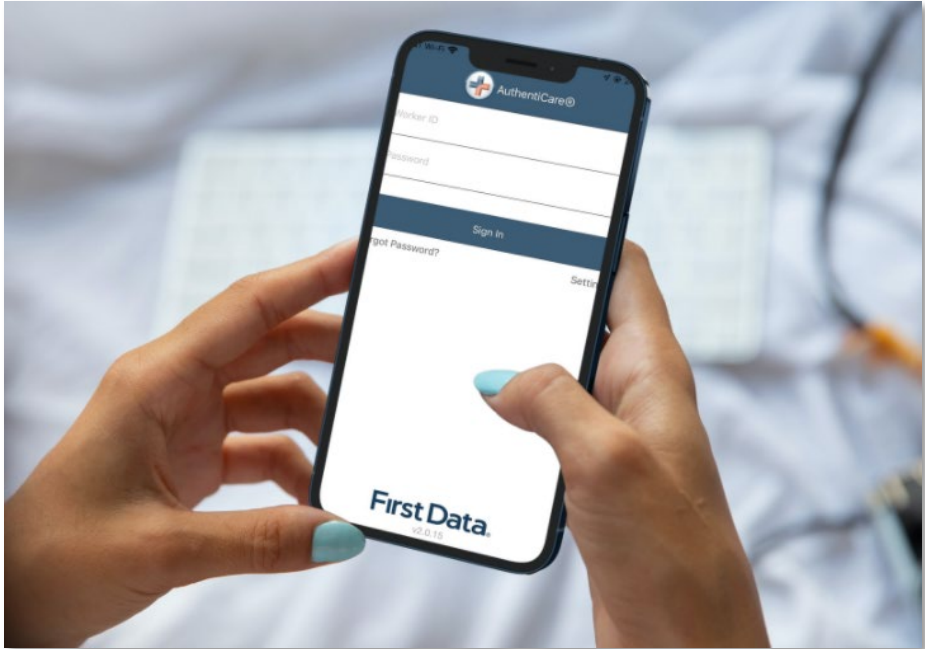


3

Find the Device ID.



Getting Started – Downloading AuthentiCare 2.0



Download AuthentiCare 2.0:

1. Open the Google Play/Apple App Store on the mobile device.
2. Search for and select **AuthentiCare 2.0** for download.
3. Tap **Allow** for the app to access the mobile device's location.

Getting Started – Enter Setup Code

The first screenshot shows the AuthentiCare login screen with fields for Worker ID and Password, a Sign In button, and links for Forgot Password? and Settings. The Settings link is highlighted with a blue box.

The second screenshot shows the Settings menu with a Back arrow, a Settings title, and two options: See Device Identifier and Reset and Change Setup Code. The Reset and Change Setup Code option is highlighted with a blue box.

The third screenshot shows the Setup Code entry screen with the AuthentiCare logo, a Setup Code field containing the text **NMCCPRD**, and a SUBMIT button.

1 Tap **Settings** at the bottom right of the screen.

2 Tap **Reset and Change Setup Code**.

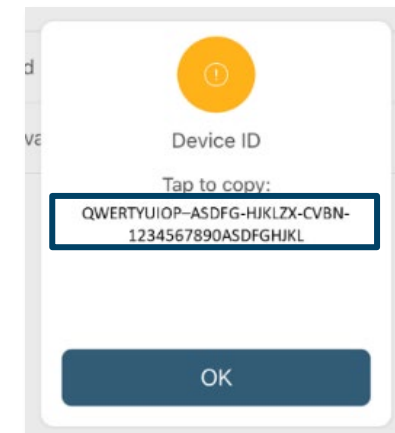
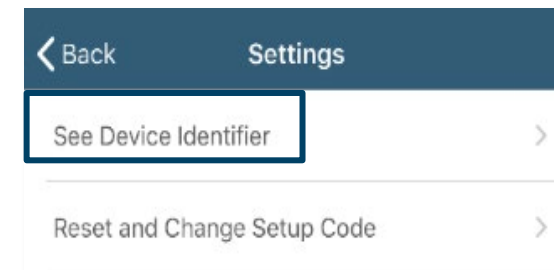
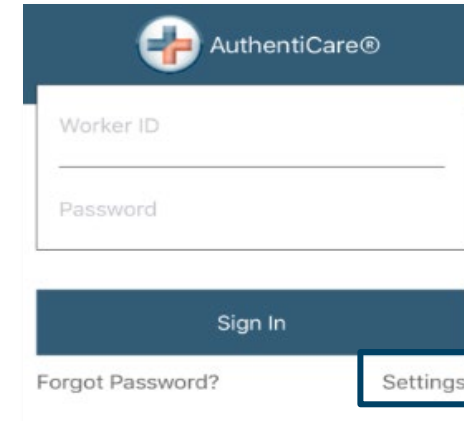
3 Enter the setup code: **NMCCPRD**. Tap **Submit**.

Getting Started – Find the Device ID

1 Tap **Settings** at the bottom right of the screen.

2 Tap **See Device Identifier**.

3 Tap to copy the device ID of the mobile device.



Worker Setup for Mobile Application Use

Providers must complete the mobile section on *the Worker Entity Settings page* including:

- **Yes** for Mobile Enabled
- **No** for Mobile Locked
- Password
- Mobile phone number
- Device ID
- Office Phone



Note: The Worker will need their Worker ID and Password to sign into the mobile application.

Worker Entity Settings
* Indicates a required field.

ID: 764296
PIN: *****

* First Name:
Middle Name:
* Last Name:
Company Name:
SSN:
FID:
Gender:
Birth Date:
Email Address:
Begin Date:
End Date:
Language:
Status:
* Mobile App Mode:
External Worker ID:
Receive Stipends:
Related To Client:
Worker Services:

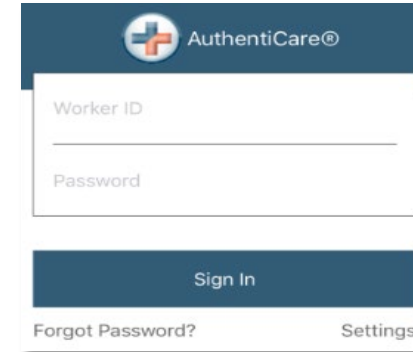
* Mobile Enabled: Yes No
* Mobile Locked: Yes No
Password:
Worker Must Change Password:
Mobile phone number:
Device ID:
Office Phone:

Provider: FMS NMCC PROVIDER1

Logging In and Forgot Password

Log into the mobile application:

1. Enter the **Worker ID** and **Password**.
2. Tap **Sign In**.



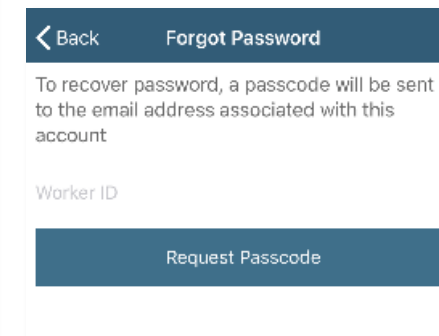
The screenshot shows the AuthentiCare login screen. At the top is the AuthentiCare logo. Below it are two input fields: 'Worker ID' and 'Password'. A blue 'Sign In' button is centered below the fields. At the bottom, there are two links: 'Forgot Password?' on the left and 'Settings' on the right.

Forgot Password:

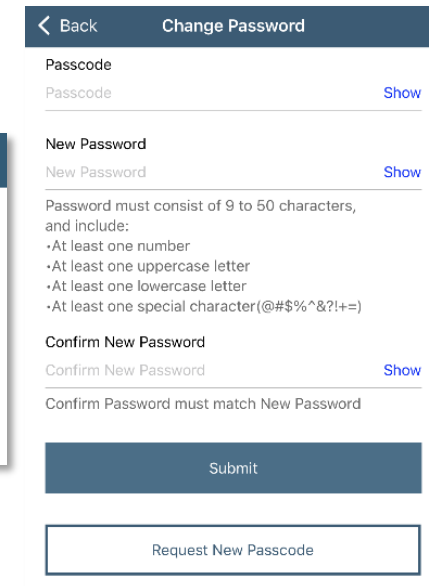
1. Tap **Forgot Password?**.
2. Type in the **Worker ID** and tap **Request Password** to receive an email with the Passcode.
3. Enter the **passcode** sent through email and **New Password** and **Confirm New Password**.
4. Tap **Submit**.



The screenshot shows the AuthentiCare forgot password screen. It has the same layout as the login screen, but the 'Forgot Password?' link at the bottom left is highlighted with a blue box. The 'Sign In' button is now labeled 'Request Password'.



The screenshot shows the 'Forgot Password' instructions screen. It has a 'Back' arrow at the top left. The text reads: 'To recover password, a passcode will be sent to the email address associated with this account'. Below this is a 'Worker ID' input field and a blue 'Request Passcode' button.

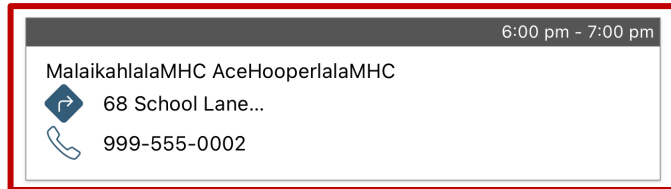


The screenshot shows the 'Change Password' screen. It has a 'Back' arrow at the top left. The title is 'Change Password'. There are three sections: 'Passcode' with a 'Show' link, 'New Password' with a 'Show' link, and 'Confirm New Password' with a 'Show' link. Below these is a 'Submit' button and a 'Request New Passcode' button.

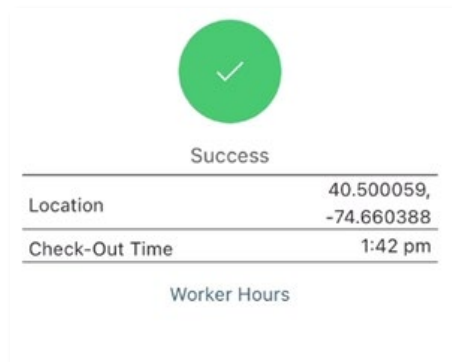
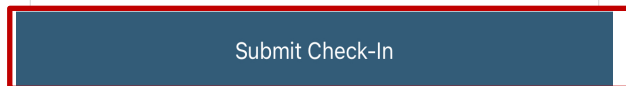
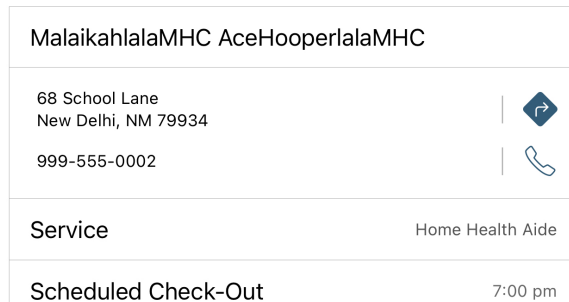


Note: If the Worker's email address is not in AuthentiCare, call the AuthentiCare Help Desk to reset the password.

Check-in: Scheduled Visit

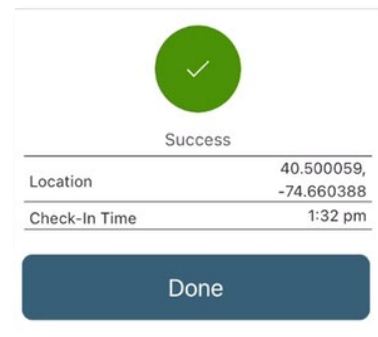
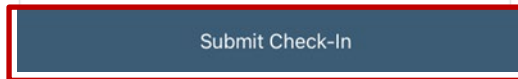
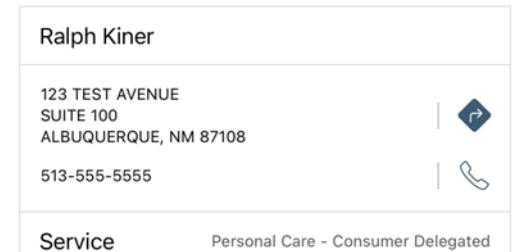
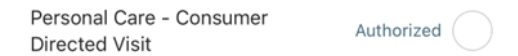
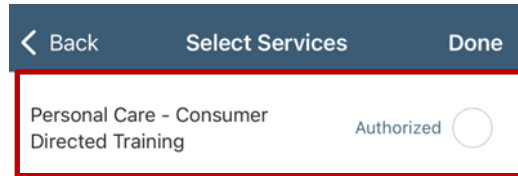
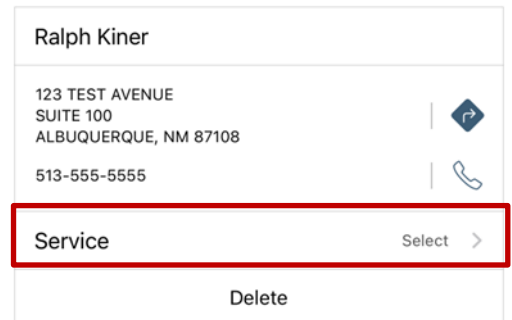
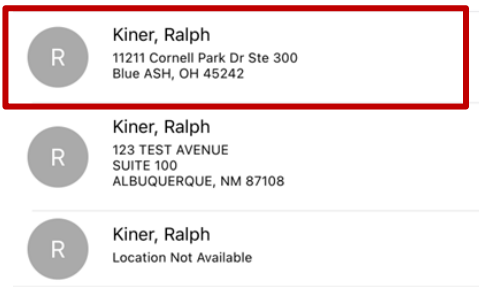
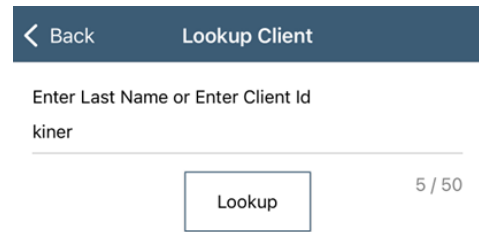
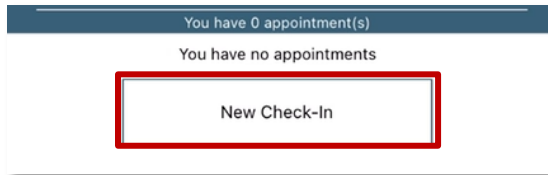


DON'T SEE YOUR SCHEDULED APPOINTMENT ?



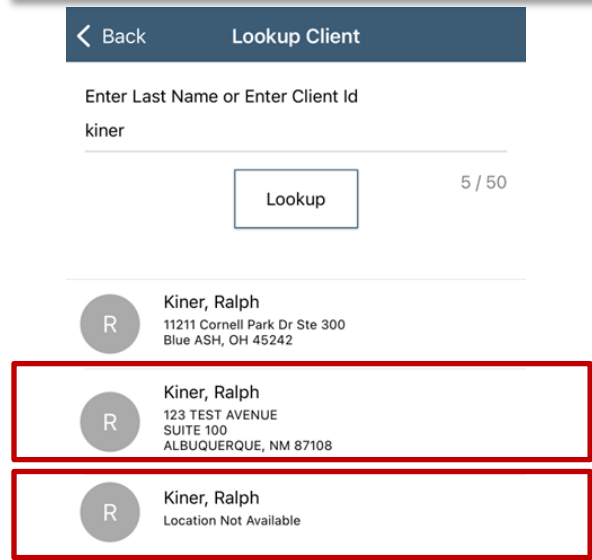
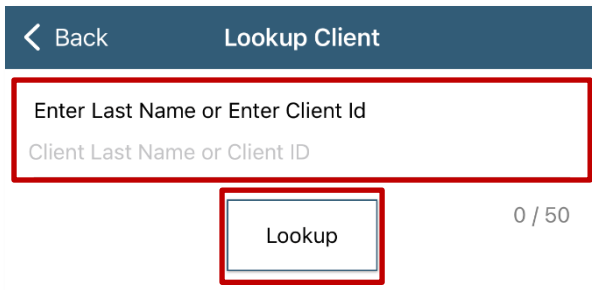
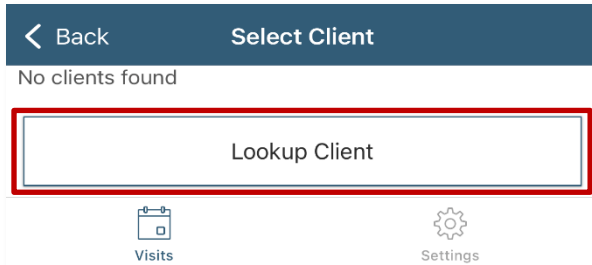
1. Open and log into AuthentiCare 2.0.
2. Tap the **Client Card** with the scheduled visit information.
3. Tap **Submit Check-In**.
4. The *Check-In Success* screen displays when check-in is complete.

Check-in: Unscheduled Visit



1. Open and log into AuthentiCare 2.0.
2. Tap **New Check-In**.
3. Select the Client.
4. Tap the *Services* field. Select the appropriate service(s). Tap **Done**.
5. Tap **Submit Check-in**.
6. The *Check-In Success* screen displays when check-in is complete.

Check-in: Lookup Client



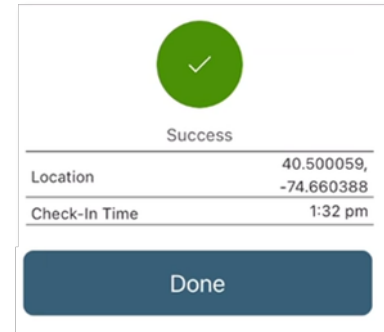
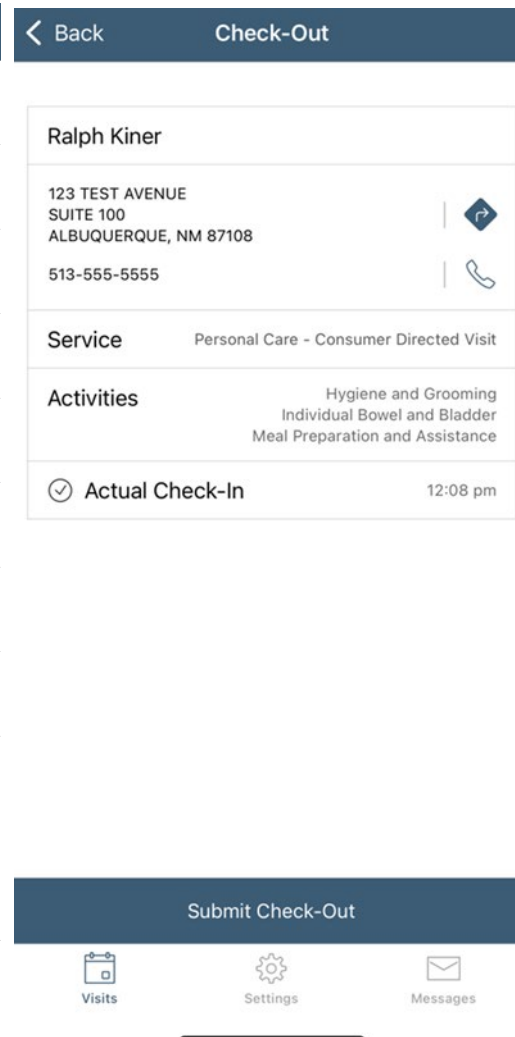
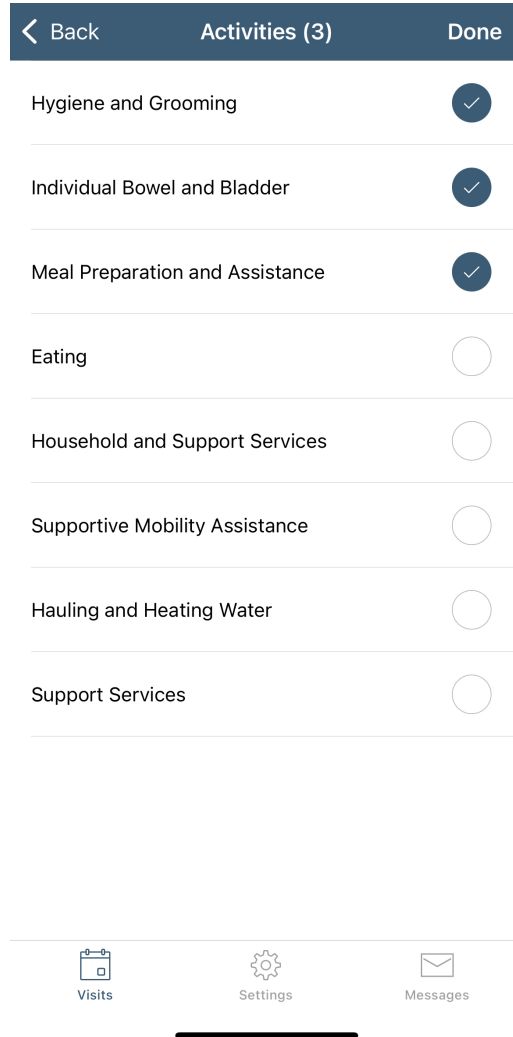
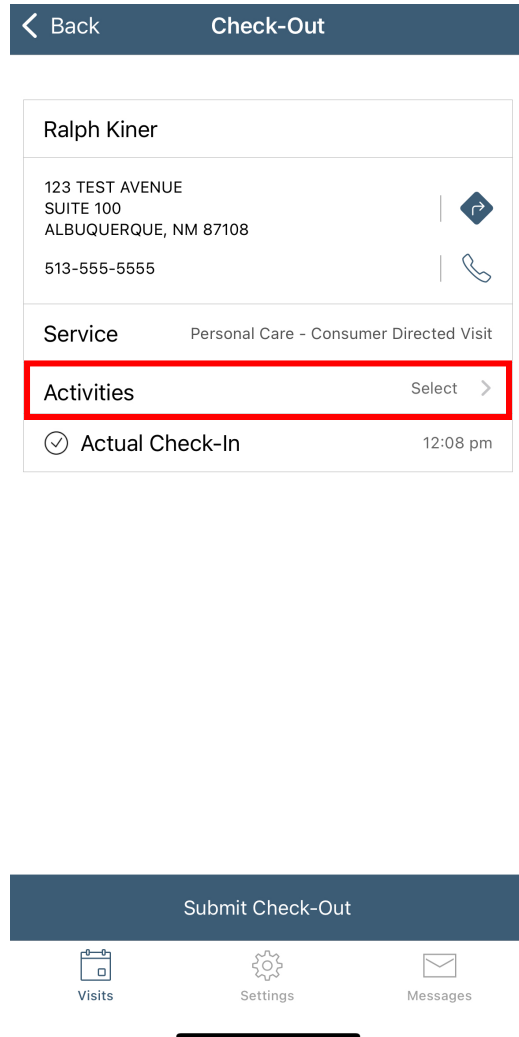
Select this client if the service location is at "1234 Main St".

Select this client if the service location is at a location not listed on the screen.

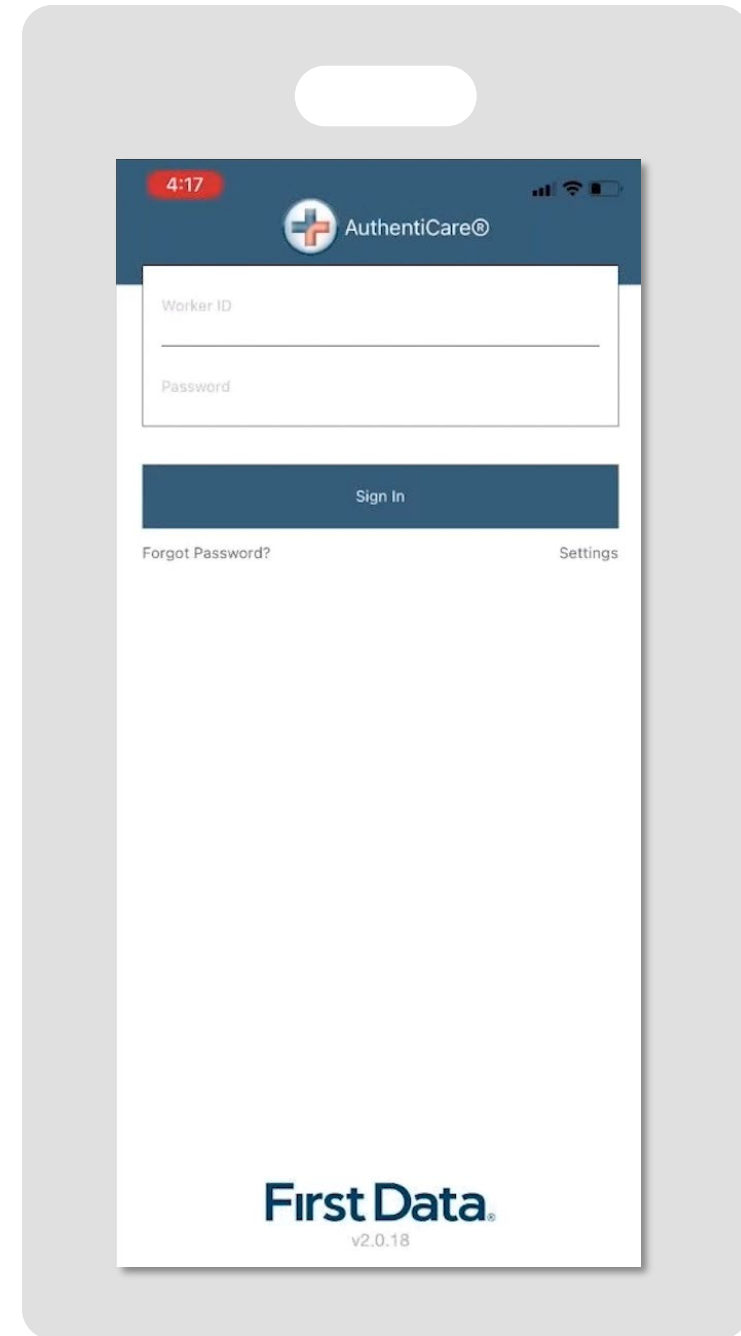
1. If the mobile application does not detect a client near its' location, the Worker will see a message on the mobile application "No clients found".
2. Tap **Lookup Client**.
3. Enter the client's last name or enter the client's ID.
4. Tap **Lookup**.
5. Tap the client's name that has the correct service location listed beneath their name.

Check-out

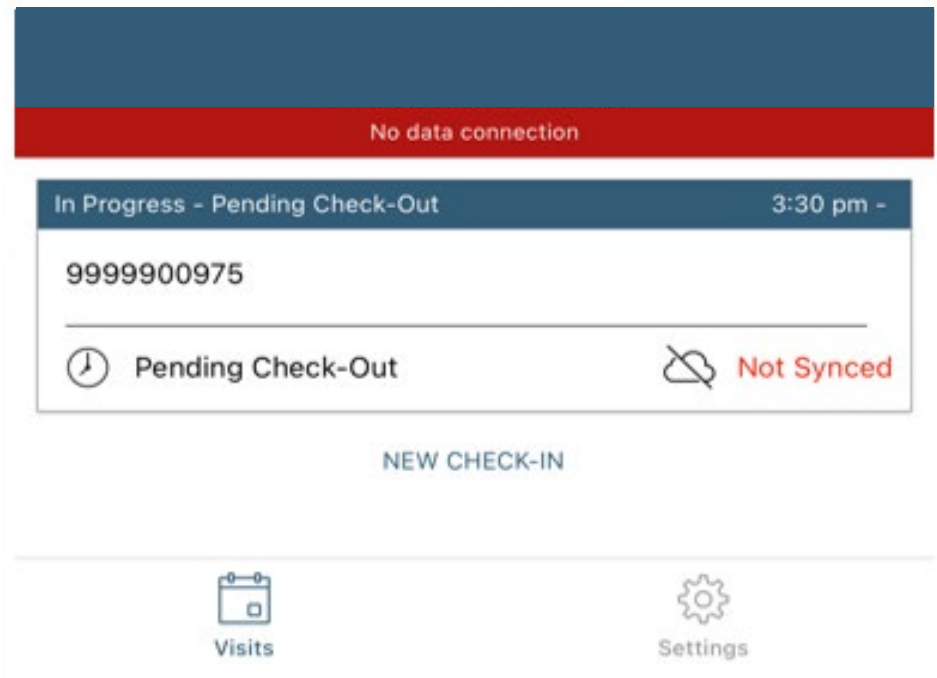
1. Tap the **Client Card** with the check-in information.
2. Select the **Place of Service**.
3. Select the correct **Activities**.
4. Tap **Done**.
5. The *Check-out Success* screen displays when check-in is complete.



Mobile Application Demonstration



Service Zones



In a *Standard Service Zone*, GPS coordinates of the check-in and check-out service location are displayed to the Worker on the check-in and check-out success screens.



In a *Limited-Service Zone*, check-in and check-out data is stored in the mobile app. The data will be automatically upload to the system when cellular or Wi-Fi signal is restored on the mobile device.



Note: Before logging out, the Worker needs to ensure all check-ins and check-outs are synced. When a mobile device connects to cellular or Wi-Fi, the *Not Synced* icon and message will disappear. At this point, the Worker can log out of the mobile application.



Interactive Voice Response System (IVR)

Interactive Voice Response System (IVR) Overview



What is the IVR?

The Interactive Voice Response system (IVR) lets Workers record services provided to the client by calling into the system when service begins and ends.



Notes:

- The phone number for the IVR is (800) 944-4141.
- The Worker will need their Worker ID (and the client's AuthentiCare ID) to check-in and check-out.
- Workers should check-in and check-out from an authorized home phone landline listed on the *Client Entity Settings* page. If the Worker calls from an unauthorized phone number, they will hear the phrase, "*You are calling from an unauthorized phone number*". The IVR will allow check-in and check-out, but the claim will be flagged with an exception.
- Step-by-step instructions on how to use the IVR system can be found under the *Custom Links* tab of the *Main Menu* toolbar.

Worker Setup for the IVR

- The Worker will need to know their own AuthentiCare ID to check-in and check-out using the IVR.
- On the *Worker Entity Settings* page, the *Language* field can be entered for “English” or “Spanish”.

Worker Entity Settings

* Indicates a required field.

ID:

PIN: *****

* **First Name:**

Middle Name:

* **Last Name:**

Company Name:

SSN:

FID:

Gender:

Birth Date:

Email Address:

Begin Date:

End Date:

Language:

Status:

* **Mobile App Mode:**

External Worker ID:

Receive Stipends:

Related To Client:

Worker Services:

Client Setup for the IVR

- The Worker may need to know the client's AuthentiCare ID to check-in and check-out using the IVR.
- The IVR system confirms that the Worker is calling from a phone number listed on the *Client Entity Settings* page.

Entity Addresses/Phones

Add Address

Address Type: Work **Delete**

Address Line 1:
Address Line 2:
City:
State: Zip:
Longitude:
Latitude:
Disable Learn Mode:

ViewMap

Add Phone

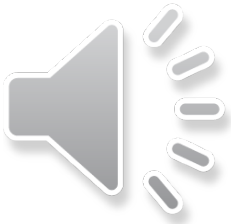
Phone Type	Phone Number	
Other		Delete
* Phone Description:	<input type="text" value="Home"/>	

Part 1: Instructions to Check-In Using the IVR



1. Dial **(800) 944-4141** using a verified client phone number.
“Welcome to AuthentiCare New Mexico Turquoise Care.”
2. **“Please enter your Worker ID followed by the pound (#) sign.”**
Enter your Worker ID and press pound (#).
3. **“To check-in, press 1. To check-out, press 2. To select language preference, press 8.”**
Press 1 to check in.
4. **“If the client is <Client Name>, press 1.”**
If the client is correct, press 1. If you call from an unverified phone number, you will hear, “Please enter your client ID followed by the pound (#) sign”. Reach out to your provider administrator with questions.
5. **“If the service is <Service Name> press 1, <Service Name > press 2, etc.”**
You will hear a list of services for the client selected. Choose the service you are providing by pressing the associated number on the phone keypad.
6. **“If you are <Worker Name> and you work for <Provider Name> and you are providing <Service Name> for <Client Name>, press 1. If this is not correct, press 2.”**
AuthentiCare will repeat back your name, service and client’s name for whom you are providing services. If this information is all correct, press 1. If the information is not correct, press 2 and you will be able to correct the information.
7. **“Your check in was successful at <Time>. To return to the main menu, press 1. To end this call, press 2. Thank you for calling the AuthentiCare New Mexico Turquoise Care system. Goodbye”**
Press 2 to end the call

Part 2: Instructions to Check-Out Using the IVR



1. Dial **(800) 944-4141** using a verified client phone number.
"Welcome to AuthentiCare New Mexico Turquoise Care."
2. **"Please enter your Worker ID followed by the pound (#) sign."**
Enter your worker ID and press pound (#).
3. **"To check-in, press 1. To check-out, press 2."**
Press 2 to continue the check-out process.
4. **"Please Enter your Client ID followed by the pound (#) sign."**
If you call from a verified phone number, you will not hear this prompt. If you call from an unverified phone number, you must enter the Client ID and then press pound (#). Reach out to your provider agency administrator with any questions.
5. **"Please enter your activity codes followed by the pound (#) sign."**
If the service performed allows activity codes to be selected, you will hear this prompt. After the entry of each code, press the pound (#) sign. A list of activity codes are available in Part 3 of these instructions.
6. **"<Service Name>, press 1 if this is correct. Press 2 to re-enter. Press the pound sign (#) if you would like to skip "**
If you would like to skip adding an activity code or do not know the code, press the pound sign (#).
7. **"If you are <Worker Name> and you work for <Provider Name> and you have provided providing <Service Name> for <Client's Name>, press 1. If this is not correct, press 2."**
Press 1 if the information is correct. Press 2 if the information is not correct.
8. **"Your check out was successful at <Time>. To return to the main menu, press 1. To end this call, press 2. Thank you for calling the AuthentiCare New Mexico Turquoise Care system. Goodbye."**
Press 2 to end the call.

Activity Codes



Part 3: Activity Codes

The table below lists EVV services that allow activity code entry. Although an EVV service might have this feature, using activity codes may be optional. If an EVV service is not listed in the table, selecting activity codes is not available for that particular service.

PCS Service Name & Activity Code Number

- Personal Care – Consumer Delegated (T1019) & Personal Care – Consumer Directed Visit (99509V)
 - Hygiene and Grooming: 1
 - Individual Bowel and Bladder: 2
 - Meal Preparation and Assistance: 3
 - Eating: 4
 - Household Services and Support Services: 5
 - Supportive Mobility Assistance: 6
 - Hauling and Heating Water: 7
 - Support Services: 8
- EPSDT Personal Care (S5125)
 - Hygiene / Grooming: 10
 - Toileting: 11
 - Meal Preparation: 12
 - Eating: 13
 - Support Services: 14
 - Mobility Locomotion: 15
 - Transfers: 16
 - Dressing: 17
 - Minor Maintenance of DME: 18
 - Light Housekeeping: 19
 - Assistance With Taking Medications: 20

Home Health Service Name & Activity Codes

- Skilled Nursing LPN (G0300)
 - LPN observation/assessment of patient: 21
 - Skilled Nursing LPN – Training: 22
- Skilled Nursing RN (G0299)
 - RN (only) management of POC: 23
 - RN observation/assessment of patient: 24
 - Skilled Nursing RN – Training: 25

Support Information



Under Custom Links:

- AuthentiCare NMTC User Manual
- AuthentiCare NMTC Provider Documents
- SDCB Training Video

AuthentiCare® Support:

- Authenticare.Support@Fiserv.com
- 1-800-441-4667, Option 6. Monday-Friday 6:00 AM – 6:00 PM MST,

Contact Contracted MCO for all Policy & Billing Questions:

- Blue Cross and Blue Shield of New Mexico: EVVBCBS@bcbsnm.com
- Presbyterian Health Plan: phpevvinquiry@phs.org
- Molina Healthcare of New Mexico: mhnm.providerServices@molinahealthcare.com
- United Healthcare of New Mexico: EVV_mailbox@uhc.com or EVV_LateMissed_Visits@uhc.com

Questions and Answers



Q&A