



Dear Support Broker Provider:

The New Mexico Centennial Care managed care organizations (MCOs) will roll out the electronic visit verification (EVV) system, as mandated by the Centers for Medicare & Medicaid Services in Section 12006(a) of the 21st Century Cures Act. You may find additional information on what is required of all states at:

[www.medicaid.gov/medicaid/hcbs/guidance/electronic-visit-verification/index.html](http://www.medicaid.gov/medicaid/hcbs/guidance/electronic-visit-verification/index.html).

Fiserv is contracted with all Centennial Care MCOs to monitor and update the EVV system. The EVV system is called AuthentiCare® and it will track the delivery of services related to the Self-Directed Community Benefit (SDCB); specifically, the Self-Directed Personal Care and Respite benefit. The system allows caregivers to clock-in and clock-out as mandated by federal law. We are pleased to participate in this initiative, which will enable more accurate service tracking, reporting, and billing for caregiver services.

The SDCB EVV system will go live effective January 1, 2021.

Please note that while EVV is also being implemented for the Mi Via program by 1/1/21, there will be some differences between the programs. If you also serve Mi Via participants, you will need to attend the Mi Via training as well.

### **The AuthentiCare System**

- Uses telephone landlines and/or GPS-enabled mobile devices to track the delivery of caregiver services.
- Is web-based and paperless.
- Allows the employer of record (EOR) to review the claim before confirming it for submission to the fiscal management agent (FMA) for payment processing.
- Provides real-time service information to the EOR, the member's care coordinator and support broker.

### **The Support Broker's Role**

- Train the member and/or EOR on system functionality and utilization prior to go-live, 1/1/2021
- Provide support and assistance, as needed, to the member and/or EOR related to the installation of the AuthentiCare application, device registration and ongoing use.
- Assist with building the member's profile in AuthentiCare.
  - The MCO will load the member's information via file feed. The support broker may be required to assist with adding additional service locations as identified in the member's SDCB care plan.

## **Support Broker Training: A Train the Trainer Approach**

Support brokers must attend a training provided by Fiserv to learn how to use the system. There is no fee for this training. Support brokers can use the links below to register for a training. Please register for one of the trainings below, utilizing the corresponding hyperlink.

Nov. 19, 9 a.m. to noon: <https://attendee.gotowebinar.com/register/4882702851177996812>

Nov. 20, 9 a.m. to noon: <https://attendee.gotowebinar.com/register/3737816577547064332>

Dec. 1, 10 a.m. to 1 p.m.: <https://attendee.gotowebinar.com/register/6620933977668800780>

**Please note-** Fiserv will have a recorded session available for those who are unable to attend the live sessions or need refresher trainings.

### **Brief steps on how the system works**

1. A service is authorized for a member through the approved plan in the self-directed care management system.
2. The caregiver arrives for a visit.
3. The caregiver checks into the AuthentiCare system using one of the following options:
  - The member's landline to call a toll-free phone number.
  - The member's cell phone to access the AuthentiCare application.
  - The member's computer/tablet to access the AuthentiCare application.
4. Caller ID or geo-location (GPS) is used to validate the location from which the caregiver check-in occurs.
5. A database of pre-authorized services is referenced to verify that the service was pre-authorized.
6. The caregiver performs the service.
7. The caregiver checks-out using the same process.
8. The clock-in/clock-out information will be available for the EOR's review, and the claim will be processed through Conduent/FMA as it does today.

### **Online Timesheet Exceptions**

The New Mexico Human Services Department and the MCOs will maintain current exception approvals during the implementation of SDCB EVV. The member's care coordinator and support broker may re-evaluate the member's needs and ability to participate in SDCB EVV at a later time.

## Contact Information

If you need additional information or have questions regarding the implementation of AuthentiCare for New Mexico Centennial Care, then please contact your MCO's provider relations department. We look forward to working with you on this new venture.

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