

Dear Medicaid Provider:

We hope you have taken the time to learn more about the 21<sup>st</sup> Century Cures Act and subsequent electronic visit verification (EVV) implementation. DHS is moving forward with AuthentiCare—an EVV system offered by Fiserv. If you are not yet familiar with EVV and/or are unaware of your participation requirements, please visit [this webpage](#) for more information.

Training for use of the AuthentiCare system will begin on Tuesday, September 29<sup>th</sup>, 2020. Training will be conducted by Fiserv, with support and representation from DHS, and is required for all agencies, regardless of whether you have chosen to use AuthentiCare or a third-party EVV system. Sessions will include an overview, live demonstrations, and hands-on operational scenarios.

**Please note the following:**

- Fiserv utilizes a train-the-trainer model, which means one or two people from your agency attend training, then go back to your agency and train the rest of your staff. They will be responsible for training your individual caregivers.
- There are various options for training dates, and you may register for the dates that work with your schedule. While multiple dates exist, you must register for the modules that correspond with the system you have selected.
  - If you are using AuthentiCare, you must attend:
    - Mobile Application
    - Web Portal
    - Train-the-Trainer
    - Reports
    - IVR
  - If you are using a third-party vendor, you must attend:
    - Web Portal
    - Reports

Please review the topic areas below for additional AuthentiCare training information.

**Registration & Logistics**

- All training is scheduled via an online registration process. URLs are on the page that follows. Click on the URL for a module, and you will be directed to the registration page.
- Fiserv will utilize Virtual Instructor-Led Training only. At this time, no in-person training sessions will be held due to the restrictions surrounding COVID-19.

**Immediate Next Steps**

- Please identify a person or persons from your agency to attend training sessions. *The person or persons who attend the training sessions will be responsible for training your caregivers.*
- Please use the URLs below to register for training modules.

**After Training**

- Your feedback will be requested via an online survey.

## Training Modules – Description and Registration

### **AuthentiCare Web Portal**

Training for Providers, state staff and designated contractors addresses the administrative hub for AuthentiCare. This includes claims, scheduling, visit maintenance, onboarding workers and system monitoring.

Max 2 hours

Morning Session: <https://attendee.gotowebinar.com/rt/5963422724316472591>

Afternoon Session: <https://attendee.gotowebinar.com/rt/8592294553189437711>

### **AuthentiCare Reports**

Providers and state staff will be trained on the usage and production of standard AuthentiCare EVV reporting.

Max 2 hours

Morning Session: <https://attendee.gotowebinar.com/rt/834781522881027599>

Afternoon Session: <https://attendee.gotowebinar.com/rt/7250074529675085071>

### **AuthentiCare 2.0 Mobile Application**

Providers and Caregivers are trained on administrative and user functions of the AuthentiCare Mobile app.

Max 1.5 hours

Morning Session: <https://attendee.gotowebinar.com/rt/8818030887441890831>

Afternoon Session: <https://attendee.gotowebinar.com/rt/3276968371986192139>

### **AuthentiCare Interactive Voice Response (IVR) System**

Providers and Caregivers are trained using real-life scenarios within the IVR environment.

Max 1 hour

Morning Session: <https://attendee.gotowebinar.com/rt/3042397461804909835>

Afternoon Session: <https://attendee.gotowebinar.com/rt/7437727079676803595>

### **AuthentiCare Train-the-Trainer**

Nominated provider staff receive training in how to deliver AuthentiCare modules to the caregiver community.

Max 3 hours

Morning Session: <https://attendee.gotowebinar.com/rt/6227451750029114639>

Afternoon Session: None