

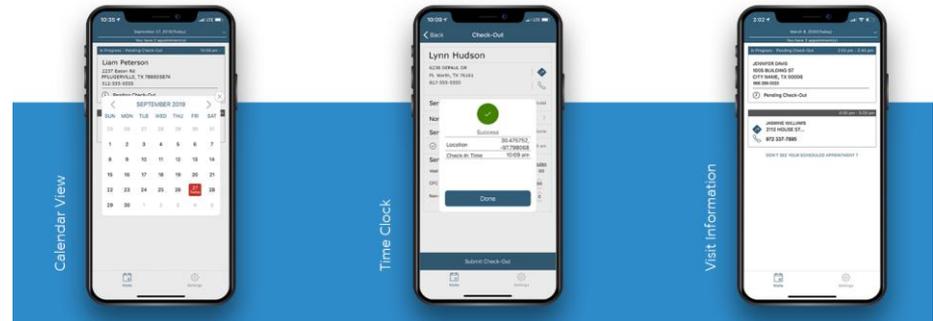
Attendant Utilization

Attendant Overview

Attendants provide services to Members, and use one of two approved methods to check in when service delivery begins, and check out when service delivery ends



Interactive
Voice
Response
(IVR)



AuthentiCare Mobile

- Attendants do not have access to the AuthentiCare web portal
- EORs or Support Brokers must add Attendant device information to AuthentiCare

Adding Attendant Information for Mobile and IVR

Before an Attendant can use AuthentiCare to check-in and check-out, their EOR or Support Broker must update the Attendant's profile with their mobile device ID using the web portal. They will also need to ensure the correct language is set for IVR use.

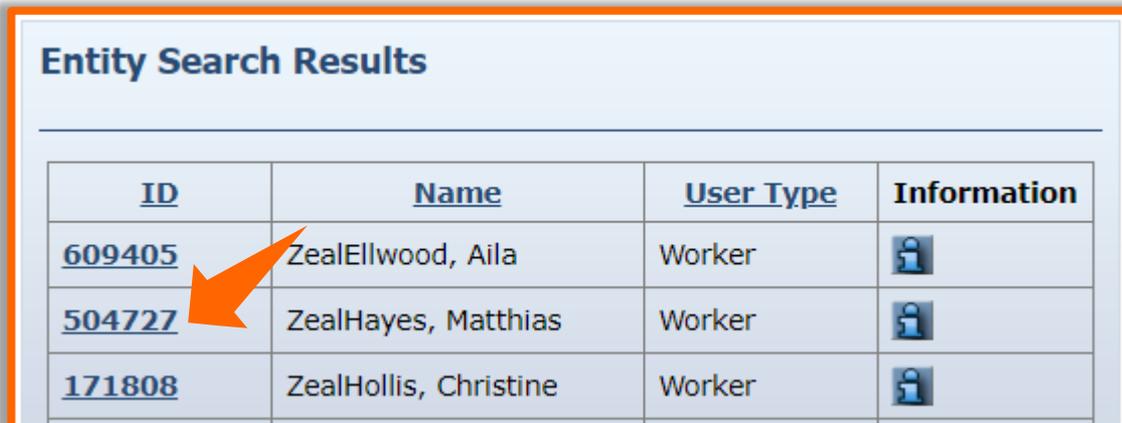


Entities

Search >

Go!

1. Search for Attendant from *Entities* section on **Homepage**



Entity Search Results

<u>ID</u>	<u>Name</u>	<u>User Type</u>	<u>Information</u>
609405	ZealEllwood, Aila	Worker	
504727	ZealHayes, Matthias	Worker	
171808	ZealHollis, Christine	Worker	

2. From the **Entity Search Results** page select the Attendant whose profile you will edit by clicking the ID

Adding Attendant Information for Mobile and IVR

The screenshot shows the 'Worker Entity Settings' form. The 'Language' dropdown menu is open, showing options: English, Spanish, and Other. A callout box with a black arrow points to the 'Language' field and contains the text: 'Verify that the language is correct; this determines the language the Attendant will hear in the IVR'. An orange arrow points to the 'Language' dropdown menu.

Worker Entity Settings

* Indicates a required field.

ID: 504727
PIN: *****

* First Name: Matthias
Middle Name:
* Last Name: ZealHayes
Company Name:
SSN:
FID:
Gender:
Birth Date: MM/DD/YYYY
Email Address:
Begin Date: 04/01/2020
End Date: MM/DD/YYYY
Language: English
Status: Active
App Mode:
External Worker ID:
Receive Stipends: No
Worker Services:
* Mobile Enabled:
* Mobile Locked:
Password:
Worker Must Change Password:
Mobile phone number:
Device ID:
Office Phone:
Provider: FMS NMCC PROVIDER1

Entity Addresses/Phones

Phone Type	Phone Number	
Mobile	(999) 222-2254	<input type="button" value="Delete"/>

Holidays / Days Off

Add Holiday MM/DD/YYYY

From Date	To Date	
		<input type="button" value="Add"/>

default business hours
day off (Off) or if the entity

	Start Time	End Time
Thu	<input type="text"/>	<input type="text"/>
Fri	<input type="text"/>	<input type="text"/>
Sat	<input type="text"/>	<input type="text"/>

Adding Attendant Information for Mobile and IVR

Worker Entity Settings

* Indicates a required field.

ID: 504727
PIN: *****
* First Name: Matthias
Middle Name:
* Last Name: ZealHayes
Company Name:
SSN:
FID:
Gender:
Birth Date: MM/DD/YYYY
Email Address:
Begin Date: 04/01/20
End Date: MM/DD/YYYY
Language: English
Status: Active
* Mobile App Mode: Standard
External Worker ID:
Receive Stipends: No
Worker Services:
Personal Care -
Personal Care -
Personal Care -
Personal Care -
EPSDT Persona

Entity Addresses/Phones

- Mobile settings default to the selections that allow the attendant to utilize the application. Do not change these.
- Enter a temporary password
- Check the **Worker Must Change Password** box
- Enter the Attendant's **mobile phone number**
- Copy/paste the **Device ID** the Attendant provided
- Click **Save**

* Mobile Enabled: Yes No

* Mobile Locked: Yes No

Password:

Worker Must Change Password:

Mobile phone number:

Device ID:

Office Phone:

Provider: FMS NMCC PROVIDER1

- After saving, the Attendant's profile updates immediately
- You may now send the Attendant the mobile setup code, worker ID and password

Verifying Member Setup

- For the mobile application to confirm location, the correct address must be listed on the **Client Entity Settings** page.
- For the IVR system to confirm that the Attendant is calling from the correct landline, the **Client Entity Settings** page must have the home phone number listed.

Entities

Search >

Go!



Entity Addresses/Phones

Add Address

Address Type: Work **Delete**

Address Line 1: 3092 Chester Lane

Address Line 2:

City: Little Rock

State: AR Zip: 722111600

Longitude:

Latitude:

Disable Learn Mode:

ViewMap

Add Phone

Phone Type	Phone Number	
Other	(501) 555-5572	Delete

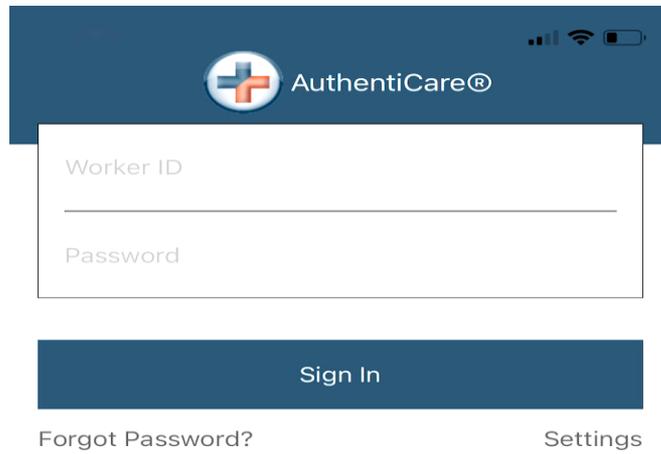
* Phone Description:

Complete a search for the Member from the AuthentiCare NMCC homepage.

Mobile Application Demonstration



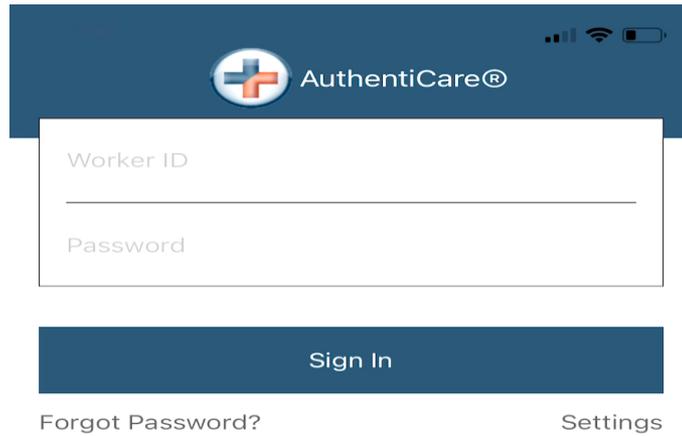
Checking In



The image shows a mobile application interface for 'AuthentiCare'. At the top, there is a dark blue header with the 'AuthentiCare' logo (a white cross with an orange plus sign) and the text 'AuthentiCare®'. To the right of the header are icons for cellular signal, Wi-Fi, and battery. Below the header is a white sign-in form with two input fields: 'Worker ID' and 'Password'. A dark blue button labeled 'Sign In' is positioned below the form. At the bottom of the screen, there are two links: 'Forgot Password?' on the left and 'Settings' on the right.

First Data[®]
v2.0.4

Checking Out



The image shows a mobile application interface for 'AuthentiCare'. At the top, there is a dark blue header with the 'AuthentiCare' logo (a white cross with an orange 'F' inside) and the text 'AuthentiCare®'. To the right of the header are icons for cellular signal, Wi-Fi, and battery. Below the header is a white login form with two input fields: 'Worker ID' and 'Password'. Below the form is a dark blue button labeled 'Sign In'. At the bottom of the form area, there are two links: 'Forgot Password?' on the left and 'Settings' on the right.

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v2.0.4

Key Items to Remember for Mobile

For the SB/EOR

- The Device ID entered in the AuthentiCare portal must match the phone
- Must retrieve Attendant's Device ID from the Attendant and add it to Attendant profile
- GPS is only active at check-in and check-out

For the Attendant

- Device ID is located within AuthentiCare mobile app settings
- One check-in/out per service
- Ability to reset their passwords
- When looking up Members, always select the one that shows the Member's address
- Only SDCB services will show for SDCB Attendants
- Remember to enter activity codes for applicable services
- Check-in/out methods are interchangeable
- Step-by-step handout available

Interactive Voice Response (IVR)

Training and Production Numbers for IVR Utilization

Training	Production
(800) 416-6602 Application Code: 140	(800) 944-4141



Overview of How an Attendant Checks In

1. Dial the 800 number and enter the **Attendant ID** after the greeting
2. **Press 1** for check-in
3. Enter the **Member ID**
4. **Verify the Member's name** by pressing **1** if what the IVR stated is correct, or **2** if it is not
5. **Listen for the service** that needs to be provided and **press the prompt** associated with that service
6. The IVR will recite the details which were selected. Listen and verify that if it is correct by selecting the appropriate prompts
7. The IVR will state the time of the **successful check-in**

Interactive Voice Response (IVR)

Training and Production Numbers for IVR Utilization

Training	Production
(800) 416-6602 Application Code: 140	(800) 944-4141



Overview of How an Attendant Checks Out

1. Dial the 800 number and enter the **Attendant ID** after the greeting
2. **Press 2** for check-out
3. Enter the **Member ID**
4. **Verify the Member's name** by pressing **1** if what the IVR stated is correct, or **2** if it is not
5. **The IVR will recite the details which were selected during check-in and this check-out.**
6. **Listen and verify that if it is correct by selecting the appropriate prompts**
7. The IVR will state the time of the **successful check-out**

Key Items to Remember for IVR

For the SB/EOR

- The matching of phone numbers is based on the landline number on the Client Entity Settings page
- If Attendant calls from an unauthorized phone number, the check-in cannot be completed

For the Attendants

- One check-in/out per service
- IVR can be used as the check-in/out method only from a phone number on the member's profile
- Only SDCB services will play for SDCB Attendants
- Remember to enter activity codes for applicable services
- The check-in/out methods are interchangeable
- Step-by-step handout available

Recap of Methods to Generate Timesheets

Method	Equipment	User
IVR	Member's home phone landline or cell phone	Caregiver
Mobile App	Caregiver's cell phone or tablet	Caregiver
Manual Web Claim	Computer	EOR