Alabama Medicaid's Electronic Visit Verification and Monitoring System (EVVM) Frequently Asked Questions

What is the EVVM system?

Medicaid's Electronic Visit Verification and Monitoring System is an electronic scheduling, tracking, reporting and billing system for in-home care providers. This paperless, web-based system also provides real-time access to information needed for member services management. In Alabama, it is known as AuthentiCare® Alabama.

The system:

- Uses GPS-enabled mobile devices or recipient's phone Caller ID to track visits
- Is web-based and paperless
- Allows the provider to review claims before confirming them for submission
- Generates claims automatically
- Gives providers the ability to create reports and report templates
- Provides real-time service information to providers and care coordinators
- Requires access to the internet (a high-speed broadband internet connection is recommended)

System benefits for providers:

- Reduction in paper records and/or timesheets
- A scheduling component providers can use to schedule workers who provide services
- Billing process for immediate electronic claims submittal
- Method to view and monitor in-home service workers' activities in real time
- Ability to create automated and ad-hoc reports

How does the EVVM system work?

1. When a service is authorized for a member, a schedule can be entered into AuthentiCare®.
2. The provider agency employee (worker) arrives at the member location to provide a service.
3. The worker checks into the AuthentiCare® system using the following:
    - The worker's mobile device to log the visit using the AuthentiCare® app (or the recipient phone will be utilized to dial into the Interactive Voice Response (IVR) system as the authorized back-up method).
    - The worker enters their worker ID, selects the recipient and the service they are going to perform.
4. Using GPS technology, the location from which the service is rendered is validated.
5. The system verifies that the worker is appropriate to provide the prior authorized service for the member and advises the worker that he/she is checked in.
6. After the worker performs the service, the worker checks out using the same process and indicates specific tasks performed.
7. Claims will be available for the provider's review via the AuthentiCare® website in real-time.
8. After the provider's review, the provider should confirm the claim.
9. Once confirmed, claims are automatically submitted for payment.

How can providers prepare for the EVVM implementation?

Participate in the one-day training session, and plan to have at least one worker responsible to teach the rest of your office staff and in-home service workers

- Communicate to your office staff and in-home service workers about the AuthentiCare® system.
- Assess your internal processes as the system is being implemented.
- After training, ensure that your office staff and in-home service workers are ready and able to use the system.
- If applicable, download the AuthentiCare® application for your or your staff's mobile device.

Who is Alabama Medicaid's contractor for the EVVM system?

Alabama Medicaid had contracted with [First Data](#) to deliver the EVVM system as well as to provide training to providers and ongoing system support.

Where do I get training to use AuthentiCare® Alabama?

- Agency staff will be trained prior to implementing the system. Each agency will be responsible for training their workers.
- A Train-the-Trainer Kit, Training IVR, and a Training website will be provided.
- These are designed to help agencies train new workers to use the IVR and new agency staff to use the website.

How will providers receive their initial login to the website?

First Data will assign the first Administrator user login and password for each provider. The first Administrator will then assign other web users at the organization. Providers should contact AuthentiCare.Support@firstdata.com or call 1-800-441-4667, Option 5, to request a login and password if they have not been assigned one previously.

What is the preferred method and options of check-in/check-out for EVV?

- The preferred method is to use the mobile device application. It is easy to use, and does not require use of the member's phone line.
- The AuthentiCare® app is compatible with Android phones, Apple (iOS) iPhones, and Android tablets.

If the mobile app is used, what if there is no cell phone coverage available?

The check-in and check-out information will still be captured and stored locally on the phone. Once the phone connectivity is reestablished, the visit details will be forwarded to the AuthentiCare® database.

How do I use the AuthentiCare® Mobile App?

- First, register the mobile phone/device on the worker record in AuthentiCare®. When doing this, you will set the worker up with a password.
- The worker can download the AuthentiCare® app from the appropriate Store (Google Play Store for Android or App Store for iOS (Apple iPhone)).
- Using their worker ID and assigned password, the worker can log in and complete the check-in/out process.
- Enter the Production Setup Code ALABAMAPRD.
- A complete guide for using the Mobile app is covered in the User Manual.

What if no EVV method is available?

The following can be done to log the service: The in-home service worker will call the supervisor, give the supervisor the service start time, what the service was, what the activity and observation code was, and the service end time. The provider will enter the information on the AuthentiCare® website. This functionality will be monitored and restricted as deemed appropriate.

Will AuthentiCare® Alabama integrate with our current time tracking system?

No. The AuthentiCare® system is not intended to integrate with agency back-end time tracking/payroll systems. However, AuthentiCare® offers multiple claim reports in different formats that are available to agencies to run on demand and download. The AuthentiCare® reports can be used by providers to integrate verified visit data into their in-house systems.

Do I need special equipment or software to access and use AuthentiCare® Alabama?

A computer with Internet access is required – a high-speed (broadband) connection will provide best performance. No special software is required.

What is the cost to providers?

There is no cost to providers for using the AuthentiCare® system that includes electronic billing, Interactive Voice Response (IVR), and Web access to the system and report generation.

However, it is the responsibility of the provider's in-home service workers to provide their own mobile devices (i.e., Android phones, Apple iPhone or Android tablet) and payment for associated costs.

Has a system like this been used before?

Yes. The AuthentiCare® system is being used in other markets. Many system features and enhancements are based on feedback from providers in those states.

Will there be a help desk available after the implementation date?

Yes, First Data will host an AuthentiCare® Help Desk to assist you with technical support and answers to questions. Support will be available 24 hours a day, seven days a week at AuthentiCare.Support@firstdata.com or call 1-800-441-4667, Option 5.

If you have questions regarding AuthentiCare® Alabama policy or procedure questions, please contact your contracted agency.