

Provider Quick Reference Guide Getting Started with AuthentiCare

Log In

- Step 1.** Access the URL:
<http://www.authenticare.com/Arkansas>
- Step 2:** Enter the login credentials received from your system administrator.

Find your Agency

- Step 1.** On the homepage, locate the *Entities* section.
- Step 2.** Enter the agency name in the **Search** field.
- Step 3.** Click **Go!**

Add a Caregiver

- Step 1.** On the homepage, select **create** from the menu bar.
- Step 2.** Select **New Worker** from the drop-down menu.
- Step 3.** Input the Last Name and Worker Medicaid ID into the *Worker Entity Settings* page and click **Search**.
- Step 4.** **Save** the *Worker Entity Settings* page if the information is accurate.

Note: IVR Language determines the language the worker hears when using the Interactive Voice Response

Performing Claim Maintenance

- Step 1.** In the *Claims* section, input the Claim ID, or any of the search criteria about the desired claim, and click **Go!**
- Step 2.** Select the claim you would like to edit.
- Step 3.** Complete the necessary modifications.
- Step 4.** Select the appropriate **Reason Code** and enter **Note Data**.
- Step 5.** Click **Save**.

Reason Codes

Reason codes are required when performing visit maintenance. Visits can be edited for 60 calendar days from the date of service.

Important Terminology

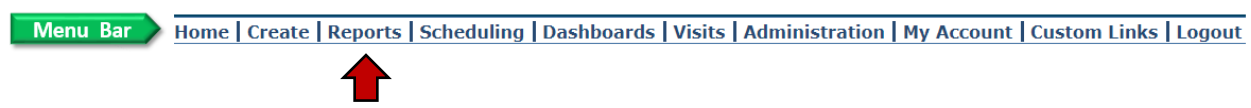
Term	Definition
EVV Data Aggregator	A centralized database that collects, validates, and stores statewide EVV claim data transmitted by an EVV system.
EVV claim transaction	A complete, verified claim consisting of the date of service, the time service delivery begins and ends, and other required data elements that identify and link the client to a caregiver, a caregiver to a provider agency and service delivery to a payer.
Graphical User Interface (GUI)	A manually entered EVV claim transaction using the AuthentiCare web application.
Claim Maintenance	The process by which adjustments can be made to certain data elements that electronically document service delivery.

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Reports




AuthentiCare reports are generated from data about clients, caregivers, services, authorizations, and exceptions. Reports can be run once or saved as a template.

How to Access Reports



How to Generate Reports

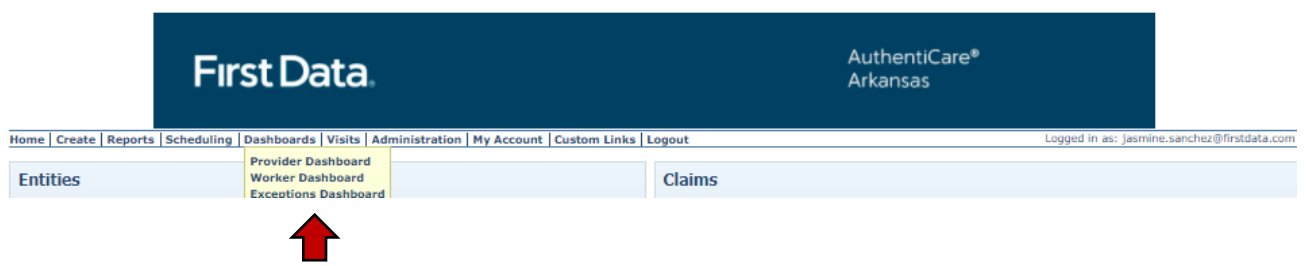
From the *Create Reports* section, select the desired report. Enter any required information, and choose the **Report Type(s)**. To run the report once, click **Run Report**. To save the report as a template, click **Save as Template**. You can view the report once the status updates to **Completed**. For more information about Reports, refer to the Reports Guide.

Report Templates	[Delete Selected Templates]	View Reports	[Refresh] [Delete Selected Reports]									
<input type="checkbox"/> Authorizations Report October <input type="checkbox"/> Billing Invoice Report <input type="checkbox"/> Claim Data Listing Report	  	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Name</th> <th style="text-align: left;">Submit Time</th> <th style="text-align: left;">Status</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/> Claim Data Listing Report</td> <td>10/13/2020 11:33 AM</td> <td>Completed</td> </tr> <tr> <td><input type="checkbox"/> Authorizations Report - John Smith</td> <td>10/13/2020 11:26 AM</td> <td>Completed</td> </tr> </tbody> </table>	Name	Submit Time	Status	<input type="checkbox"/> Claim Data Listing Report	10/13/2020 11:33 AM	Completed	<input type="checkbox"/> Authorizations Report - John Smith	10/13/2020 11:26 AM	Completed	
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Dashboards

AuthentiCare offers three Dashboards (Provider, Worker, and Exceptions) where information is presented graphically and provides easy navigation to the source data represented in the dashboard.

How to Access Dashboards



Resources

AuthentiCare Support Help Desk

Email: AuthentiCare.Support@firstdata.com
 Phone number: (800) 540 - 5126

 Phone support business hours:
 Monday through Friday, 7:00 a.m. to 7:00 p.m. CST

Custom Links Tab on the Main Menu Toolbar of the AuthentiCare portal:

- User Manual
- Caregiver Manual
- Mobile Application Instructions
- Interactive Voice Response (IVR) Instructions
- Reports Guide

