

Employer of Record User

Logging In

1 Launch the AuthentiCare NMCC website
<https://www.authenticare.com/nmcc>

2 Enter your email address and password and select Submit.

First Data

AuthentiCare®
New Mexico Centennial Care

Welcome to the AuthentiCare® Solution
Please enter your AuthentiCare email address and password to access the system.
[Register for Access](#)

* Indicates a required field.

* Email Address:

Password:

Submit



Navigation and Searching

AuthentiCare Home Page

First Data AuthentiCare®
New Mexico Centennial Care

Home | Create | Reports | My Account | Custom Links | Logout Logged in as: Employer12@testing.com

- Primary Content Sections:
- Entities
 - Services & Authorizations
 - Timesheets

Entities

Search >

Go!

Services and Authorizations

Search Type: Service
 Authorization

Service:

Authorization ID:

Service Type:

Authorization Start: MM/DD/YYYY

Authorization End: MM/DD/YYYY

Client:

Provider:

Worker:

Payer:

Service Period:

Procedure Code:

Go! Clear

Claims

Add New > [Claim \(Standard\)](#)
Add New > [Claim \(Express\)](#)

Search Type: Claim
 Confirm Billing - View

Claim ID:

Go! Clear

Claim Status:

Claim Start: MM/DD/YYYY

Claim End: MM/DD/YYYY

Service:

Authorization ID:

Client:

Provider:

Worker:

Representative:

CaseManager:

Payer:

Procedure Code:

User Option:

Include Inactive Claims?

Go! Clear

Homepage Navigation Bar

Home | Create | Reports | My Account | Custom Links | Logout

Menu Option	Function	Menu Option	Function
Home	Link to homepage	My Account	Link to change password
Create	Allows creation of new Timesheet	Custom Links	Link to resources
Reports	Link to Reports page	Logout	Exit application

Searching Entities

The screenshot shows a light blue header with the word 'Entities' in bold. Below the header is a search bar with a white input field and a blue 'Go!' button. The text 'Search >' is positioned to the left of the input field. An orange box highlights the 'Search >' text, and an orange arrow points from the bottom right of the search bar towards the 'Go!' button.

Enter the search criteria for the entity

- ✓ **Member:** ACR ID
- ✓ **Attendant:** Last name or ACR ID
- ✓ **EOR:** ACR ID or email address

Click Go

- A minimum of four (4) characters is required for last name search
- Blanket search to pull all entities

Searching Authorizations

Services and Authorizations

Search Type: Service Authorization

Service:

Authorization ID:

Service Type:

Authorization Start:

Authorization End:

Client:

Provider:

Worker:

Payer:

Service Period:

Procedure Code:

Go! **Clear**



Authorizations									
Event Actions	ID	Service ID	Client	Provider	Worker	Payer	Service Period	Effective Dates	Information
Units Remaining: 9984	AA3333555522	AGENCY ATTENDANT CARE (ARKS5125U2)	Smith, John Walt (0014785231)	Acme Provider Agency (10000201)		ARKANSAS DHS (ARMED)	One Time	06/01/2020 - 12/31/2020	



Authorization Settings

*** Indicates a required field.**

Service Information

Service ID: ARKS5125U2 Service Type: Time Based

Name: AGENCY ATTENDANT CARE Procedure Code: S5125

Description: AGENCY ATTENDANT CARE

ID: AA3333555522

Client: Smith, John Walt

* Provider: Acme Provider Agency

Worker:

Effective Date Start: 06/01/2020

Effective Date End: 12/31/2020

Service Period: One Time

* Authorization Number: 3333555522

Diagnosis Qualifier: ABK

Diagnosis Code: 78099

* Total Units: 10000

Rate: 4.5300

Payer Assignment: ARKANSAS DHS

Provider Medicaid ID: 945784215

Cancel

From the Homepage, Search for Authorizations by:

- Completing any of the fields and clicking Go.
- Clicking Go for a blanket search to pull all Authorizations

- Cannot be added or edited by Support Brokers
- Are required for EORs to complete timesheet confirmation
- Must be valid to capture check-in/out by mobile, IVR or web to create timesheets

Searching Timesheets

Claims

Add New > [Claim \(Standard\)](#)
Add New > [Claim \(Express\)](#)

Search Type: Claim
 Confirm Billing - View

Claim ID:

Go! **Clear**

Claim Status:

Claim Start:

Claim End:

Service:

Authorization ID:

Client:

Provider:

Worker:

Representative:

CaseManager:

Payer:

Procedure Code:

User Option:

Include Inactive Claims?

Go! **Clear**

Search by selecting **Claim** and entering either:

- **Claim ID**, then click go

OR

- **Start/End date**, then click go

Claims

ID	Status	Client ID	Client Name	Date Range	Information
44059	PendingCheckOut	3999444014	ZealBautista, Clifford O	11/11/2020	
34034	InfoExceptions	3999444000	ZealDawe, Dannielle A	11/06/2020 - 11/06/2020	
44057	InfoExceptions	3999444000	ZealDawe, Dannielle A	11/11/2020 - 11/11/2020	

Hover the for a high-level view of the timesheet

Additional Information

Claim ID: 44057
Provider: FMS NMCC PROVIDER1 (5550117)
Worker: ZealHilton, Agnes (604633)

Filing Source: Mobile

DateOfService: 11/11/2020 12:47 PM - 11/11/2020 12:52 PM

Status: Billed (11/13/2020)

Service: SDCB – Self Directed Personal Care (SDCB99509) (Time Based)

Unit:

CustomData:

ActivityCodes: 01

Exception: This claim does not have a matching event.

Note: Alison note - just created this visit on mobile

Amount:

Viewing/Editing Timesheets

Claim Details

* Client: ZealLloyd, Hadassah M
* Worker: ZealNewton, Alyce
* Service: SDCB - Self Directed Personal Care Exception

* Provider: FMS NMCC PROVIDER1
Payer Assignment: Current Payer For Client

Date	Time	Amount	Date	Time
11/18/2020	12:30 PM	02:00	11/18/2020	02:30 PM

Activity Codes: 03 (ex: 3,5,8)

Click here more service(s)

Total Lines: 1 Total Claims: 1 Total Amount: \$0.08 Total Authorized: \$0.08

Critical Exceptions | Add Lines Above | Add Lines Below | Move Up | Move Down

Note:

Note Data

Date: 11/19/2020 07:21 AM
Reason: Landline/IVR unavailable
Notes: Another test

Summary

Claim ID: 44196
Filed On: Web
Printer Friendly
Show All Claims

Total Claims: 1
Total Calculated Amount: \$0.08
Total Authorized Amount: \$0.08
Total Units: 8
Total Hours: 02:00
Scheduled Units: 0
Scheduled Hours: 00:00

Billing Confirmed
 Inactive Claim

Save
Cancel

Once you click the ID of the timesheet you want to view, the Claim Detail page will open

Modifications to the Date and Time fields are the most common timesheet edits

(EOR can see what exceptions need to be cleared before the timesheet can be exported for billing.)

Confirm Billing

1. From *Homepage*, select **Confirm Billing – View**
2. Enter **start/end date**
3. Click **Go**

4. *Confirm Billing* screen appears
5. Check box next to **Approve Billing for Claim**
6. Click **Confirm Billing**

Claims

Add New > [Claim \(Standard\)](#)
 Add New > [Claim \(Express\)](#)

Search Type: Claim
 Confirm Billing - View

Claim ID: **Go!** **Clear**

Claim Start: 11/17/2020

Claim End: 11/17/2020

Service:

Authorization ID:

Client:

Provider:

Worker:

Representative:

CaseManager:

Payer:

Procedure Code:

User Option:

* Sort By: **Member's Last Name**

Include Inactive Claims?

Go! **Clear**



First Data AuthentiCare®
New Mexico Centennial Care

Home | Create | Reports | My Account | Custom Links | Logout Logged in as: JADRep@testing.com

[Print](#)

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New Mexico Centennial Care

Confirm Billing
November 17, 2020

Check All/Uncheck All

Approve Billing for Claim (44145)

Client
ZealDawe, Dannielle A (3999444000)

Provider
FMS NMCC PROVIDER1 (5550117)

Worker
ZealHilton, Agnes (604633)

Claim ID
44145

Service
SDCB – Self Directed Personal Care (SDCB99509)

Authorization	Start	End	Rates	Units	Amount
P99999999001	Nov 17, 2020 10:50:00 PM	Nov 17, 2020 10:56:00 PM	Normal	ActualNormal AuthorizedNormal	0 ActualNormal 0 AuthorizedNormal

Exceptions

- **Critical**
 - Billing has not been confirmed for this claim.
- **Informational**
 - This claim does not have a matching event.

Total Claims: 1 Total Actual Amount: \$.00 Total Authorized Amount: \$.00 Total Units:

Number of Claims to be Confirmed:

Confirm Billing **Cancel**

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Billing Confirmed

The screenshot displays the 'First Data' AuthenticiCare New Mexico Centennial Care interface. At the top, navigation links include Home, Create, Reports, My Account, Custom Links, and Logout. The user is logged in as JADRep@testing.com. The main section is titled 'Claim Search Results' and shows 'Claim Details' for a claim with ID 44057, filed on Mobile. The client is ZealDawe, Dannielle A, and the worker is ZealHilton, Agnes. The provider is FMS NMCC PROVIDER1, and the payer assignment is 'Current Payer For Client'. A summary on the right shows 1 total claim, \$0.00 calculated and authorized amounts, 0 units, and 00:05 total hours. A green notification box with a warning icon states 'Billed (11/13/2020)'. Below this, a table shows the claim status and a note from Alison dated 11/11/2020 at 12:52 PM, stating 'Alison note - just created this visit on mobile'.

Claim Details

- * Client: ZealDawe, Dannielle A
- * Worker: ZealHilton, Agnes
- * Provider: FMS NMCC PROVIDER1
- * Payer Assignment: Current Payer For Client

Summary:

- Claim ID: 44057
- Filed On: Mobile
- Total Claims: 1
- Total Calculated Amount: \$0.00
- Total Authorized Amount: \$0.00
- Total Units: 0
- Total Hours: 00:05
- Scheduled Units: 0
- Scheduled Hours: 00:00

Notification: Billed (11/13/2020)

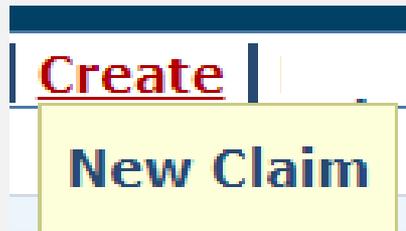
Note: Alison note - just created this visit on mobile

Note: This message appears the day after the timesheet has been exported to Palco (FMA) for billing. It does **not** mean it has been/will be paid.

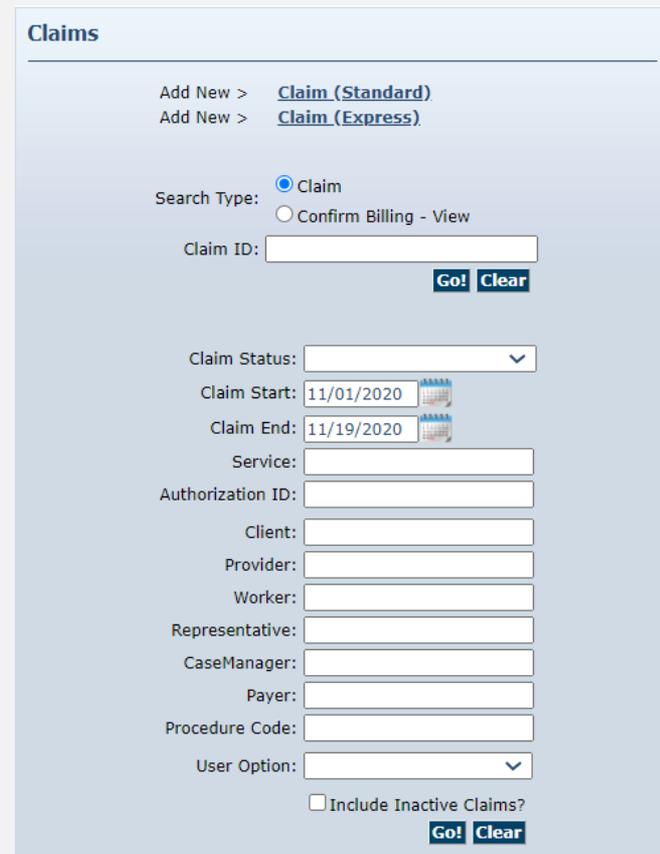
Creating Web Timesheets

Web timesheets can be created two ways starting from the Homepage...

1. Create tab, then the New Claim dropdown option



2. Claims section

A screenshot of a web application interface titled 'Claims'. The form contains the following fields and options:

- Two 'Add New >' links: [Claim \(Standard\)](#) and [Claim \(Express\)](#).
- Search Type: Radio buttons for Claim and Confirm Billing - View.
- Claim ID: A text input field with 'Go!' and 'Clear' buttons.
- Claim Status: A dropdown menu.
- Claim Start: A date input field with a calendar icon, showing '11/01/2020'.
- Claim End: A date input field with a calendar icon, showing '11/19/2020'.
- Service: A text input field.
- Authorization ID: A text input field.
- Client: A text input field.
- Provider: A text input field.
- Worker: A text input field.
- Representative: A text input field.
- CaseManager: A text input field.
- Payer: A text input field.
- Procedure Code: A text input field.
- User Option: A dropdown menu.
- Include Inactive Claims?: A checkbox.
- 'Go!' and 'Clear' buttons at the bottom.

Creating Web Timesheets

Standard Claim

* **Client**

* **Worker**

* **Service**

* **Provider**
FMS NMCC PROVIDER1

Payer Assignment
Current Payer For Client ▼

Click here more service(s)

Total Lines: 1 Total Claims: 1 Total Amount: \$0.00 Total Authorized: \$0.00

Delete | Add Lines Above | Add Lines Below | Move Up | Move Down

Note:

Note Data

Show All Claims

Total Claims:	1
Total Calculated Amount:	\$0.00
Total Authorized Amount:	\$0.00
Total Units:	0
Scheduled Units:	0
Scheduled Hours:	00:00

Save

Delete All

Cancel

- Enter the **Member ID** in the *Client* field,
- Enter the **Attendant ID** in the *Worker*, and
- Enter the **Service ID** in the *Service* field

Creating Web Timesheets

Standard Claim

* **Client**
ZealLloyd, Hadassah M

* **Provider**
FMS NMCC PROVIDER1

* **Worker**
ZealNewton, Alyce

Payer Assignment
Current Payer For Client

* **Service**
SDCB - Self-Directed Personal Care Exception

Date	Time	Amount	Date	Time
MM/DD/YYYY		#:##	MM/DD/YYYY	

Activity Codes:
 (ex: 3,5,8)

Reason Code:

Click here more service(s)

Total Lines: 1 Total Claims: 1 Total Amount: \$0.00 Total Authorized: \$0.00

Delete | Add Lines Above | Add Lines Below | Move Up | Move Down

Show All Claims

Total Claims: 1

Total Calculated Amount: \$0.00

Total Authorized Amount: \$0.00

Total Units: 0

Scheduled Units: 0

Scheduled Hours: 00:00

Save

Delete All

Cancel

- Select the **Date**
- Enter the **Start Time**
- Enter the **Amount** (time duration)
- Enter **Activity Codes** if applicable
- Select a **Reason Code** from the dropdown list
- Enter a **Note**

Note:

Note Data

Creating Web Timesheets

Standard Claim

*** Client**
ZealLloyd, Hadassah M

*** Provider**
FMS NMCC PROVIDER1

*** Worker**
ZealNewton, Alyce

Payer Assignment
Current Payer For Client

*** Service**
SDCB - Self-Directed Personal Care Exception

Date	Time	Amount	Date	Time
11/11/2020	11:30	03:00	11/11/2020	2:30 PM

Activity Codes:
07 (ex: 3,5,8)

Reason Code:
Electrical outage

Click here more service(s)

Total Lines: 1 Total Claims: 1 Total Amount: \$0.00 Total Authorized: \$0.00

Delete | Add Lines Above | Add Lines Below | Move Up | Move Down

Note:
Testing again!

Note Data

Show All Claims

Total Claims:	1
Total Calculated Amount:	\$0.00
Total Authorized Amount:	\$0.00
Total Units:	0
Scheduled Units:	0
Scheduled Hours:	00:00

Save
Delete All
Cancel

Once all fields are completed, Click Save

Creating Web Timesheets

Needs Attention:
Successfully saved ClaimID(s) (ID: **44200**)

[Print](#)

First Data

AuthentiCare®
New Mexico Centennial Care

Claim Acknowledgement
November 19, 2020

Client
ZealLloyd, Hadassah M (3999444012)

Provider
FMS NMCC PROVIDER1 (5550117)

Worker
ZealNewton, Alyce (950308)

Payer Assignment
BCBSNM

Claim ID **Service**
44200 SDCB - Self-Directed Personal Care Exception (SDCB99509E)

Authorization	Start	End	Rates	Units	Amount
P99999999052	Nov 11, 2020 11:30:00 AM	Nov 11, 2020 02:30:00 PM	Normal	0.0100	ActualNormal 12 ActualNormal \$.12
					AuthorizedNormal 12 AuthorizedNormal \$.12

Exceptions

- **Critical**
 - Billing has not been confirmed for this claim.
- **Informational**
 - This claim does not have a matching event.
 - EVV not used

Total Claims: 1 Total Actual Amount: \$.12 Total Authorized Amount: \$.12

[Done](#) [New Claim](#)

Reports

- AuthentiCare offers several standard reports that can be created as is or customized as templates
- Reports can be run instantly or scheduled for the frequency that suits business needs, 24/7
- Information is current as of the time the report is requested by the user.
- A wide variety of filtering and sorting options are provided.
- The user may choose to display the report in PDF, Excel, CSV or XML format.

Create Reports

Authorizations

AuthentiCare Service Authorizations

Authorization History

AuthentiCare Service Authorization History

Claim History

AuthentiCare Claim History

Exception

Exception Report

Overlapped Claim By Client

Overlapped Claim By Client Report

Overlapped Claim By Worker

Overlapped Claim By Worker Report

Time and Attendance

Time and Attendance Report

EOR User Web Demonstration

- **Searching authorizations (slide 32)**
- **Searching, viewing, and editing timesheets (slides 33 & 34)**
- **Confirm billing (slide 35)**
- **Creating web timesheets (slides 37 – 41)**

My Responsibilities as an EOR

- Login to the AuthentiCare web portal
- View Members/Clients and Workers/Attendants
- Confirm claims/timesheets
- Create manual web claim/stimesheets
- View Reports
- Register mobile devices

