

AuthentiCare® 2.0 Mobile App – iOS

Alabama Medicaid Agency – Provider Training

September 19 & 20, 2018

Introducing the AuthentiCare® 2.0 Mobile App

First Data offers both Android and iOS mobile applications (apps) for Alabama Workers to use as a means of Check-In/Check-Out for service visits. iOS screenshots are displayed in this training. This training will:

- Train providers as trainers of workers in their agency, i.e. “Train the Trainers.”
- Detail features of the iOS mobile app.
- List the setup processes to prepare workers for mobile app operation.
- List the steps for workers to utilize the mobile app features.
- Process Check-Ins/Check-Outs of client service visits.

Note: The AuthentiCare 2.0 mobile application is available for use on iOS operating systems 9.0 and newer. Users of iOS mobile devices with operating systems prior to 9.0 will not be able to log in to the AuthentiCare 2.0 mobile application.

Support for iOS earlier than 9.0 will no longer be available after September 30, 2018.

Install AuthentiCare® 2.0 – Soon!

There is an urgency about implementing AuthentiCare 2.0.

- Security certificate changes were needed by late September for Google Chrome to work with AuthentiCare 2.0.
- The new certificates on the portal will not work with the current AuthentiCare mobile app.
- Those changes will not be compatible with the current AuthentiCare mobile app, so the current mobile app will stop working on September 30, 2018, late in the evening.

The Mobile App AuthentiCare 2.0 Explained

This is a new app. What is new and different?

- This app is available in Spanish as well as English.
- Workers can reset their login passwords by requesting a passcode at the worker's email address listed on the Worker Entity Settings page in AuthentiCare. Workers do not have to call the provider for a password change if the email address is there.
- Screens have a different look. For example, the placement of the menu is under Settings.
- Colors and print are ADA approved.
- Numerous changes we will make note of as we review these slides.

The Mobile App AuthentiCare 2.0 Explained

In addition for iOS devices:

- AuthentiCare 2.0 can be installed next to the current app.
- Workers may keep the 2.0 app and the current app on their mobile devices for a short time. That way, they have a back-up app to assure completion of their Check-In/Check-Out process. Remember after September 30, 2018, the current app will no longer be available.
- The security protocol with the 2.0 app will not allow screenshots.

Note: The Device ID will change for the new app on iOS. Workers can request that a provider register the current Device ID on the Provider Entity Settings page and the AuthentiCare 2.0 Device ID on the Worker Entity Settings page to be able to access both apps.

Provider Setup in AuthentiCare

- New providers will follow the steps described in Chapter 11 of the AuthentiCare Alabama User Manual by making selections and completing fields on their Provider Entity Settings Page.
- Providers will select **Yes** for **Mobile Enabled**.
- Providers will enter **Mobile phone number**, **Device ID** and complete **Assignment** fields.

* **Mobile Enabled:** Yes No

Messaging Enabled: Yes No

Number	Device Id	Assignment
(111)111-1111	[0000000000000000]	555555
(222)222-2222	[1111111111111111]	666666
(333)333-3333	[2222222222222222]	777777

Mobile phone number:

Device ID:

Assignment:

Worker Set-Up in AuthentiCare

Providers will add the worker's email address to the **Email Address field** on the **Worker Entity Settings Page** in AuthentiCare as well input **Mobile Enabled** and add a **Password**, **Mobile phone number**, **Device ID**, and **Office Phone**.

Worker Entity Settings

* Indicates a required field.

ID: 13365
PIN: *****

* First Name:
Middle Name:
* Last Name:

Company Name:
SSN:
FID:

Gender:

Birth Date:

Email Address:

Begin Date:

End Date:

Language:

Status:

* Mobile App Mode:

* Mobile Enabled: Yes No

* Mobile Locked: Yes No

Password:

Worker Must Change Password:

Mobile phone number:

Device ID:

Office Phone:

Installing and Setting Up AuthentiCare 2.0

The installation of AuthentiCare 2.0 will begin with finding the app in the Apple Store.

Steps for Workers to download and install AuthentiCare 2.0:

1. Open the Apple Store on the mobile device.
2. Select AuthentiCare 2.0 for download.
3. Tap **ALLOW** for the app to make and manage phone calls.
4. Tap **ALLOW** for the App to access the mobile device's location.

These terms and conditions must be accepted prior to the App opening on the mobile device.

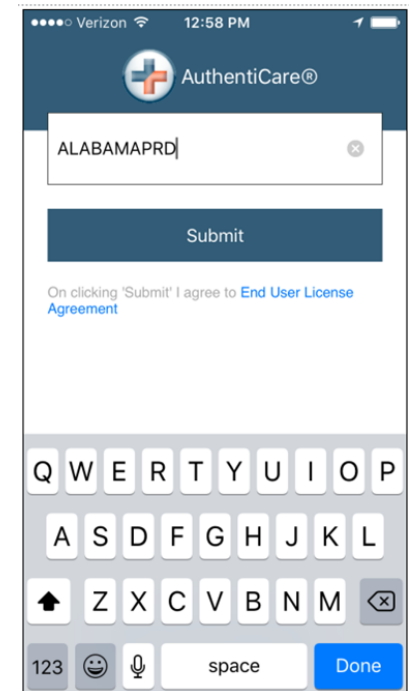
Initial Setup

Once the AuthentiCare 2.0 app is installed, initial setup needs to occur.

In order for the worker to use AuthentiCare 2.0, the worker will need to:

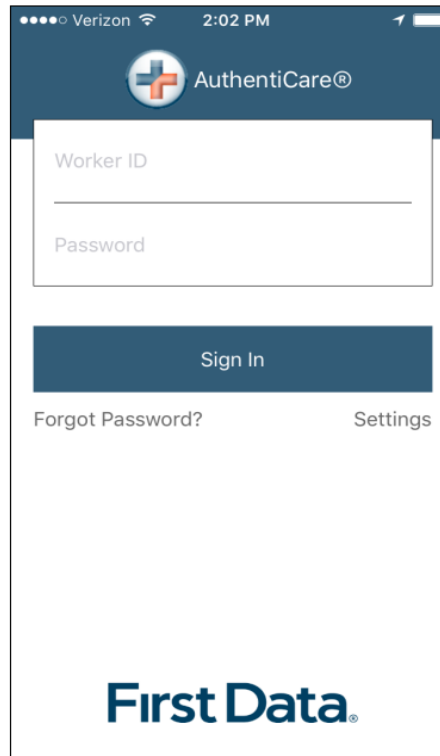
1. Confirm the Provider has entered the phone number of the mobile device, email address, and Device ID in AuthentiCare.
2. Input the **Setup Code**: ALABAMAPRD
3. Once the worker inputs ALABAMAPRD and click **Submit**, the worker agrees to the End User License Agreement.

To view the End User License Agreement, tap the link, **END USER LICENSE AGREEMENT**.



Worker Login

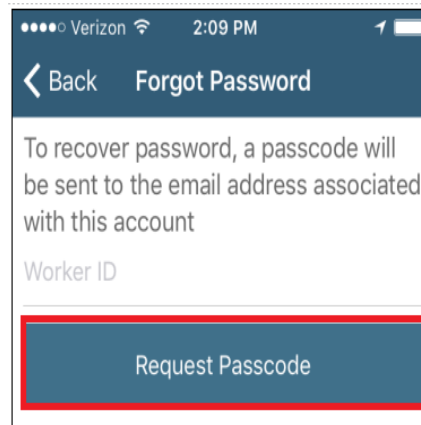
- The login screen displays the Worker ID and Password fields.
- The worker will enter the **Worker ID** and **Password**.
- Note the choices of **FORGOT PASSWORD?** and **SETTINGS**.



Worker is Able to Reset a Password

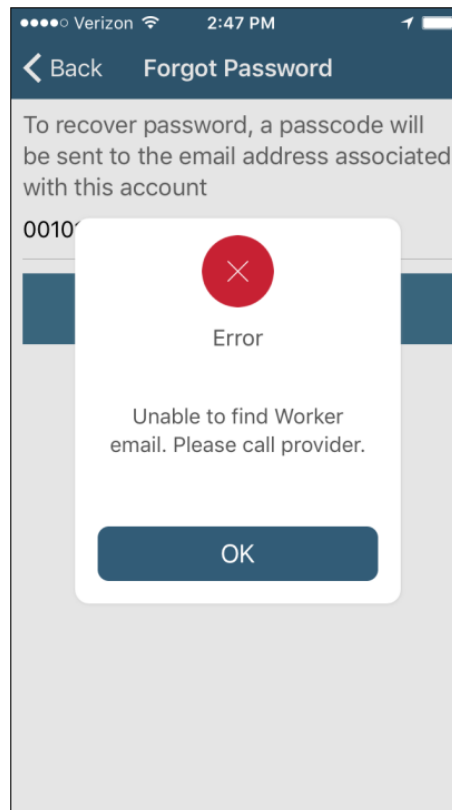
Once the worker has an email address in AuthentiCare, the worker can reset a password through AuthentiCare 2.0.

- If a password is forgotten, a worker can tap **FORGOT PASSWORD?** The Forgot Password screen displays, complete with instructions.
- The worker will input the **WORKER ID** and tap **REQUEST PASSCODE** to receive an email with the Passcode.
- If the worker's email address is not in AuthentiCare, the worker will need to call the provider to request a new password.



Error – Unable to Find Worker Email

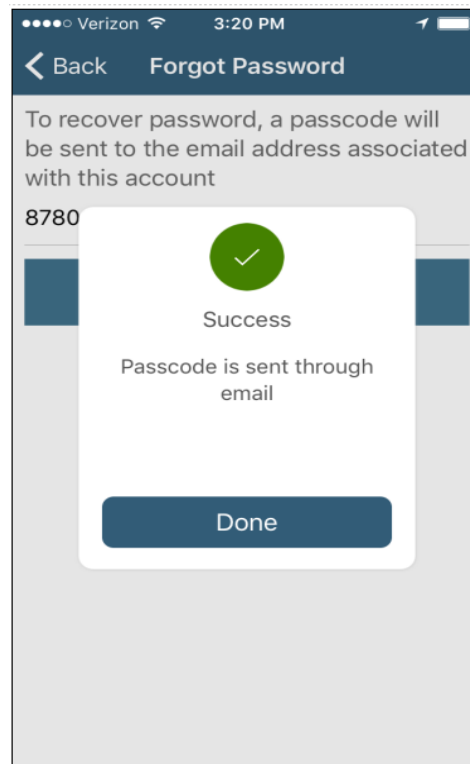
- This screen will display if the worker's email address is not in AuthentiCare.
- The worker can tap **OK** to leave the screen, and then will contact the provider for a new password.



Success – Passcode is Sent through Email

This screen displays when the worker's email address is listed in AuthentiCare.

- The worker will tap **DONE**. The Passcode will be sent to the email address listed in AuthentiCare.



Password Reset

- The Change Password screen displays.
- The worker will:
 1. Enter the passcode sent through email in the Enter Passcode field .
 2. Enter the new password in both the New Password field and Confirm New Password field. The password rules are listed on the screen.
 3. Tap **SUBMIT**.

Verizon 10:49 AM

< Back Change Password

Passcode

New Password

Password must consist of 8 to 50 characters, and include:

- At least one number
- At least one uppercase letter
- At least one lowercase letter
- At least one special character(@#\$%^&!+=)

Confirm New Password

Confirm Password must match New Password

Submit

Finding a Device ID from the Settings Menu

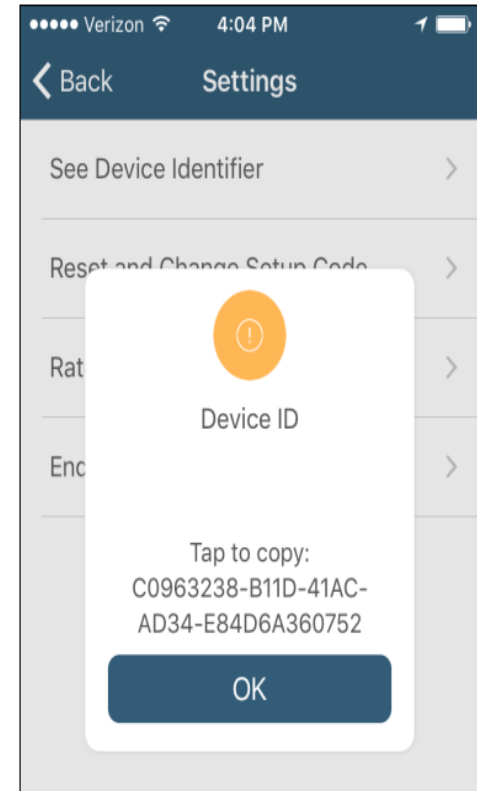
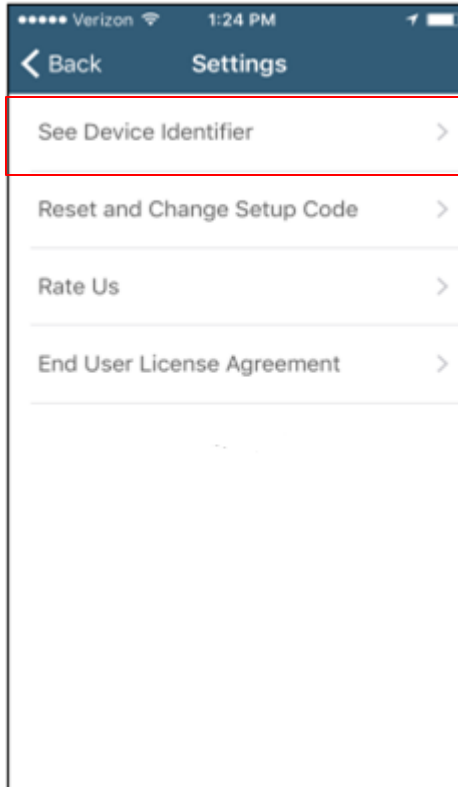
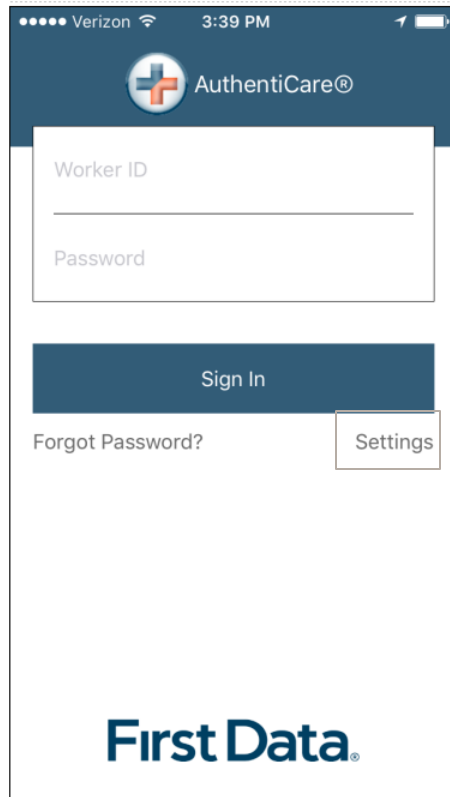
After entering the Setup Code, the worker will be taken to the login screen. To find the mobile device's Device ID the worker will:

1. Tap **Settings** at the bottom right of the screen. The Menu displays.
2. Tap **See Device Identifier** in the Menu. The Device ID displays.
3. Tap **OK** to close the window.
4. Assure the provider has the correct Device ID. (The worker can copy, and then email the Device ID to the provider.)

Note: The worker cannot capture a screenshot of the Device ID on the mobile device. AuthentiCare 2.0 security does not allow device users to take screenshots.

3. The Settings Menu Displayed

Find **SETTINGS**, then tap **See Device Identifier** on the Menu to display the Device ID.



Resetting the Login Password

After 6 unsuccessful attempts to log in, the worker's account will be locked on the 6th attempt. The worker will have to:

1. Call the provider to unlock the account.
2. Enter the new temporary password assigned by the provider.
3. Begin the process again of entering and confirming a new password.
4. Once the worker's ID and Password are entered, the worker's session begins.

Note: User can still click on FORGOT PASSWORD and follow the steps and reset the password without having to call the provider even if they are locked out.

Logging Out of the Mobile App

To Log Out of the Mobile App

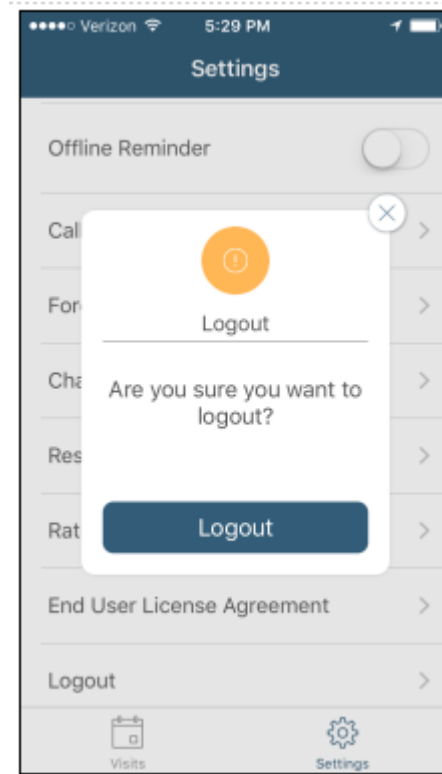
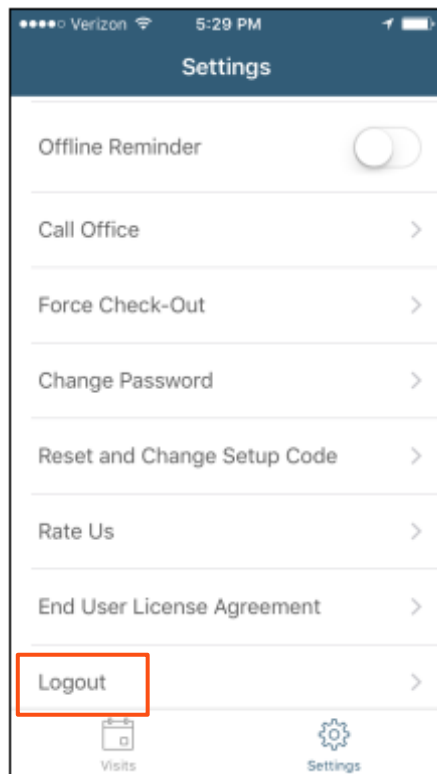
A Log Out of the Mobile App is different than a Check-Out of a service visit. There are reasons for a worker to log out of the Mobile App:

- The worker is done for the day, OR
- Another worker will be using the same mobile device to perform a Check-In or a Check-Out.
- To log out of AuthentiCare 2.0, the worker will:
 1. Tap **Settings** found at the bottom right of the screen.
 2. From the **Settings** Menu, tap Logout.
 3. The Confirm Logout message displays. Tap **Logout** to log out.

Note: Before performing a logout, the worker needs to ensure all Check-Ins and Check-Outs are complete. At the end of the day the worker will need to return to a place where there is a data connection in order for the visit data to be sent to AuthentiCare.

The Screens for Log Out

- Tap **Settings** to open the Menu.
- Tap **Logout**.
- On the Confirm Logout screen, tap **Logout**.



To Access the Calendar

To access the calendar, workers will:

1. Log in to the Mobile App using the Worker ID and Password.
2. Tap the current date (**Today**) at the top of the mobile screen to open the Calendar.
3. The calendar opens; it defaults to the current date.
4. Tap **OK** to view any visits you have already completed and pending appointments for the day.
5. Tap and scroll to display past dates.
6. Tap **OK** on the chosen date to view completed visits for that past date.

Choosing Today's Date on the Calendar

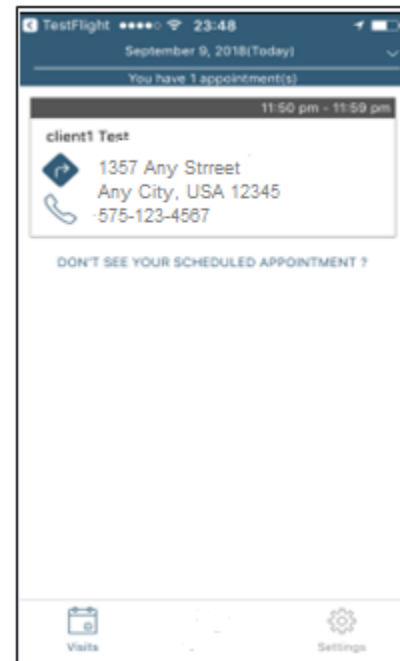
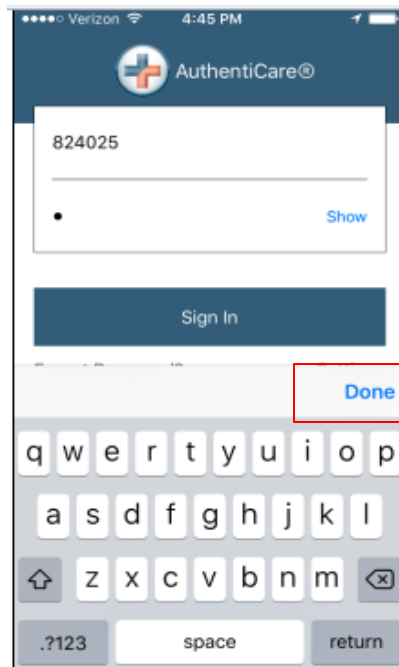
A tap on the highlighted date will display the list of scheduled events, completed visits, and any pending Check-Outs (for any Check-Ins already performed by the worker) for the day.



The Check-In Process – Scheduled Visit

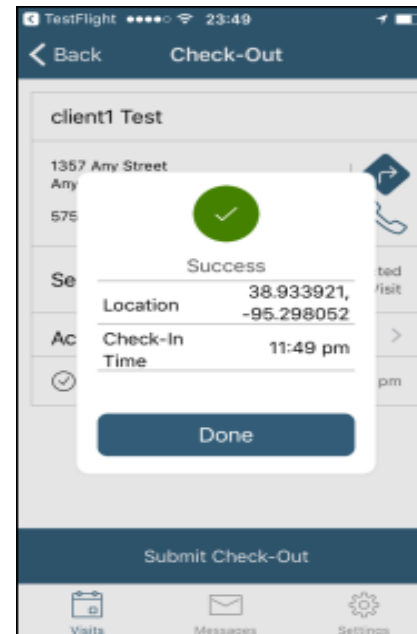
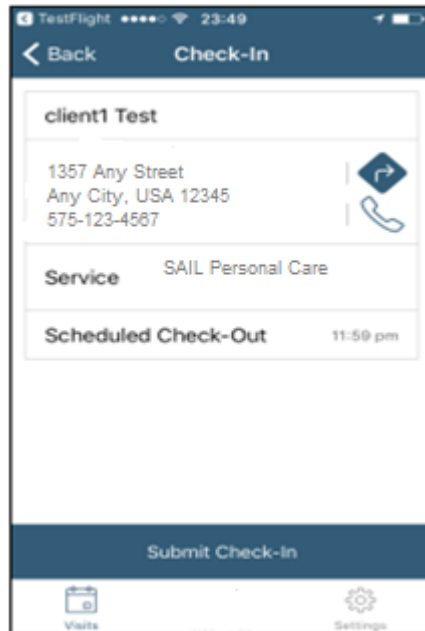
When the worker arrives at the client location, the worker will:

1. Open AuthentiCare 2.0.
2. Input the **Worker ID** and **Password** to begin the session.
3. Tap **DONE** on the keyboard to remove the keyboard first or tap **Sign In**.
4. Tap the **Client Card** of the scheduled visit.



The Check-In Process - Scheduled Visit (continued)

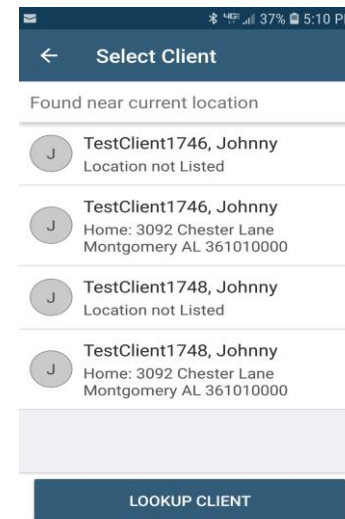
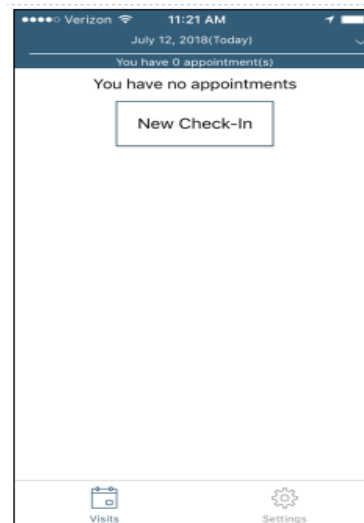
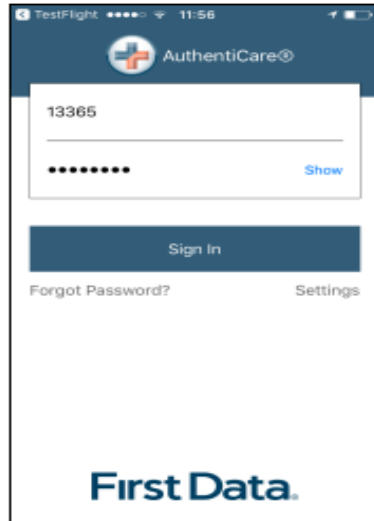
5. Services are already noted on the Check-In screen for scheduled events.
6. Tap **Submit Check-In**. The Check-In Success screen displays.
7. Tap **Done**.



The Check-In Process – Unscheduled Visit

When the worker arrives at the client location, the worker will:

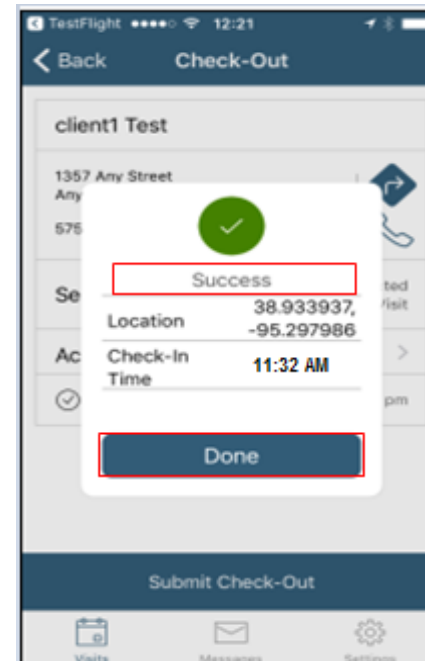
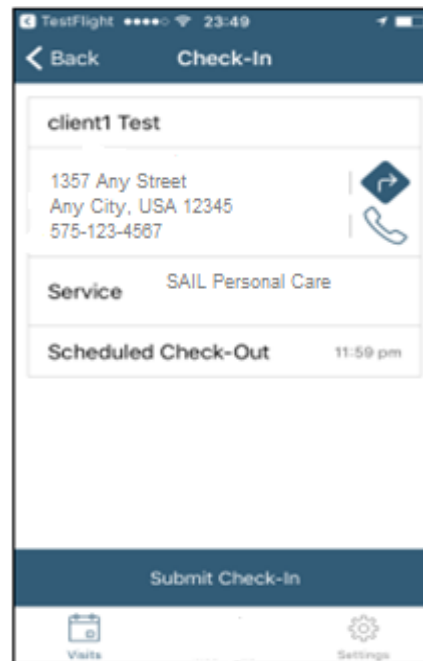
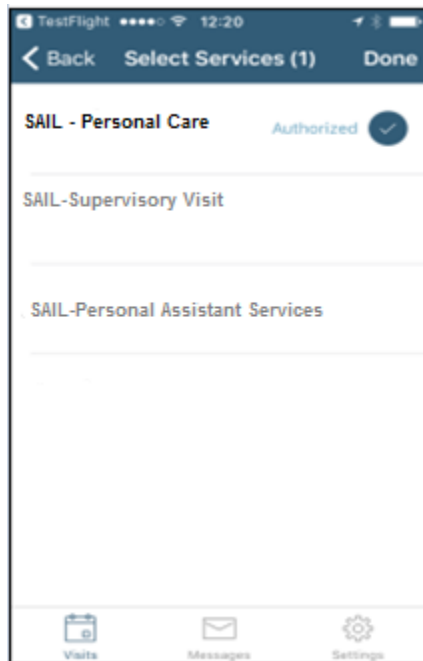
1. Open the AuthentiCare Mobile App (AuthentiCare 2.0).
2. Input the Worker ID and Password to begin the session.
3. Tap **DONE** on the keyboard to remove the keyboard first, or tap **SIGN IN**.
4. Tap **NEW CHECK-IN** if “You have no appointments” displays in the date banner.
5. Choose a client from the list of clients that display, if the applicable client is on the list.



The Remainder of the Check-In

To Complete the Check-In the worker will:

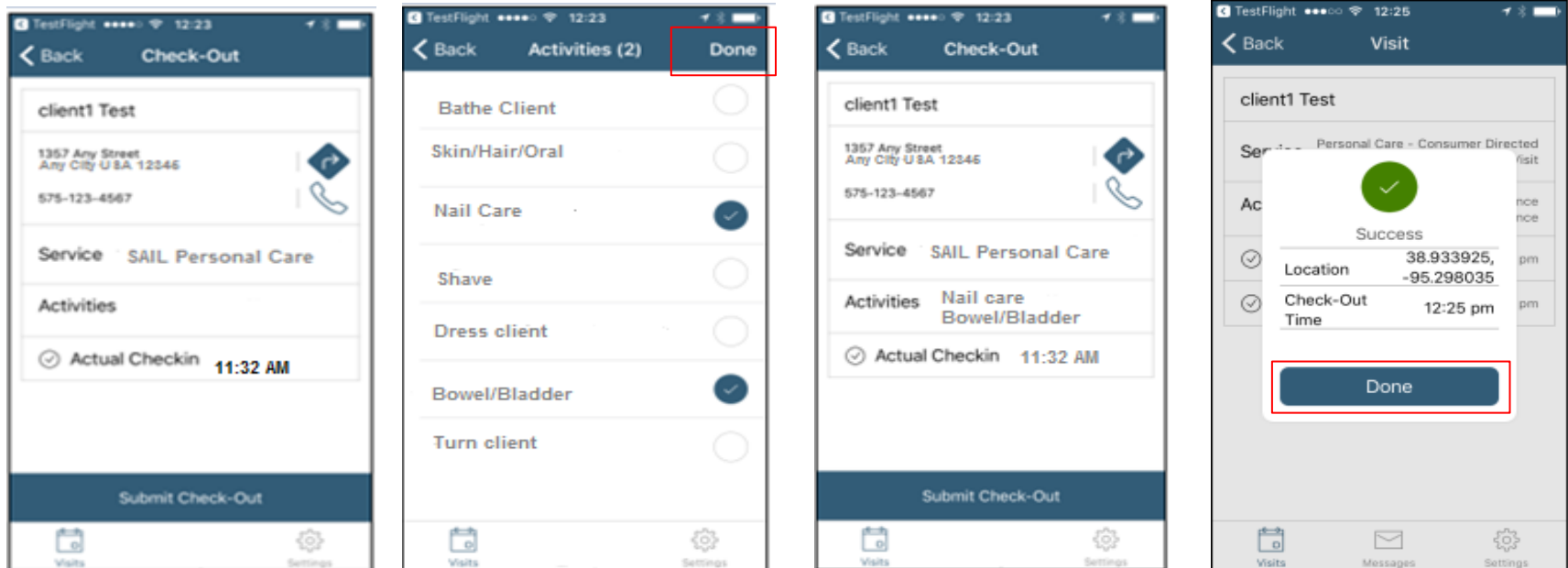
1. Tap the **Service** field on the Check-In screen that displays.
2. Select the service that will be performed by checking the circle to the right of the service name and the word Authorized.
3. Tap **Submit Check-In** once the service displays on the Client Card.
4. Tap **Done** on the Check-In Success screen. **Replace the first slide.**



The Check-Out Process

To Complete the Check-Out the worker will:

1. Tap the **Activities** field; tap the Activity(ies). Tap **Done**.
2. Tap the Observations field, choose one or more observations. Tap **DONE**.
3. Tap **Submit Check-Out**.
4. On the Check-Out Success screen, tap **Done**. The Visit (details) screen displays.
5. Workers can also tap the client's name to review visit details and actual "Check-in" and "Checkout" times.



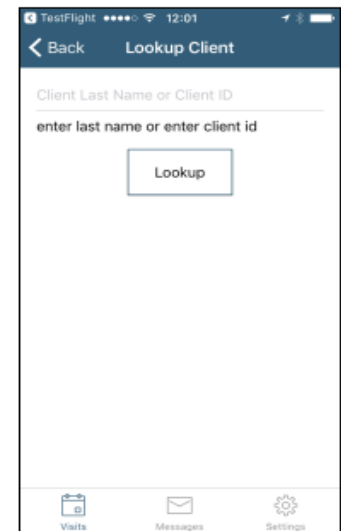
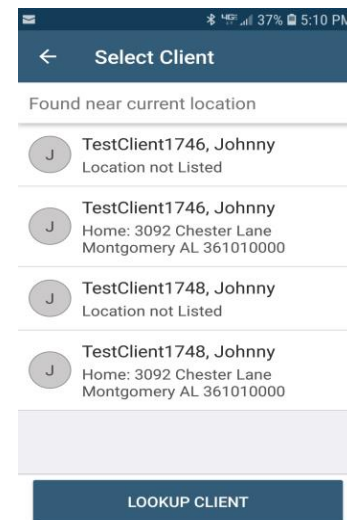
No Client Found at the Location of the Mobile Device

If the client's name is not listed on the Select Client screen, the screen will display "No clients found."

1. The worker will tap **LOOKUP CLIENT** on the Select Client screen.
2. If the worker taps **LOOKUP CLIENT**, the worker then enters the last name of the client, or **CLIENT ID** (if approved), on the **LOOKUP CLIENT** screen.

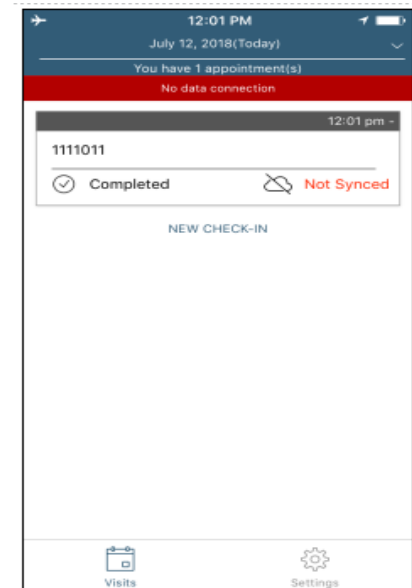
To do this the worker will:

1. Tap **LOOKUP CLIENT**.
2. Input the last name of the client on the Lookup Client Screen.
3. Tap Lookup.
4. Choose the client who is to receive services.
5. Complete a Check-In with Check-In process steps.
6. Call the provider if the client cannot be located by searching for the last name.



Data Connectivity Vs No Data Connectivity

- Tapping on **NEW CHECK-IN** displays all the clients matching the GPS location of the mobile device when there is data connectivity. GPS coordinates of the clients are displayed on the Check-in and Check-out confirmation screen.
- GPS coordinates cannot be found if there is no data connectivity.
- If worker is outside Standard Service Zone, all Check-In/Check-Out data are stored in the mobile app until the mobile device enters a location of internet service. Once that occurs, all data is pushed to AuthentiCare.
- Completed visits that are not pushed to AuthentiCare will display 'Not Synced' next to them.
- The mobile device displays a red banner when there is no data connectivity.



Menu Features

There is an abbreviated Menu accessed from Settings even before a worker logs in. After a Worker Login, the worker will tap Settings at the bottom right on the screen to open the Menu with a full array of choices. The following choices display:

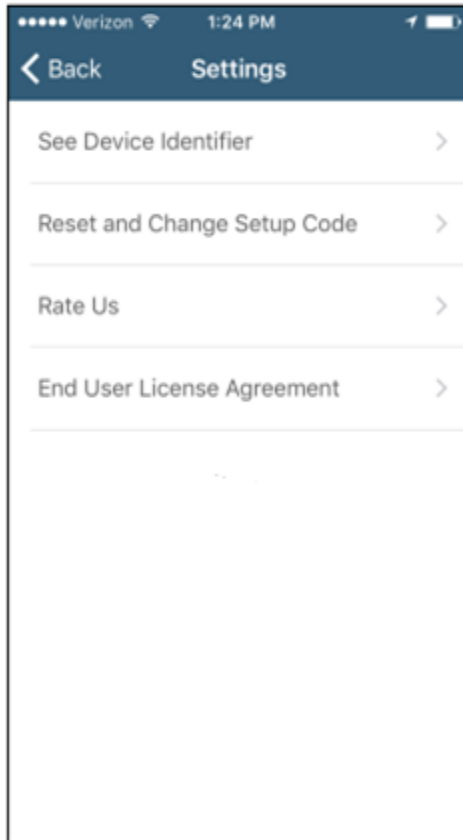
- **See Device Identifier:** A tap of this choice allows the mobile device's Device ID to display.
- **Offline Reminder:** A slide of this button allows the worker to receive a reminder of the mobile device's offline status.
- **Call Office:** A tap on this choice automatically makes a call from the worker's mobile device to the agency telephone number registered in AuthentiCare.
- **Force Check-Out:** A tap on this choice allows a capture of the time and location of a visit for a Check-Out when the worker has forgotten, or has been unable, to process a Check-In.

Additional Menu Features

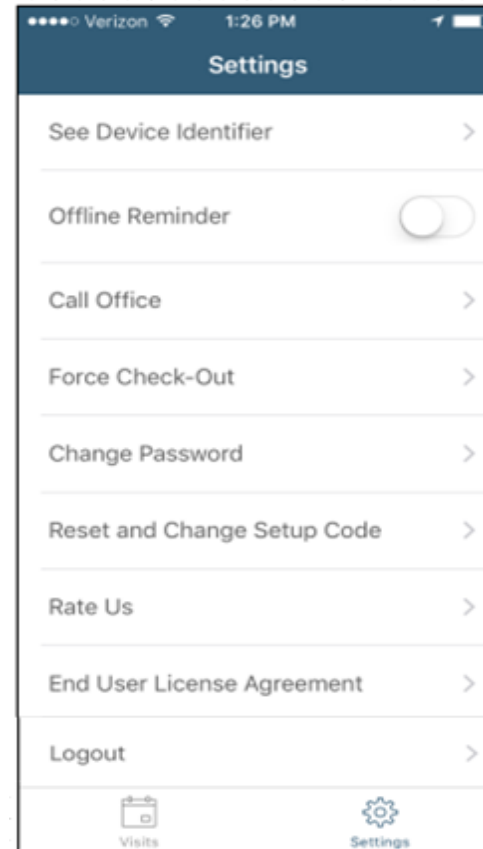
- **Change Password:** A tap on this choice enables the worker to process a password change, before being locked out, without having to call the agency for a temporary password reset. Once the worker is locked out of the Mobile App, the worker will have to contact the provider to reset the password.
- **Reset and Change Setup Code:** A tap on this choice allows the worker to reset the app from one jurisdiction to another. This feature would only be used in Alabama to change from ALBAMAPRD (production) and ALBAMACAT (training/test).
- **Rate Us:** A tap on this choice allows the worker to rate the AuthentiCare Mobile App.
- **End User License Agreement:** A tap of this choice displays the full agreement for the worker's review.
- **Logout:** A tap of this choice enables the worker to log out of the Mobile App. All needed data should be saved before a log out.

Menu Options

- **Menu before Login**



- **Menu after Login**



Next Steps

- The current AuthentiCare mobile app will no longer be available as of late in the evening of September 30, 2018.
- Please remember only iOS mobile devices with operating systems 9.0 and greater will support AuthentiCare 2.0.

AuthentiCare 2.0 Ongoing Support

For AuthentiCare Support:

- Please call the First Data AuthentiCare Support Help Desk at:
 - 1-800-441-4667, Option 6, or email AuthentiCare.Support@firstdata.com
- **The AuthentiCare Alabama User Manual, Chapter 11:**
 - Found under Custom Links on the main menu of the AuthentiCare Alabama website

Questions?

Thank you.