

AuthentiCare®

KANSAS



April 14, 2015

Agenda

- **Welcome**
- **Introductions of First Data**
- **Introduction of AuthentiCare**
- **Terms and Acronyms**
- **Getting Started in Kansas**
- **The Before and After**
- **Claims Created**
- **AuthentiCare Kansas Entities**
- **Questions – Utilize note cards**

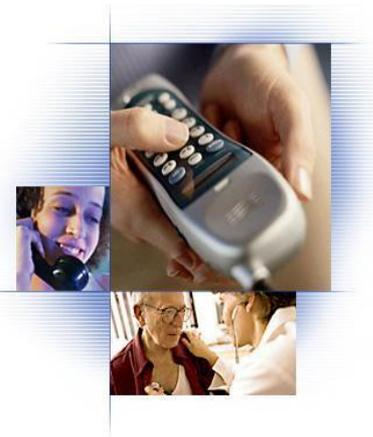
Terms/Acronyms and Service Codes

To highlight a few:

- Client – a Kansas consumer, KanCare (MCO) member, waiver participant
- Provider – provider agency
- Worker – Attendant, Personal Care Assistant, caregiver
- Claim – each episode of service
- Service – procedure provided for the client

AuthentiCare – What Is It?

- Electronic Visit Verification System (EVV) for automated scheduling, time and attendance tracking, and claims submission that:
 - Maintains a repository of authorized services, eligible clients, and eligible providers
 - Verifies a worker's location and length of service visit
 - Adds credence for workers' ethical service delivery
 - Assures clients their time is accurately reported
 - Provides flexible reporting in *real time*
 - Creates claims for providers to review, then to confirm
 - Identifies late or undelivered services and issues alerts to providers/MCO/State staff for missed visits – if the scheduling feature is utilized.



AuthentiCare – Why Use It?

- Takes less than 2 minutes total to check in and check out
- Incorporates agency-specific business rules
- Provides transparency to AuthentiCare Kansas, State agencies, KanCare MCOs, providers and clients
- Improves program integrity
 - Reduces fraud and errors
 - Provides proactive monitoring tools
 - Reduces program cost
- Improves program administration
 - Utilizes an electronic system which reduces paper
 - Accelerates claims processing
- Improves quality of care
 - Maximizes responsiveness to clients
 - Notifies providers/case managers via alerts when critical services are missed or late if the scheduling feature is utilized

Getting Started in Kansas

- Fall of 2011 – First Data, KDOA, SRS, KDHE and HP for January, 2012 Implementation utilized:
 - State and Federal Medicaid rules
 - Service names, procedure codes, service rules
 - Provider contacts
 - In-Person, Statewide Provider Training (November, December 2011; July, 2012)
 - Frequent provider meetings
 - Flash Communications
 - **NOW:** (1) Monthly Provider Assistance Calls; (2) Online training when requested of providers, MCOs, State agency staff. (3) Ongoing support and password resets at authenticare.support@firstdata.com

And “After”



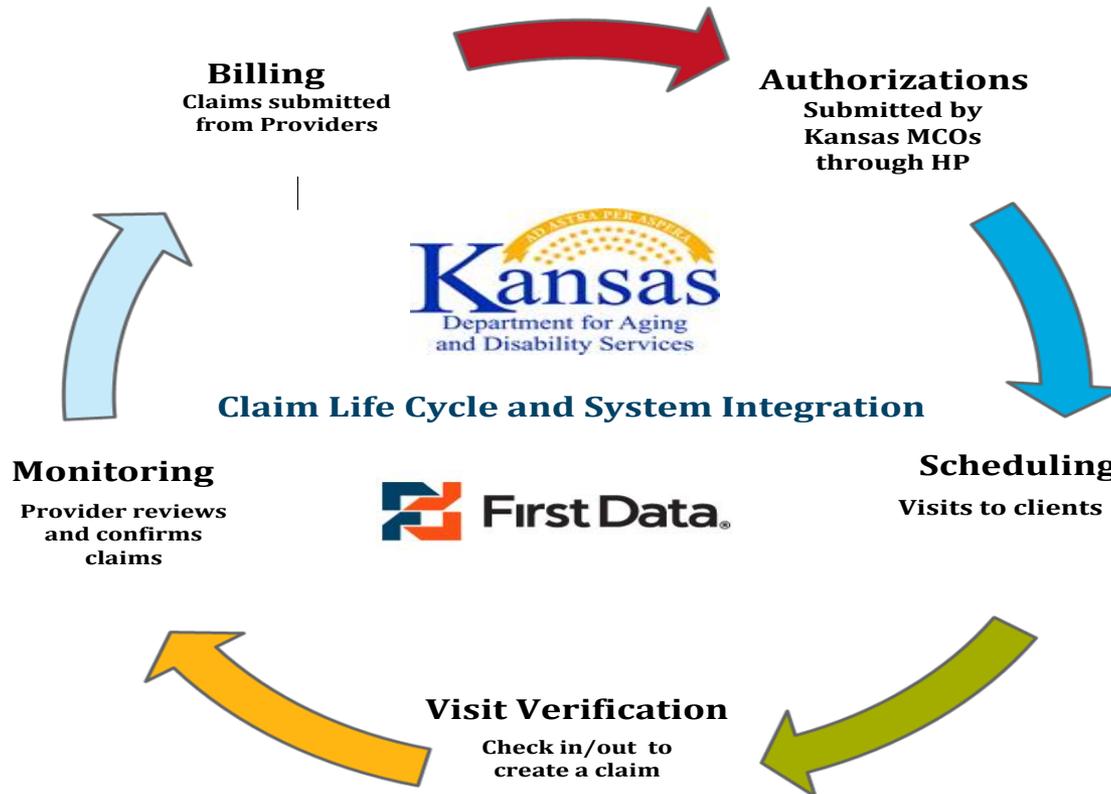
* Client Test, Client1	* Provider CMC Test Provider	* Worker Worker1, Test	Payer Assignment Current Payer For Client		
* Service FE - Level 2 Attendant Care	Date 9/1/2014	Time 09:00 AM	Amount 01:00	Date 9/1/2014	Time 10:00 AM
Activity Codes: 71 (ex: 3,5,8)					
Click here 1 more service(s)					
Total Lines: 1 Total Claims: 1 Total Amount: \$14.92 Total Authorized: \$14.92					
Info Exceptions Delete Add Lines Above Add Lines Below Move Up Move Down					

Note:

Note Date

Claim ID:	280476
Filed On:	Web
Printer Friendly	
Show All Claims	
Total Claims:	1
Total Calculated Amount:	\$14.92
Total Authorized Amount:	\$14.92
Total Units:	4
Total Hours:	01:00
<input checked="" type="checkbox"/> Billing Confirmed	
<input type="checkbox"/> Inactive Claim	
Save	
Delete All	
Cancel	

The Claim Life Cycle for Kansas



Demonstrations – Review Needed?

- Interactive Voice Response (IVR)
(888) 462-7439, App Code 125
- Logging In
- IVR Claims Creation
- Web Claims Creation
- Reporting Function
 - 20 AuthentiCare reports are available 24/7 via the web
 - Information is current as of the time the report is created/requested by the user...in “real time”

Reminder from KDADS: Worker Entity Page

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: Active

* Bilingual: _____
External Worker ID: _____
Family Member: _____
* Language accommodation needed: _____
* Related to client: _____
* Sign Language: _____
Termination reason: _____
Level 2 Attendant Care - FE
Self Directed Attendant Care - FE
* Worker Services: Level 1 Attendant Care - FE
Adult Day Care - FE
Personal Emergency Response - Install - FE
Work Visa Number: _____

Entity Addresses/Phones

Add Address
Add Phone

Holidays / Days Off

From Date To Date Add

Work Hours

	Start Time	End Time	Def	Off	Cust
Sun			⊗	⊗	⊗
Mon			⊗	⊗	⊗
Tue			⊗	⊗	⊗
Wed			⊗	⊗	⊗
Thu			⊗	⊗	⊗
Fri			⊗	⊗	⊗
Sat			⊗	⊗	⊗

Your KDADS Available Resources

- The Provider Desk Aid, certain worker training forms in both English and Spanish, and other AuthentiCare documents are located on the Provider Page of the KDADS website: http://www.aging.ks.gov/HCBSPProvider/KS_AuthentiCare/KAC_Index.html .
- The Provider calls are scheduled with KDADS are listed in the KDADS bulletin. The number to call is: 1.866.620.7326; Conference Code: 4283583031.
- You may email your registration for the State Provider Forum meetings, and leave agenda items and questions for the meetings held the 3rd Tuesday of each month at 10 AM, to ProviderForum@kdads.ks.gov. KDADS requests you leave your questions at least 24 hours before the meeting time.

Your AuthentiCare Available Resources

- Training Website: <https://uat.authenticare.com/kansas>
- Training IVR: (888) 462-7439, App Code 125
- User Manual: <https://ext.fdgs.com/kansas/KSAuthentiCareUserManual.pdf>
- AuthentiCare Production Web site: www.authenticare.com/kansas

- **For AuthentiCare system questions and password resets:**
- **First Data Client Support** 1-800-441-4667, option 5, or email AuthentiCare.Support@firstdata.com

- **First Data Key Contacts:**
 - Mary McMichael, Product/Acct. Mgmt. mary.mcmichael@firstdata.com
 - Suzanne O'Donnell, Account Manager suzanne.odonnell@firstdata.com
 - Candace Cobb (Business Analyst) candace.cobb@firstdata.com

Thank you.

