

AuthentiCare 2.0

Using the Mobile Application in Rural Areas

The AuthentiCare 2.0 mobile application has built in functionality to ensure users can continue to process check-ins and check-outs when data connectivity is limited. To ensure the mobile application works when the cellular signal is weak, or a Wi-Fi connection is not available, the following steps should be completed-

Step 1:

Sign into the mobile application with your Worker ID and password in an area with a strong cellular signal or Wi-Fi is available.

Note: *This establishes a session in the mobile application. This session allows the caching of your mobile application credentials. Do not close the mobile application to maintain this session.*

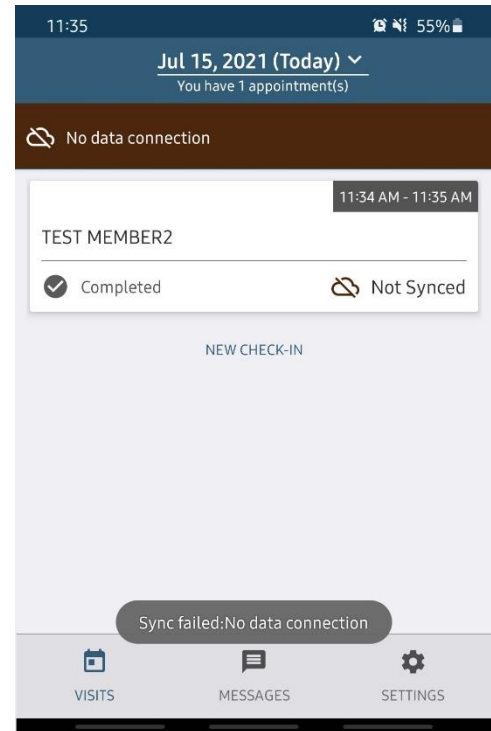
Step 2:

Complete the check-in and check-out process normally

Note: *If mobile connectivity is poor, you may need to manually look up the client with their Client ID.*

Step 3:

Sign into the mobile application with your Worker ID and password in an area with a strong cellular signal or Wi-Fi is available to ensure all captured visit information has transmitted to the AuthentiCare portal.



If data connectivity will be limited for longer than 24 hours, provider administrators can set the mobile application mode to Frontier on the Worker Entity Settings page in the AuthentiCare portal. Additional information about Frontier mode is outlined in the table below.

Standard Mode	Frontier Mode
<ul style="list-style-type: none"> Application downloads data in real time Rapid Sign-In time Caregiver can see visit history using the mobile application calendar Session is established for 12 hours 	<ul style="list-style-type: none"> Application downloads 7-days worth of schedules Sign in takes longer due to downloaded data Caregiver can not see visit history Session is established for 7 days
Both Modes	
<ul style="list-style-type: none"> User must establish a session on the mobile application by signing in when there is cellular data available Mode can be set on the Worker Entity Settings page for the Caregiver Caregiver can process a check in and check out using the Client's Last Name or Medicaid ID <ul style="list-style-type: none"> If there is no cellular data during the check in, the Medicaid ID must be used Mobile application will submit claim data to the AuthentiCare portal when mobile connectivity is re-established 	