

AuthentiCare[®] Electronic Visit Verification



Increase efficiencies, reduce expenses, improve quality of care

When it comes to providing home and community-based care, caregivers should be focused on the safety, health and well being of their clients, not paperwork. Yet, the need for current, detailed information about services provided is critical to maintain safe, cost-effective care. First Data's AuthentiCare location-of-service verification solution makes it easier for caregivers to report information from the field in real-time.

AuthentiCare ensures reliable service tracking, reporting and billing which helps to control costs, maximize responsiveness to care recipients, improve internal efficiencies, and reduce the risk of fraud.

Authenticare At-a-Glance

Fast, accurate and secure access to information for home and community-based care programs

- Multi-device electronic visit verification solutions
- Real-time reporting and monitoring
- Late and missed visit alerts
- Automated claims and billing
- Flexible, scalable, secure
- HIPAA and HITECH compliant
- Suite of flexible reports
- Voice Biometric capability

AuthentiCare® Electronic Visit Verification

From caregivers forgetting to log their time to data entry mistakes, traditional paper-based processes are prone to error and just take longer. First Data's AuthentiCare solution automates the processes for home and community-based care programs so that services are delivered more efficiently and cost-effectively.

With AuthentiCare in place, caregiver and administrative paperwork burdens are dramatically reduced and the quality of care increased. Using AuthentiCare also:

- Reduces opportunities for fraud
- Ensures providers are only paid for services delivered
- Provides more accurate and timely billing cycles
- Maintains data security and HIPAA compliance
- Improves accuracy and efficiency

The AuthentiCare solution offers:

- Real-time validation that clients receive authorized services
- Robust automated scheduling, time and attendance capabilities for workers
- Flexible check-in and check-out options from the field, even in Limited Service Zone areas, using a toll-free phone number, AuthentiCare Mobile smartphone application, or web portal
- Real-time email notifications of late and missed visits for client services scheduled
- Faster tracking and issue resolution with real-time provider, worker and claims exception dashboards
- Automated billing of claims created through EVV, via mobile application, IVR or web entry on a regularly scheduled basis
- Secure, HIPAA-compliant electronic claims processing
- Flexible suite of fully established online reporting capabilities including billed and unbilled activities, missed visits and more with outputs in multiple formats
- Support for submission of Third Party Liability (TPL) claim information
- Support for claims resubmissions
- Ability to support batch processing and/or web services of provider, client and authorization data
- Integration with major claims processing clearinghouses
- Support for Fiscal/Employer Agent (FEA)
- Support for processing of Electronic Remittance Advice (835) claim information for reconciliation with provider upload capability
- Established Voice Biometrics capability either for worker or client
- Capability to support Multi-Branch assignment and tracking for larger provider agencies

AuthentiCare takes care of and streamlines your agency's back-office processes so that you and your service providers can focus on the care of your clients.



For more information about how AuthentiCare can streamline your agency's services, contact Grant McKay at (513) 489-9599 ext. 157 or grant.mckay@firstdata.com.