



AuthentiCare[®] Alabama

Employer Quick Reference Guide

Version: 2.0
November 19, 2020

First Data
is now **fiserv.**

Employer AuthentiCare ID: _____

The AuthentiCare Employer Quick Reference Guide is to provide the self-representing client/employer a way to access information in a focused and concise way that allows them to perform key functions while using the AuthentiCare product. Throughout this document, you will be asked to enter an Employer ID. This is the AuthentiCare Employer ID assigned to you. If you do not know your AuthentiCare Employer ID, please contact your Provider for assistance. For additional clarification and detail regarding any content of this document, please refer to the AuthentiCare User Manual available on the AuthentiCare Main Menu of the Home Page.

Training videos are also available for most tasks discussed in this guide. To access training videos please go to <https://www.gotostage.com/channel/authenticarealabama>. You will need to provide an email address to register before viewing these videos.

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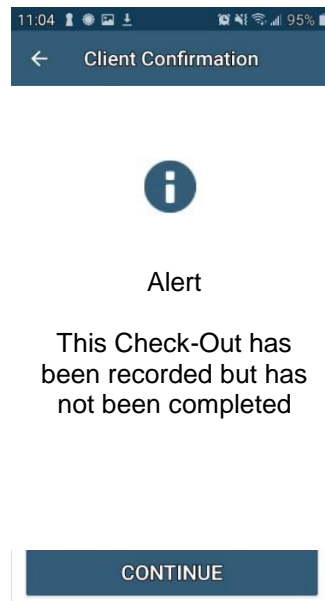
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1. Employer Attestation Using Mobile Application

Use these steps when the worker has completed their service and is **checking out** using the AuthentiCare Mobile Application. Make sure you have your Employer ID available.

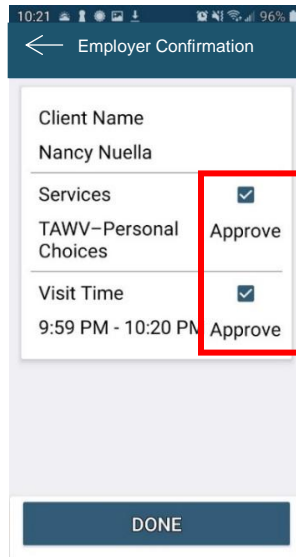
Step 1: When the worker finishes providing the service, they begin check out. When the worker gets to the screen below they will hand the phone to the Client/Employer.

Client/Employer: Tap the “Continue” button at the bottom of the screen.



Step 2: A Client card displays with the Client’s name, the service name and the visit Check-in/Check-out times

Client/Employer: Tap the Approve box next to each as shown and then tap DONE at the bottom of the screen.

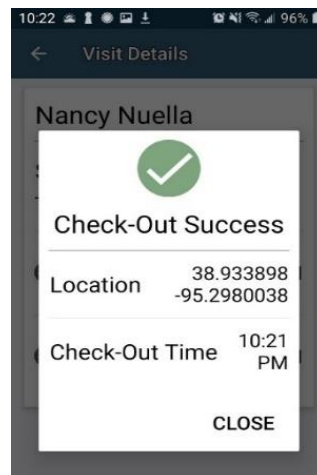


Step 3: The Signature page displays with a line to capture the signature and options to CLEAR or SAVE the signature.

Client Employer: Sign in space provided. If you want to re-sign, simply select CLEAR and try again. Once you are happy with the signature. Select SAVE.

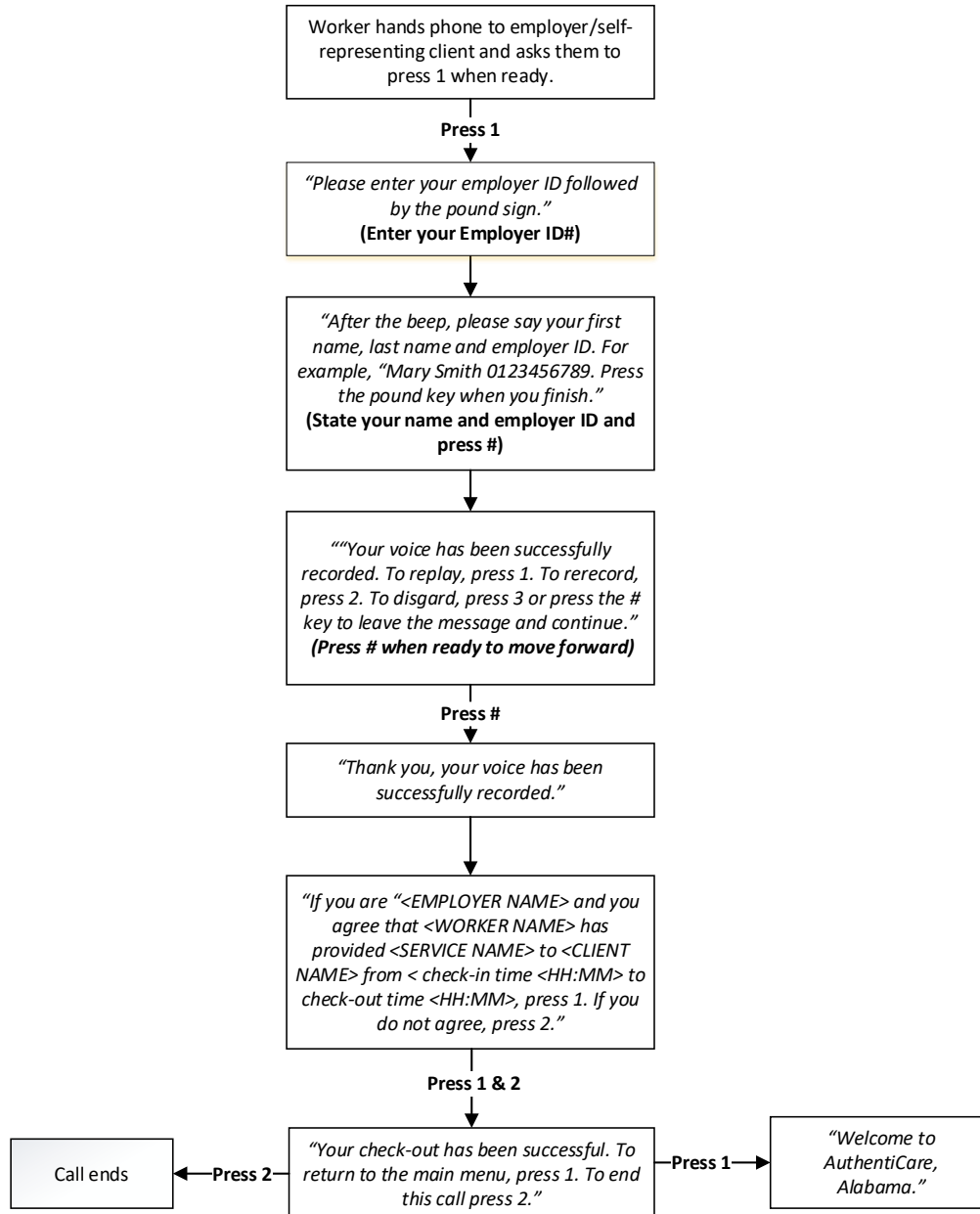


Step 4: The screen changes and lets you know the check-out has been successful. Please hand the phone back to the worker.

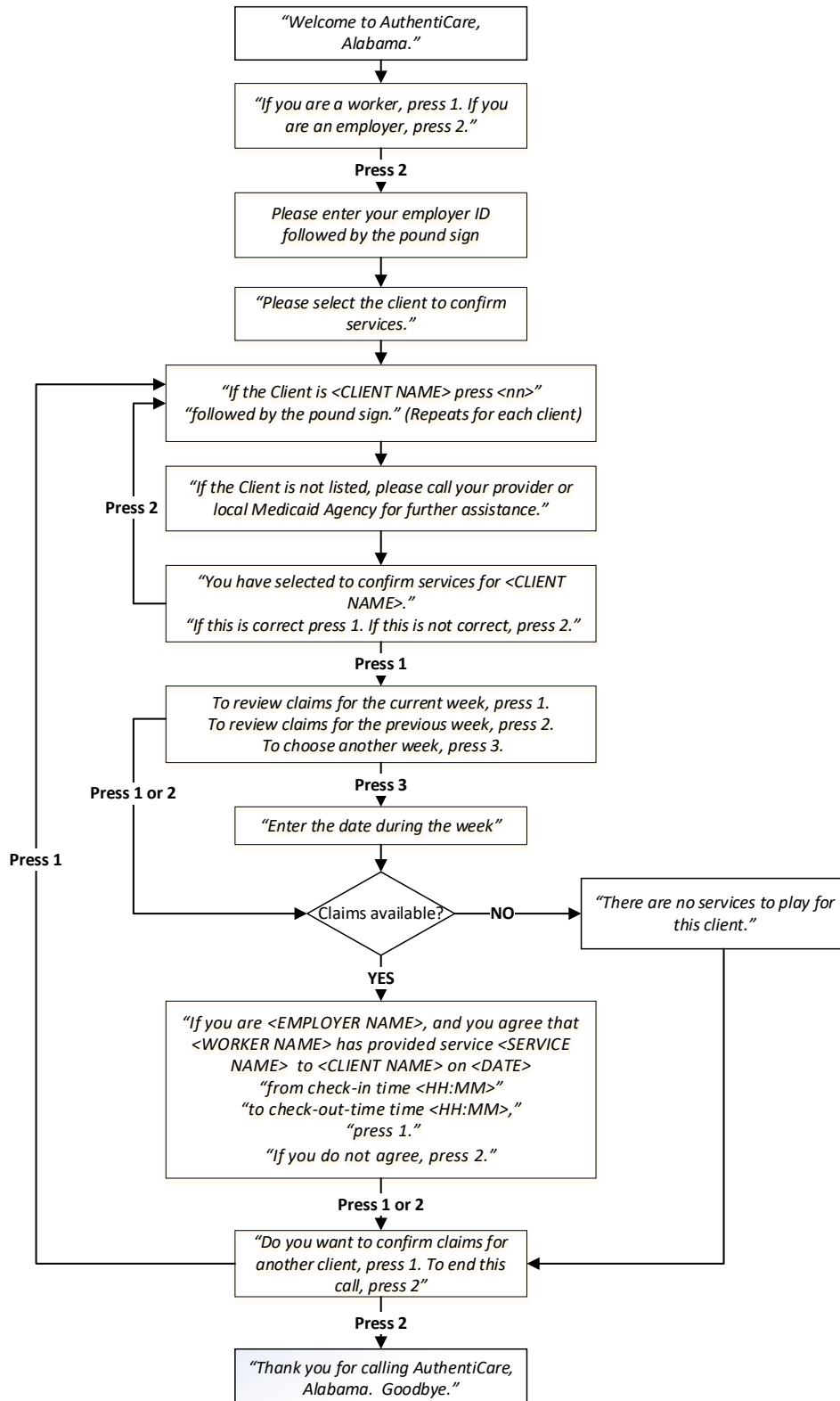


2. AuthentiCare Interactive Voice Response (IVR) for Phone

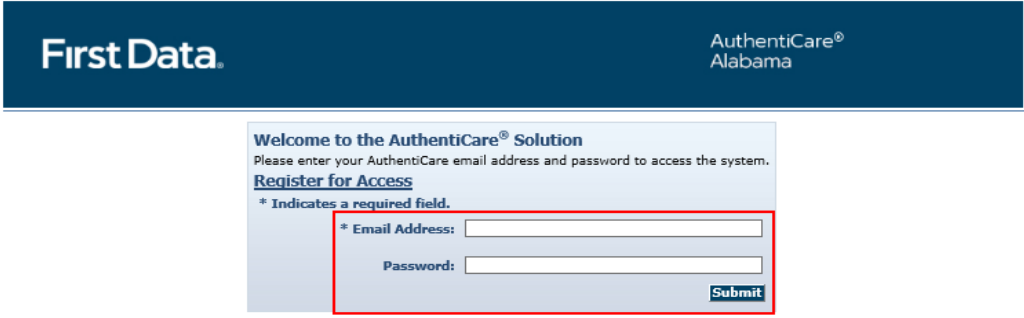
Using the client's mobile or landline touch-tone phone, call the AuthentiCare IVR at 1-800-422-3886. Follow the prompts as identified below. This diagram shows the IVR statements **during worker checkout** (before the worker leaves the client's location).

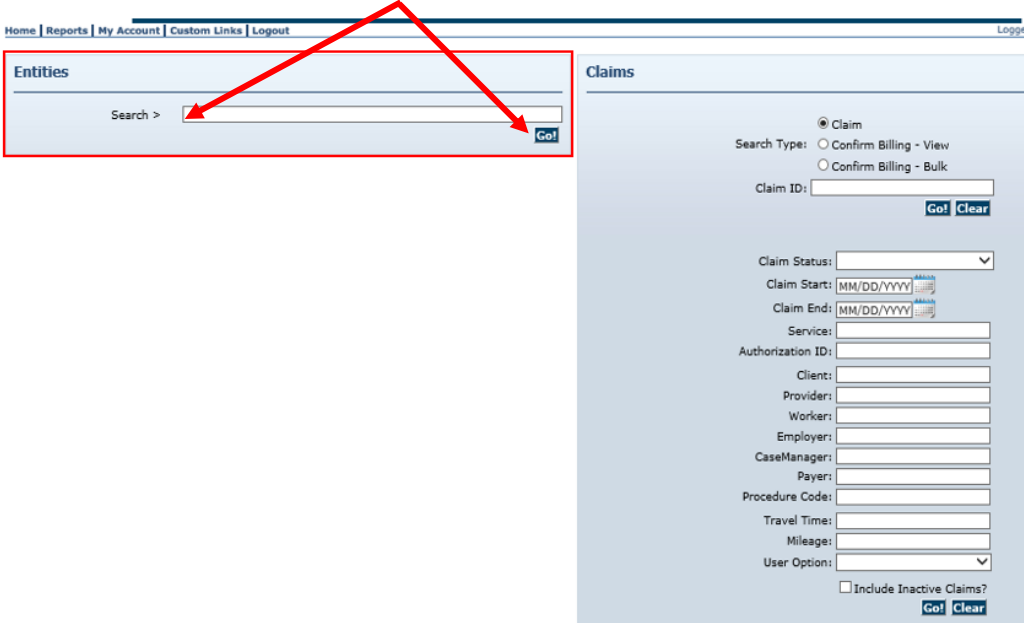


This diagram shows the IVR statements after checkout. **This is to be used only if you have to confirm claims after the worker has left the client location and you did not complete attestation using attestation using the mobile or during check out.**



3. Confirm Services after Checkout using the AuthentiCare Web

Login	
Step 1	Login to AuthentiCare Alabama by entering https://www.authenticare.com/alabama using your internet browser
Step 2	<p>Enter the provided email address and password. Click Submit. Home page will display.</p> <div style="text-align: center;">  </div> <p>NOTE: When creating a new password there are only a few special characters that can be used (@#\$\$%^&?!+=). Also, it is important to note:</p> <ul style="list-style-type: none"> • Passwords expire every 60 days • New passwords cannot be the same as the last 6 previous passwords • Passwords CANNOT contain spaces (may cause issues when logging in later)

Conducting a Search	
Step 1	<p>From the Home page, you can search for your Employer Entity Settings page or the client(s) you represent.</p> <p>In the Entities section, in the text box next to Search>, enter your employer ID or your name (last name first, then a comma and space, then your first name). Click Go!</p> <div style="text-align: center;">  </div>

Step 2

The Employer Entity Settings page displays. This screen is view only. However, if you would like to receive alerts via email when a worker providing services to the client you represent during check in or check out, please contact the provider. Select **Home** from the Main Menu toolbar to return to the Home page.

First Data AuthentiCare®
Alabama

[Home](#) | [Reports](#) | [My Account](#) | [Custom Links](#) | [Logout](#) Logged in as: lsa@employer03.com

Employer Entity Settings

* Indicates a required field.

ID: 588075
PIN:

* First Name: Garrie
Middle Name: G
* Last Name: Gunner
Email Address: GarrieG.Gunner@gmail.com

Begin Date:
End Date:
Status: Active

Medicaid ID: **9035

Entity Addresses/Phones

Address Type: Other
Address Description: Billing
* Address Line 1: 777 Geode Road
Address Line 2:
* City: Alburn
* State: AL * Zip: 123450777

Phone Type: Phone Number
Home (555) 358-6921

Clients

Delete Client	Name	ID	Effective Date
	Joshua Jackman	9990456789027	01/01/2020

Receive Alerts

Email Address for Alerts:

Workers

Name	ID	Effective Date
WORKER18_Wilson	035903	01/01/2020

[Back](#)

Note Data

No note data was found.

Audit Data

Searching Claims

Step 1

From the Home page you can search for claims created for the service visits received by the client you represent.

- Search for claims individually (must know the claim number).
- Search for claims by entering a date range of claims to view.
- Add filters to narrow the search.
- Click **Go!**

The screenshot shows the 'Claims' search page. A red box highlights the search type options: 'Claim' (selected), 'Confirm Billing - View', and 'Confirm Billing - Bulk'. Below this is a 'Claim ID' input field and 'Go!' and 'Clear' buttons. Another red box highlights the filter section, which includes 'Claim Status' (dropdown), 'Claim Start' and 'Claim End' (date pickers), and a list of other filters: 'Service', 'Authorization ID', 'Client', 'Provider', 'Worker', 'Employer', 'CaseManager', 'Payer', 'Procedure Code', 'Travel Time', 'Mileage', and 'User Option'. A red arrow points from step 1a to the 'Claim ID' field, and another red arrow points from step 1b to the 'Claim Start' and 'Claim End' date pickers. A third red arrow points from step 1c to the filter section. A fourth red arrow points from step 1d to the 'Go!' button. At the bottom of the filter section, there is a checkbox for 'Include Inactive Claims?' and another 'Go!' and 'Clear' button.

Step 2

Select **Home** from the Main Menu toolbar to return to the Home page when the claims search is completed.

Confirming Services using the Web

Step 1

Login to AuthentiCare Alabama by entering <https://www.authenticare.com/alabama> using your internet browser

Step 2

On the Homepage, enter the date(s) for services you need to confirm. **NOTE: You can only enter no more than a 31-day timeframe.** Once dates are entered, select GO at the bottom right of the page.

The screenshot shows the 'Claims' search page. A red box highlights the 'Claim Start' and 'Claim End' date pickers. Another red box highlights the 'Go!' button at the bottom right of the page. The page also shows the 'Include Inactive Claims?' checkbox and another 'Go!' and 'Clear' button.

Step 3

Depending on the number of services provided within the date range entered, you may see a list of claims or a single. If one claim displays, skip to **Step 4**. If a list displays, select the underlined number for the dates of service you need to confirm.

First Data Authenticare® Alabama

Home | Reports | My Account | Custom Links | Logout Logged in as: lisa@employer03.com

ID	Status	Client ID	Client Name	Date Range	Information
<u>4218</u>	ClaimNeedsAttestation, ConfirmBillingForClaim, EventMatching	9990456789027	Jackman, Joshua J	08/17/2020 - 08/17/2020	
<u>4217</u>	ConfirmBillingForClaim, EventMatching	9990456789027	Jackman, Joshua J	08/17/2020 - 08/17/2020	
<u>4215</u>	ClaimClientAttestationOverride, ConfirmBillingForClaim, EventMatching, UnAuthPhoneCheckInNoMatch, UnAuthPhoneCheckOutNoMatch	9990456789027	Jackman, Joshua J	08/17/2020 - 08/17/2020	

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Step 4

Confirm:

- Date and check in/check out times are accurate
- The service provided on that day is correct
- The name of the worker and client are correct

First Data Authenticare® Alabama

Home | Reports | My Account | Custom Links | Logout Logged in as: lisa@employer03.com

Claim Details

* Client: Jackman, Joshua J
 * Worker: WORKER18, Wilson
 * Service: LAHW - Self-Directed Skilled Nursing LPN

* Provider: FMS ALABAMA PROVIDERS9

Date	Time	Amount	Date	Time
08/17/2020	03:43 PM	00:27	08/17/2020	04:10 PM

Check-in Latitude:46.7342463 Check-in Longitude:-112.062257
 Check-out Latitude:46.7342456 Check-out Longitude:-112.0622565
[Check-in Coordinates](#) [Check-out Coordinates](#)

Mileage: Travel Time:

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

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

Claim ID: 4218
 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: 00:27

Review Complete

Save Cancel

NOTE: If you identify a mistake on the claim (dates of service or time service was provided are incorrect), please contact your Case Manager/ Counselor or Provider for assistance. Do not proceed to Step 5.

Step 5

Check the “Review Complete” box

Total Claims: 1
 Total Calculated Amount: \$0.00
 Total Authorized Amount: \$0.00
 Total Units: 0
 Total Hours: 00:27

Review Complete

Save Cancel

Step 6 Add a note stating, "I, <EMPLOYER NAME>, confirm the services identified were provided to <CLIENT NAME> on the date and times indicated." Then select SAVE.

Step 7 A print friendly version of the claim displays, and a pop-up in YELLOW will appear under the main menu stating the claim updated successfully.

Step 8 Select **Home** from the Main Menu toolbar to return to the Home page.

Access Time and Attendance Report

Step 1 From the Home page you can select Reports from the Main Menu toolbar.

Step 2 Click the Reports link to open the Reports request page where you can request a Time and Attendance report.

Step 3

1. Enter the data to the left of all asterisks (*).
 - a. Claim types will provide a list of options for selection
 - b. Claim dates also provides a list of options. If Fixed Date Range is selected the range can be no more than 31 days.
2. You can sort to provide a more organized report using up to 3 sort options
3. Select **Run Report** to view the time and attendance of services provided to the client you represent based on the information you entered.

Time and Attendance Report
* Indicates a required field.

* Report Name:
Description:

* Claim Type:
Fixed Date Range

* Claim Dates: Date From To

Payer:
Client:
Provider:
Worker:
Case Manager:

Service:
ACTW-Homemaker Services
ACTW-Adult Companion Services
ACTW-Skilled Nursing RN
ACTW-Skilled Nursing LPN
ACTW-Personal Care

* Exception:
All Critical Exceptions
All Informational Exceptions
All Incomplete
Authorize
AuthExhaustedOn

Sort 1:
Sort 2:
Sort 3:

Summary Only

ReportType(s): PDF Excel CSV XML

Step 4

Select Run report will return you to the Reports screen (previous screen shown in Step 2). Your report will be listed in the View Reports Section. Select [Refresh] to see the current status of your report.

First Data AuthentiCare®
Alabama

Home | Reports | My Account | Custom Links | Logout Logged in as: lisa@employer03.com

Report Templates [Delete Selected Templates]

Create Reports

[Time and Attendance](#)
Time and Attendance Report

View Reports [Refresh] [Delete Selected Reports]

<input type="checkbox"/>	Name	Submit Time	Status
<input type="checkbox"/>	Time and Attendance Report	8/14/2020 12:08 PM	Queued

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Step 5

When the report status shows Complete, the report is ready to view. Select the format icon under the report name to display.

The screenshot shows the First Data AuthenticCare Alabama user interface. At the top, there is a navigation bar with the First Data logo and 'AuthentiCare® Alabama'. Below this is a main menu with links for 'Home', 'Reports', 'My Account', 'Custom Links', and 'Logout'. The user is logged in as 'lisa@employer03.com'. The interface is divided into two main sections: 'Report Templates' and 'View Reports'. The 'Report Templates' section includes a 'Create Reports' button and a link for 'Time and Attendance' reports. The 'View Reports' section contains a table with columns for 'Name', 'Submit Time', and 'Status'. A red arrow points to a PDF icon next to the 'Time and Attendance Report' row, which has a status of 'Completed' and a submit time of '8/14/2020 12:08 PM'. At the bottom of the page, there is a copyright notice for 2013 First Data Government Solutions, LP, and links to the 'AuthentiCare Digital Accessibility Statement', 'First Data Privacy Policy', and 'Download Acrobat Reader'.

Step 6

Select **Home** from the Main Menu toolbar anytime you wish to return to the Home page.

This is a close-up screenshot of the main menu toolbar from the previous screenshot. The 'Home' link is highlighted with a red rectangular box. The other links in the menu are 'Reports', 'My Account', 'Custom Links', and 'Logout'.